



# Counseling Services

Support. Just When You Need It.



*“It was difficult for me to admit that I needed help, but the team at Concern were professional, discrete and understanding. I feel like Concern counseling has put my life back on a positive path.”*

Everyone experiences periods of stress, conflict, and sadness from time to time as part of daily life.

Often we deal with these situations on our own or with the help of family and friends. However, if that doesn't seem to be enough, or if you feel overwhelmed and stressed, it might be time to consult with a professional.

## Sometimes it helps to talk to an experienced counselor.

Concern offers free, short-term counseling to employees and their family members.

Session options include **face-to-face**, **text**, **phone**, and **video**. Whichever you choose, our qualified, compassionate counselors can help you to address personal or work issues.

The issues may vary, but examples include:

- Relationship conflicts (couple, family, parent, teen)
- Major life events, including births, divorce or a loss
- Problematic alcohol and drug use
- Managing multiple demands
- Anxiety, depression and stress management
- Communication

**What can I expect?** During your sessions, a skilled counselor will help you identify the nature of what you're going through. Then they'll help you develop a workable plan to address the root cause of any issues and strengthen your emotional wellbeing.

**Is it confidential?** Counseling is voluntary and completely confidential\*. Concern will not reveal your information to anyone, including your employer, without your written consent.

**Convenient Appointment Options** – Log into the Concern employee portal and click any Luma link to view options and select your counselor online or call us 24/7 for help finding a counselor over the phone.

**Call: 800.344.4222**  
**[employees.concern-eap.com](https://employees.concern-eap.com)**

\* There may be circumstances when serious threat to your or other's safety, or requirements of law, necessitate that we disclose certain information. Please review our Privacy Statement for more information about confidentiality.