



## **Carelon Wellbeing is here 24/7 and you can reach us for support at 888-275-0021 | TTY 711**

Carelon Wellbeing is a free, confidential program providing support and/or guidance in a number of areas, including uncertainty, stress, anxiety, depression, burnout, life changes, substance use, domestic violence and family challenges.

### **Carelon Wellbeing Frequently Asked Questions**

#### **Q1: What kind of help can I get when calling Carelon Wellbeing for support?**

- **Answer:** Carelon Wellbeing covers a wide range of services and addresses all sorts of issues, from mental health to financial help. Our fully licensed Support Specialists can provide immediate mental health support, including guidance on handling personal concerns or challenges, recommendations on next steps, and assistance in securing onsite or virtual counseling services.

#### **Q2: Who can use Carelon Wellbeing?**

- **Answer:** Carelon Wellbeing is available to all Home Depot associates, spouses, children of associates and household members.

#### **Q3: As a Home Depot associate or household member, what can I expect when calling Carelon Wellbeing?**

- **Answer:** You can expect a Support Specialist to assess your needs, such as the nature of your current concern(s), any prior experiences with similar issue(s), your available support system at home and work and your strengths as a person. You may receive in-the-moment support, along with recommendations and assistance on next steps. Calls generally take 10-15 minutes for an assessment, although Carelon is sensitive to any time limitations you may have.

#### **Q4: If I am interested in or recommended counseling, what types of counseling sessions are available to me?**

- **Answer:** Counseling is available in person or through telehealth services for individual or family therapy. Our providers specialize in a variety of



populations and mental health and emotional disorders, including children and adolescents, family problems, anxiety and depression, substance abuse disorders, trauma, occupational stress, and work-relationship issues, to name a few. Carelon Support Specialists can assist with locating an in-person counselor who is in your area, or you can choose to schedule a telehealth session with our partner, Talkspace, an online platform that allows you to connect with your counselor over the phone, through video, or via text message.

#### **Q5: What are the Carelon Wellbeing counselors' credentials?**

- **Answer:** All our support specialists and providers require a minimum of a master's degree in counseling, psychology, or social work. They are also fully licensed as mental health professionals in the state (or states) that they are practicing in. Some providers may be dually certified substance abuse counselors or licensed marriage and family therapists.

#### **Q6: How many counseling sessions do I have through Carelon Wellbeing and how long will I continue the sessions?**

- **Answer:** All associates, spouses, children of associates and household members have access to 6 free sessions per situation per year. The length of counseling can vary depending on individual needs and goals for the sessions. If longer-term support is needed, your counselor will assist you with referrals as well as connecting you with other services available through Carelon Wellbeing.

#### **Q7: Will my contact with Carelon Wellbeing be confidential?**

- **Answer:** Yes, your privacy is respected, and details of your request for assistance are confidential and not shared with any other party without your consent, including The Home Depot. Counseling sessions and other interactions with Carelon Wellbeing are not reported back to their employer. Providers follow all applicable federal and state confidentiality laws, the exception being when an individual poses an imminent danger to themselves or others or when a therapist suspects child, elder or dependent abuse.

#### **Q8: Will using Carelon Wellbeing affect my job?**

- **Answer:** Carelon Wellbeing normally does not report any personal information



about a specific associate's use of the program. In most cases, we will keep all your information private from your employer. However, there are occasional exceptions to this rule. If an associate has an issue or condition that could endanger themselves, a supervisor may be notified.

**Q9: In addition to the counseling sessions, what services are available through Carelon Wellbeing?**

- **Resources for Housing, Food, Childcare and More:** Receive resources and referrals in the areas of childcare, eldercare, housing, food, daily living needs and more. Connect with a team of experts to help locate vetted resources, tailored to your specific needs. Referrals are unlimited and always at no cost. Click [here](https://hdcarelonwellbeing.findhelp.com) [[hdcarelonwellbeing.findhelp.com](https://hdcarelonwellbeing.findhelp.com)] to search for free or low-cost community resources for housing, food, transportation, childcare and much more.
- **Legal/Financial Consultations:** Free 30-minute consultation with a legal or financial professional to assist with topical questions and concerns. Receive up to a 25% discount if services with the licensed attorney are retained. Visit [here](https://livetheorangelife.com/carelon) [[livetheorangelife.com/carelon](https://livetheorangelife.com/carelon)] and click on the Legal Resources or Financial Planning card to get started.
- **Learn to Live:** Self-paced, self-help resources available online to help navigate concerns such as improving sleep and building resiliency. Click [here](https://learntolive.com) [[learntolive.com](https://learntolive.com)] to learn more and register. Once registered, you can download the Learn to Live app and use **Access Code: THEHOMEDEPOT**.
- **eM Life:** Meditation programs and videos, easily accessible online and through an app. Content available for all levels of meditation and mindfulness. Click [here](https://vibe.emindful.com) [[vibe.emindful.com](https://vibe.emindful.com)] to learn more and register. Once registered, you can download the eM Life app and use **Access Code: THEHOMEDEPOT**



EAP = Employee Assistance Program

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