



What is the EAP?

The Employee Assistance Program (EAP) is a benefit provided to employees and household family members. An EAP offers confidential assessment, short-term counseling, crisis intervention and, if needed, referral to other resources in the community.

Who is eligible for EAP services?

The EAP services are available to employees and their household family members.

Is the EAP confidential?

Use of the program and issues discussed are held in strict confidence. Information can only be released to an outside party:

- With your written/verbal consent.
- When required by law.

What is the cost?

The EAP services are free of charge for you and your household family members. In most cases, the EAP is all the help you need. If, however, additional services are needed beyond the EAP, your counselor can facilitate accessing the best resources.

What type of issues can be resolved through the EAP?

The EAP can help resolve most of life's challenges, such as:

Stress management	Relationship difficulties
Anger issues	Alcohol/Drug
Emotional issues	Grief
Coping with violence	Self-esteem
Feeling overwhelmed	Financial
Supervisor/Co-worker conflict	Family matters
Legal	

The issue does not have to be listed here for you to receive help. If it is a problem to you, it is a problem we will help you resolve.

How do I access the EAP services?

There are several convenient ways to access our services:

- By phone: Simply call **502.589.4357** or **800.877.8332**. In cases of emergency, counselors are available twenty-four hours a day, seven days a week.
- By email: info@humandev.com and receive a response within the next business day.
- By social media: follow us on Facebook, Twitter and LinkedIn.

When can I schedule an appointment?

Administrative staff is available 9am-5pm, Monday through Friday. Evening and weekend appointments are available. In crisis situations, a counselor may be reached 24 hours a day, seven days a week. Please plan to arrive 15 minutes early to your initial appointment to allow time to complete the intake paperwork.

Why would my employer pay for me to receive counseling?

Your employer recognizes that employees are their most important resource. Research has shown that when people are happier, they are more creative and more productive in their personal and work lives. Therefore, your employer only stands to gain if you are happier and functioning at your best.

Who will I see?

We have experienced professional counselors on staff to provide your employees with a full range of services. All counselors are certified and or licensed professionals who are caring, understanding consultants with extensive counseling experience. When contacting Human Development Company, please inform us of any preferences in order to arrange the most appropriate counselor for you.

Where are you located?

Our corporate office is located in the Heyburn Building, Suite 915, 332 W. Broadway, Louisville KY 40202. In addition, offices throughout the city, state, and country are used from Human Development Company's network of providers.

Can I access help online?

The On-line Work/Life Service is an interactive resource available to help you and your family build resilience and get answers to life's tough questions. Whether it is a health, financial, occupational, legal, relationship, or emotional issue, the effects are felt in all areas of your life.

Visit our website (humandev.com) to access these valuable resources:

- Assessments
- Videos
- Quizzes
- Courses
- Articles
- Calculators

What if my question wasn't listed?

Contact us! Our staff will be happy to answer your questions. Feel free to call us: 502.589.4357 or 800.877.8332 or email us at info@humandev.com.