



# EAP and Work-Life Services

## Life made easier

Employee Assistance Program (EAP) and Work-Life Services can help your organization create an engaged and loyal workforce. Our integrated services address a wide range of employee effectiveness issues and can help your company increase productivity, improve employee retention, reduce absenteeism, and improve overall morale, which ultimately improves the bottom line.

- Employees who have solved their caregiving challenges can put their focus back on work.
- Employees who believe that their organization cares about them are more likely to be highly engaged.
- Offering a valuable benefit like EAP and Work-Life can help increase employee job satisfaction, which can make employees more likely to stay.

## Services for managers

The success of an organization is dependent on its managers' abilities to keep employees productive. Managerial skills are not innate – they can be taught – so we have developed advanced services and resources specifically for managers and supervisors, providing them with effective support so they have the knowledge and resources to better manage their employees. These resources include coaching, seminars, newsletters, online resources, and unlimited management consultations.

Managers and supervisors also have access to unlimited telephone consultations to help them with:

- Referring an employee to EAP and Work-Life Services
- Addressing chemical dependency issues
- Addressing workplace performance and behavior concerns
- Dealing with workplace conflict
- Responding to trauma affecting the workplace
- Facilitating workplace training for EAP and Work-Life topics

Along with these services, your organization will have access to templates and materials such as flyers, posters, brochures, webinars, and newsletters to increase employee awareness and engagement.

## Services for human resources professionals

Human resources professionals have different needs from managers, so we work with them to:

- Develop specific solutions for employee-related and organizational issues
- Collaborate with management
- Create programs to meet their strategic goals, including seminars, virtual wellness fairs, employee relations hotlines, and more

## Services for employees

Personal and professional issues can affect performance at work, increasing absenteeism and employee turnover. Employees can call the EAP and Work-Life to receive guidance and assistance with family issues, finding child and adult care, workplace concerns, legal and financial issues, stress, health and wellness, and any other issues that concern them. The program offers personal, confidential guidance for employees and their household members for many personal issues, such as:

- Alcohol and substance abuse
- Child or adult care needs
- Depression and anxiety
- Legal matters
- Marital and family problems
- Personal finances
- Work-related concerns

## Online tools

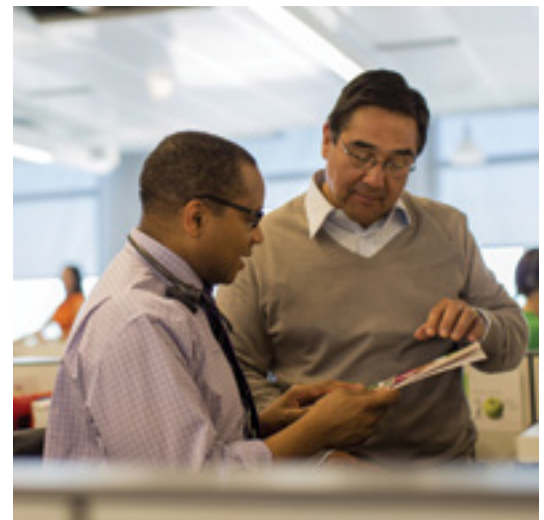
Participants can access helpful and time-saving online tools, available 24 hours a day, seven days a week, including:

- Articles on topics such as child care, parenting, aging, caregiving, education, pet care, adoption, moving and relocation, and college life
- Streaming audio and video broadcasts
- CareSolutions, a guided online search for older adult or child care services, plus customized information resources
- Checklists, quizzes, assessments, and financial and health calculators
- Databases and tools to help find local resources by address or zip code
- Seminars
- Moderated chats
- Podcasts
- Access to SpendLess discount program for discounts on child care services, electronics, travel, and much more

Services are confidential and available to employees and their household members 24 hours a day, seven days a week at no additional cost to them.

## Services may include:

- Flexible options that include EAP counseling sessions in person and/or over the telephone
- Access to EAP and Work-Life professionals who can assist with issues across disciplines, collaborating to address members' concerns and help them solve their personal and work issues efficiently
- Customized referrals and educational materials
- Verification of availability and vacancy for recommended providers



**TO FIND OUT MORE ABOUT EAP AND WORK-LIFE,**  
CONTACT YOUR HUMANA SALES REPRESENTATIVE.

Services provided by Humana EAP and Work-Life Services.

Personal information about participants and members of their households remains confidential according to all applicable state and federal laws, unless disclosure is allowed by such laws.

\*The attorneys and financial experts in our network cannot assist you with (1) employment issues or potential legal disputes between employees and employers, (2) how another attorney is handling a legal situation, (3) advice or help for someone else's legal problems, or (4) specific types of investments or opportunities such as stocks, mutual funds, or bonds; however advice about general investment strategies can be offered.

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