



Family Service EAP . . . Your Bridge Between Home and Work  
430 North Canal Street  
Lawrence, MA 01840  
[www.familyserviceinc.com/EAP](http://www.familyserviceinc.com/EAP)  
1-800-683-9544

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### WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM (EAP)?

The Family Service Employee Assistance Program (EAP) is a confidential and effective way to address personal problems that may interfere with daily living and work performance. The EAP is an employer-paid benefit that offers professional counseling, evaluation, and referral services — provided for you and members of your household.

Referrals to the EAP may be made by employees, supervisors and/or union representatives, human resources professionals, and medical professionals. In addition, an employer may mandate an EAP referral.

### HOW ABOUT CONFIDENTIALITY?

The foundation of our service is based on trust and confidentiality. All personal information remains confidential within the limits of the law and will not be released without your consent.

### WHAT SERVICES ARE AVAILABLE?

The Family Service EAP provides assessment, counseling, and referral services for employees and members of their household.

The EAP is a resource for addressing personal problems such as:

- Family and marital difficulties, parent and child relationships
- Alcohol and drug abuse
- Work and family stress
- Anxiety and depression

**The EAP is here for YOU!**

**Contact us at:  
1.800.683.9544**

**[EAP@familyserviceinc.com](mailto:EAP@familyserviceinc.com)  
[www.familyserviceinc.com/EAP](http://www.familyserviceinc.com/EAP)**

An appointment can be arranged with one of Family Service's counselors, or you may choose from our geographically dispersed network of providers.

### REFERRAL SERVICES

Many employees have issues that can be addressed by connecting them with resources in the community, such as childcare, eldercare, legal services and financial assistance. The Family Service EAP has a full and up-to-date resource directory to help you find and access other resources.

### CONTACT US

**The Family Service EAP is here for YOU!** Please call at any time to get the support you need. The EAP can be reached, day or night, by calling 1.800.683.9544 or send an email to [EAP@FamilyServiceInc.com](mailto:EAP@FamilyServiceInc.com) (email inquiries will receive a response during business hours).

Please check out our new and improved website [www.familyserviceinc.com/EAP](http://www.familyserviceinc.com/EAP)

If you have any questions about this topic, or if you wish to discuss a personal situation you may be experiencing, we invite you to contact your Family Service Employee Assistance Program (EAP). All contact between you and your EAP is confidential.

Contact us at: 1-800-683-9544 • [EAP@familyserviceinc.com](mailto:EAP@familyserviceinc.com) • [www.familyserviceinc.com/EAP](http://www.familyserviceinc.com/EAP)

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