

Help dealing with life's challenges is just a phone call away.

*Local and national please dial:
(800) 327.4692*

EAP – *Your 24/7 direct line to confidential and professional help when you need it.*

***You're not alone.
We can help.***



EFR EMPLOYEE & FAMILY RESOURCES

Headquarters:
505 Fifth Avenue, Suite 600
Des Moines, IA 50309

www.efr.org/myeap

***How can I find out more about
all the services available to me?***

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(800) 327.4692*



EFR EMPLOYEE & FAMILY RESOURCES



EAP
**EMPLOYEE
ASSISTANCE
PROGRAM**

An employer provided benefit.

Life can present unexpected challenges like work-related stress, an illness of a family member or a change in finances that require an objective perspective from trained professionals.

Your employer recognizes the importance of providing a confidential resource to help you deal with life's challenges. The Employee Assistance Program (EAP) is a benefit designed for you and your eligible family members*.

Guided by professional counselors, the EAP helps you address challenges that can impact your job performance, stifle the well-being of you or your family, or take a toll on your health. Employee & Family Resources is here for you - 24 hours a day - 7 days a week.

What kind of concerns does the EAP address?

You or your immediate family members can call EAP counselors for any life situation that causes you concern or when you are ready to grow personally and professionally. Some common issues that EAP counselors address include:

- *Work stress*
- *Family and personal relationships*
- *Emotional or mental health*
- *Work and life balance*
- *Substance abuse*
- *Financial or legal concerns*
- *Personal growth and development*

What happens when I call the EAP?

An EAP counselor will ask you to describe your concerns. The counselor will spend whatever time is needed with you. The counselor will also connect you with one or more of the many EAP services that can help you.

Who will know I used the EAP?

EAP services are confidential. No one will be given any information without your permission within the strict limits of the law.

What are the credentials of the EAP counselors?

EAP counselors have masters or doctoral degrees. They are counseling professionals who have experience in a variety of behavioral health fields and are licensed and/or credentialed in their state of practice.

How much will it cost to use EAP services?

Your employer provides this benefit at no cost to you or your family members. If you are referred for additional assistance beyond what is provided by the EAP, the financial responsibility will be yours.

How can I find out more about all the services available to me?

Call us anytime – 24 hours a day, 7 days a week at **800.327.4692**

Find us on the web at:
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What services does my EAP provide?

- **ID Theft Resolution Service** – Assists employees at the beginning of a fraud related emergency. In the event of an identity theft, Fraud Resolutions Specialists™ provide both affordable and expedient assistance to remedy and prevent future ID theft.
- **In-person Counseling Sessions** – Sessions will be provided with a masters or doctoral level counselor near your work or home. Counselors will help you understand and develop a plan to respond to life stressors.
- **Legal Consultation** – The EAP will refer you to an attorney in your area for a free, 30-minute telephone or in-person legal consultation for any non-employment related legal issue. A 25% reduction in attorney fees is available if you choose ongoing representation.
- **Financial Consultation** – EAP counselors will connect you with a financial expert for a free, 30-minute consultation on multiple financial issues.
- **Eldercare Consultation** – An EAP counselor will help you locate and access resources to assist with the caregiving of elderly parents or other dependent adults for whom you provide caregiving either locally or long distance.
- **Web Resource** – EAP information is available online 24 hours a day, 7 days a week.

**The EAP is available to family members residing in your home as well as any legal dependants who are claimed on your taxes or health insurance.*