

Employee Assistance Program Manager Service Summary



City of Urbandale

Telephone Consultation

Immediate telephone access to a counselor 24 hours a day, 7 days a week for consultation, supportive counseling or crisis response.

In-Person Appointments

Up to **three (3)** sessions per year, per separate issue for assessment, short-term counseling and referrals to additional resources as needed. Sessions are provided by licensed master's and doctorate level counselors at locations near your home or workplace.

Life Coaching

Life Coaching is a telephone and web-based tool to assist you and your family members in achieving goals you have set for yourself, but not yet reached. You'll work with a Life Coach who will assist you through your personal, private web portal while helping you set goals and make progress towards achieving them.

Legal Consultation

A free 30-minute telephone or in-person consultation with an attorney for assistance with personal and family legal services, civil and consumer issues, real estate services, criminal matters, IRS matters and more. If ongoing representation is needed, this service is provided at a 25% reduction off the network attorney's usual rates.

Financial Consultation

A free 30-minute telephone consultation with a financial professional on issues including budgeting, credit reports, tax questions, financial planning and more. Referrals to local resources are provided when ongoing services are requested.

Eldercare Resources

Telephone assistance for those who are concerned about and/or caring for an aging parent or other family member. The EAP provides an assessment of personal needs and provides you with resources to meet those needs. Resources are available for caregiver support, in-home care, transitional and alternative living arrangements, legal and financial issues and more.

Eligible Participants

Eligible participants include you, family members living in your home, and legal dependents who may live elsewhere. Family members may contact the EAP on their own and receive the same confidential services listed above.

Management Consultation

Support for supervisors, managers, HR professionals or other identified leaders on workplace performance issues. Assistance includes (but is not limited to) managing a difficult employee, responding to performance concerns, responding to workplace conflict and determining when and how to refer an employee to the EAP.

Management Referral

A tool for use by employers in responding to an employee with a work performance issue or company policy violation. The EAP provides 1) assessment of the employee's issues, 2) recommendations to the employee to assist in resolving the issues and 3) ongoing case management of the employee's compliance with recommendations and success at resolving the work performance issues. The goal of the process is to improve employee job performance, productivity and retention.

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Crisis Response

EFR recognizes the importance of planning for and providing immediate and caring responses to critical incidents that impact the workplace. Examples of critical incidents include: employee or family death, serious injury, natural disasters, on and off-site injuries, robbery and workplace changes. In the event of a critical incident, managers can immediately consult with our crisis response team to arrange for appropriate response services, including on-site group debriefings, generally held within 72 hours of the incident.

Real Life Solutions Employee Newsletter

A monthly newsletter designed to help employees respond to relevant issues impacting work-life balance in today's world.

Workplace Solutions Managers Newsletter

A monthly newsletter offering information and tips to help managers respond to relevant issues impacting the workplace.

Better Living Web Resource

Better Living is your web resource for fresh content, information and articles on topics including relationships, emotional and mental health, alcohol and other drugs, healthy workplaces, work-life balance, and legal and financial issues. Management tools are also provided. *Better Living* is available through the EAP website at www.efr.org/myeap.

Promoting the EAP

Employee and supervisor orientations are provided on-site and/or via the web. Promotional materials designed to encourage use of the EAP include brochures, magnets, posters, wallet cards and more.

The EAP is your 24/7 direct line to free, confidential and professional help when you need it.