

Employee Assistance Program

Employee 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 unique 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 Services

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.

Real Life Solutions Employee Newsletter

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

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, health, fitness and nutrition, work-life balance, and legal and financial issues. It is available through the EAP website at www.efr.org/myeap.

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.

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