



**PEOPLES**  
Community Health Clinic

905 Franklin Street  
Waterloo, Iowa 50703-4407  
319-272-4300

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January 2015

Dear Peoples Clinic Employees and Family Members:

Peoples Clinic has contracted with UnityPoint Health-Allen Hospital to provide Employee Assistance Program (EAP) services for our employees and immediate family members beginning January 1, 2015. **This free & confidential benefit offers initial assessment, short-term counseling and/or referral** (up to 6 sessions/employee, spouse and/or dependent, with the limit of 3 issues per calendar year) for personal problems affecting relationships, health, and job performance.

*Contacts made by employees and immediate family members to the EAP are treated confidentially in accordance with state and federal laws.* Release of information will be made only after or if a participant signs a release agreement.

You can call the Employee Assistance Program directly at 319-235-3550 or toll free at 1-800-303-9996 from 8:00 a.m. to 8:00 p.m., Monday through Thursday and 8:00 a.m. to 3:00 p.m. on Friday. When calling for an appointment, please identify yourself as one of our employees or a family member. For after-hours emergencies, call either of the above phone numbers or 319-235-HELP (4357). For an after-hours crisis, an EAP counselor can be reached to contact you within an hour of your call.

No one lives a life without problems. Peoples Clinic recognizes that in the course of daily living, problems can become overwhelming. When a personal problem disrupts your work or relationships, we encourage you to contact the Employee Assistance Program. Professional counselors can help you with a range of issues, including marital and family problems, separation and divorce, alcohol and drug concerns, depression, anxiety, parenting challenges, grief & loss, and job stress. *Call UnityPoint Health-Allen Hospital EAP when a personal problem becomes difficult to handle alone.*

The enclosed wallet card and flier is for you and your family members to keep in a convenient place. For additional information, go to our website at [www.UnityPoint.org/Waterloo/employee-assistance-program](http://www.UnityPoint.org/Waterloo/employee-assistance-program).

An employee orientation meeting will soon be scheduled. At that time, Allen EAP staff will describe the services the EAP can provide you and how to easily access those services. They will also be able to answer any questions you might have at that time.

If you have questions about this free, confidential service, please contact Beth at 319-272-4429 or **UnityPoint Health-Allen Hospital Employee Assistance Program at 319-235-3550 or toll free at 1-800-303-9996.**

Sincerely,

Jennifer Lightbody  
CEO

### **What is EAP?**

Allen Employee Assistance Program (EAP) is a program provided by your employer to help you and your family deal with personal problems.

Allen EAP offers CONFIDENTIAL assessment, short-term counseling, and referral if necessary, for employees, and their immediate family members (up to 6 sessions each per calendar year) to address problems affecting personal relationships, health, and work performance.

You or an immediate family member can talk to an EAP counselor about:

- Anxiety
- Depression
- Marital conflicts
- Job Stress
- Parenting/step-parenting issues
- Separation/divorce issues
- Anger management
- Caregiver stress
- Alcohol or drug abuse
- Grief & loss

### **How do I contact Allen EAP?**

To schedule a confidential appointment, call **(319) 235-3550**, or toll free at **1-800-303-9996**, Monday through Thursday from 8:00 a.m. to 8:00 p.m. and Friday 8:00 a.m. to 3:00 p.m. Identify yourself as part of your company's Employee Assistance Program. We will schedule an appointment to meet your needs. Evening appointments are available.

### **What if it is an emergency?**

If a personal crisis occurs when our office is closed, call **(319) 235-HELP**, or toll free **1-800-303-9996**. An EAP counselor will call you within one hour of your call to help stabilize the situation and will follow up with you to schedule an appointment if you need further support.

If you need immediate medical assistance, the counselor will help refer you to services outside EAP, such as a doctor or an emergency room.

### **Is the EAP confidential?**

Contacts made by employees and family members to the EAP are treated confidentially in accordance with all state and federal mandates.

### **Does the EAP cost anything?**

EAP services are paid by your company. EAP services cover visits with an EAP counselor for short-term counseling. If you and your counselor decide medical assistance or additional counseling is needed, your counselor will refer you to another agency. If referred, you will be responsible for any cost not covered by insurance.

***No one lives a life without problems. When a personal problem disrupts your work or relationships, we encourage you to use the Employee Assistance Program.***