

What is an Employee Assistance Program?

An Employee Assistance Program is a professional counseling/consultation service provided for employees and their family members. Employee Assistance is one of the benefits provided by the employer, therefore it is available at no cost to the employee. All Employee Assistance services are confidential. They do not become a part of personnel records and are not available to management or administration. EAP services are guided under strict State and Federal regulations regarding confidentiality.

How can the Employee Assistance Program help?



Our Employee Assistance Program helps you identify and assess problems. You need to know what the problem is and who owns the problem before you can resolve it. Our Employee

Assistance Program can help you with this process — then you can look at options and resolutions. Your Employee Assistance Program counselor can help you decide on possible solutions and refer you to the resources available. The EAP counselor will evaluate and determine the appropriate number of sessions available to each individual.



What kinds of personal problems can be helped through the Employee Assistance Program?

The following problems can be addressed by the Covenant Clinic Employee Assistance Program:

- Depression
- Marital or Relationship Difficulties
- Family/Children/Elder-Care
- Alcoholism/Drug Abuse
- Anxiety
- Stress
- Financial Stress
- Work
- Family Violence or Anger Management
- Grief

How do I use the Employee Assistance Program?

EAP services are very easy to access. Employees and/or family members can call the Covenant Clinic EAP program at 319.272.8920 or 1.800.394.4942 (toll-free) to setup an appointment or to learn more about the program.

EAP services are primarily provided at 2750 St. Francis Dr., Waterloo. Appointments can also be scheduled as needed at our Cedar Falls or Waverly office locations. Appointments are available during regular working hours. Calls will be answered 24-hours a day by our answering service who will put you in touch with an on-call counselor for crisis situations.

Where is the Employee Assistance Program located?

The Covenant Clinic Employee Assistance program is located at 2750 St. Francis Drive, Waterloo. If you need help, call 319.272.8920 or 1.800.394.4942 (toll-free).

Remember, the Covenant Clinic Employee Assistance Program is confidential, free and available to you and your family members. Family members may call directly if they need help.



Why does your employer provide this kind of service to employees?

An Employee Assistance Program is a good business investment, good for the corporation and good for you.

All of us deal with a variety of personal problems on a daily basis. Most of these we handle on our own but every now and then we come up against something we can't handle. Worry and stress take their toll on us. Sometimes this affects our work performance and productivity. That is where the Employee Assistance Program comes in, to provide professional assistance for personal problems when it is needed.

Early intervention is the key to the prevention of serious and costly problems and crisis. Mental fitness and physical fitness are connected, and together promote healthy, happy, productive employees.



Covenant Clinic

Wheaton Franciscan Healthcare

Employee Assistance Program

2750 St. Francis Drive

Waterloo, Iowa 50702-5697

Phone: 319.272.8920

1.800.394.4942 (toll free)



Covenant Clinic

Wheaton Franciscan Healthcare



Employee Assistance Program



Expert,
Compassionate
and Confidential
Assistance for
Employees and
Their Families



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