



24-hour Crisis Intervention and Critical Incident Response

The Iowa Health – Des Moines Employee Assistance Program services include crisis intervention for employees and organizations.

For individuals and families, a counselor is available on-call 24 hours a day, seven days a week to provide crisis assistance and guidance on immediate steps one should take to get help in a behavioral health or family crisis.

24 hour on-call coverage is also available to managers and supervisors for guidance in handling critical incident responses. Our counselors are skilled in leading organizations and employees through traumatic incidents, accidents or actions that cause disruption to an organization or department's operations.

(515) 263-4004
Toll free (800) 732-4490



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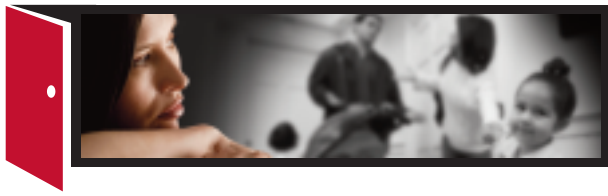


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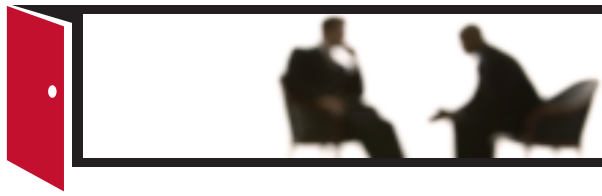


Individual and Family Services

Is there a conflict with your spouse or significant other that isn't getting better? Are you having trouble communicating? How about issues related to parenting of children or teens? Is work stress affecting your home life? Are troubles at home affecting your work? Maybe you are concerned about a loved one's mental health. These questions reflect common reasons why employees and their families choose to contact the EAP. Our expert counselors specialize in dealing with:

- Stress and anxiety
- Depression
- Self esteem and image issues.
- Marriage and relationship problems
- Substance abuse
- Unresolved past issues
- Family problems
- Child and adolescent issues
- Parenting concerns
- Grief and loss
- Life transitions
- Tobacco cessation

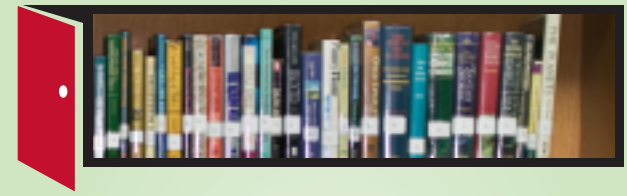
Our confidential counseling and referral services will put you on the road to change and connect you with the resources you need.



Workplace and Communication Development

Improvement in teamwork can increase individual accountability for work-related action and behavior. Better teamwork will also improve work quality, problem-solving ability, employee satisfaction, and ultimately, client and customer service. The staff at Iowa Health – Des Moines EAP is experienced in a variety of team-building approaches that will address problems and facilitate improvement in your area's ability to work together. Supervisors and managers can call to discuss what type of team building approach would best suit departmental or company needs. Common areas of interest in workplace development include:

- Communication
- Conflict resolution
- Personality differences
- Teamwork
- Problem solving
- Transitions

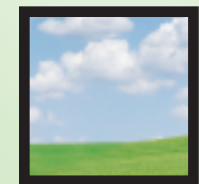


Education

The Iowa Health – Des Moines Employee Assistance Program offers expert educational opportunities on a variety of topics. These offerings can be conducted in a variety of forms ranging from short presentations and lunch and learn sessions, to longer workshops and seminars. Commonly requested educational topics include:

- Recognizing adolescent and adult substance abuse
- Work-life balance
- Stress management
- Effective time management
- The power of healthy sexuality
- Identifying depression and anxiety
- Drug free workplace trainings
- Tobacco cessation
- Diversity and harassment awareness

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