

Intermountain LiVe Well EAP Services

Employee & Family Member Services

COUNSELING FOR LIFE PROBLEMS SUCH AS MARITAL PROBLEMS, PARENTING CHALLENGES, DEPRESSION, AND LIFE STRESS.

Services are available to employees, spouses or domestic partners, and dependent children (under 26 years old).

Intermountain EAP has multiple offices across Utah for easy, convenient access. We contract for EAP services in locations outside of Utah. Appointments are offered within 5 - 10 business days. There are no session limits once it is determined to be an appropriate EAP problem.

At each counseling session, the client is asked to fill out a brief scale that measures progress in resolving their problem. This tool facilitates communication about the counseling process and how the counselor can best serve the client.

CONTACT US

- **Call** 801.442.3509 or 800.832.7733 from 8:00 a.m. – 5:00 p.m. (MST) to schedule an appointment.
- **A crisis counselor** is available by phone 24/7 at the same number.
- **Email** us at eap@imail.org with non-urgent questions or feedback.



HELP FOR CAREGIVERS

Information, resources and coaching for employees who are providing assistance to an aging spouse or relative who is ill, or needs help with basic activities of daily living. Caregiver services can help identify medical, legal, and financial resources, as well as provide support for the emotional issues of caregiving.



CRISIS SERVICES

Crisis services are available 24/7 by phone to employees and family members.



REFERRALS AND RESOURCES

When the problem is not EAP appropriate, EAP makes the best possible referral to providers covered by the client's insurance and/or community resources.

Employer Services



HELP WITH CHALLENGING EMPLOYEE SITUATIONS:

We help human resources and supervisors with challenging employee situations such as performance problems, disruptive behaviors, potential impairment, or conflicting employees. Supervisor services include:

- HR and supervisor consultations
- Supervisor training
- Supervisor referrals to EAP
- Mediation with co-workers



CRISIS SERVICES IN THE WORKPLACE

Crisis can include serious illness or death of employees, accidents at work, lay-offs, or workplace violence. Services include:

- 24/7 crisis phone coverage
- Grief and loss on-site interventions and educational materials
- Crisis services on-site and educational materials



MARKETING OF EAP SERVICES

On-going promotion of the EAP service is critical to utilization, resulting in high value for the employer. Marketing services include:

- Onboarding communication to all employees and their family members
- Posters in the workplace
- Benefit and health fair visibility of the EAP



UTILIZATION REPORTS

Utilization reports are available upon request. We meet with the employer annually to review utilization and to ensure we're meeting the employer's needs.



PREVENTIVE SERVICES

In addition to providing early intervention counseling services, we promote the prevention of mental illness and unhealthy relationships. Preventive services include:

- **Screening for Emotional Well-Being.** EAP can provide employee screenings at wellness and benefit fairs on important mental health topics such as stress management, happiness, depression, anxiety and communication skills.
- **Emotional Well-Being Campaigns.** In partnership with your wellness program, EAP can provide campaign materials on emotional well-being topics. Campaigns include fun, engaging education and contests with motivating prizes.
- **Monthly educational and inspirational communication** about emotional wellness using the employer's communication tools.
- **LiVe Well EAP Workplace Trainings.** Trainings are designed to increase self-awareness and offer skill building techniques for personal and professional growth. Each class lasts approximately 60 minutes and are free and unlimited as part of the EAP benefit.