



Citizens Memorial Hospital EAP Benefit

Provided by Mercy Employee Assistance Program

How can EAP Help?

EAP clinicians provide information, support and referral services to assist the employee and/or their immediate family members with the concerns that may be causing a loss of balance in their lives. These include but are not limited to assistance with:

Strained relationships

Stress at home or work

Legal Questions

Budgeting

Parenting concerns

Depression and anxiety

Conflicts, anger and resentment

Grief and loss

Short Term Counseling

Focuses on helping employees and/or their family members solve difficulties that interfere with work performance. Through counseling, employees and/or their family members can receive help with concerns like anxiety, stress, anger or depression.

Other Services:

Immediate access to assessment, face to face solution focused brief counseling, unlimited management consultation, onsite orientation and education workshops for employees and supervisors; as well as crisis intervention and department specific programming.

Dedicated Call Center

Toll-free number for 24-hour/365-day live access to EAP professionals: **1-800-413-8008 #2 or (314)729-4600**

Individual, family or marital counseling:

Up to **six** sessions per individual and/or dependent per situation



Assessment, Referral & Short-term Counseling

Face-to-face assessment for appropriate referral to EAP, health plan, or community resources and up to an agreed upon number of sessions per year for employees and their benefit-eligible dependents

Legal and Financial Services

Referral for face-to-face or phone consultation and extensive online resources

Family Resource Service

Extensive online resources and national Provider Directories for child and elder care services

Work-Life/Wellness

Interactive online resource for emotional and physical health, legal, financial, family life, and personal growth

Online Health Risk Assessments

Five online tools to assist employees in determining their health status

Crisis Intervention Services

On-site individual and group intervention with case management and team follow up as needed

Interactive Website: <https://helpwhereyouare.com/CompanyLogin/1515/mercy>

On-line resources for behavioral health information, comprehensive work-life and wellness services **USERNAME: Citizens** and **PASSWORD: Citizens**

If you have any questions please contact Christian Koch, Senior EAP Coordinator at (314)729-4605 or Christina.Koch@mercy.net