The Aurora Employee Assistance Program

Since its establishment in 1983, the Aurora Employee Assistance Program has grown into one of the premier EAPs in the country, serving businesses of all sizes throughout North America. We provide confidential, quality services to help employees and their families successfully meet home and workplace challenges.

As part of Aurora Health Care, the Employee Assistance Program is committed to enhancing the well-being and quality of life of the diverse populations we serve through an integrated network of providers addressing the full spectrum of family and workplace needs.

Aurora Health Care is a community-owned, not-for-profit health care system dedicated to promoting total health, preventing illness, and providing state-of-the-art diagnosis and treatment, whenever and wherever we can best meet individual and family needs.

Program Access

Call (800) 236-3231 and identify yourself as an employee of this company. Your family members may do the same. Our goal is to ensure that your use of the EAP will be convenient, timely, and effective.

The Aurora Employee Assistance Program has locations throughout Wisconsin, the United States and Canada.

Our Promise to You

Your privacy is protected in accordance with both federal and state laws regulating mental health and medical treatment records. The Aurora EAP makes every effort to protect your privacy and ensure that your participation in the program is completely confidential.

The Aurora EAP: A free benefit for you and your family

Your employer pays for this service. If you or your family member need assistance beyond the scope of the EAP, you will be referred to appropriate resources.

The Aurora EAP Website

Please visit us at www.Aurora.org/eap
Welcome to Aurora’s Premier Employee Assistance Program (EAP)
The Aurora EAP has been serving employees and families for over 20 years. Our dedicated team of professionals is committed to helping you find healthy solutions for life: solutions that can help you and your family deal with the complications of your busy lives, solutions that get results — quickly, conveniently and confidentially.

Finding a Better Way
Life is filled with change and uncertainty. The responsibilities and demands on our time can be overwhelming. It happens to all of us. Calling the Aurora Employee Assistance Program can be the first step towards taking charge of a situation that is affecting your health and well-being.

Eligibility
The Aurora EAP is available to employees and family members residing in the household.

How It Works
Help begins as soon as you make the first call for assistance. An EAP specialist will listen to your concerns and ask you relevant questions. Based on your needs, we will immediately:
- Connect you with a professional EAP counselor,
- Schedule an assessment, or
- Link you with a specialist in one of our work-life services.

If a telephone or in-person assessment is indicated, the EAP assessment counselor may offer a variety of suggestions such as referral to a support group, community resource or counseling. Sometimes the assessment counselor’s suggestions may be all that is needed to help you resolve your concerns.

When to Use the Aurora EAP
This varies with each individual. Generally, it is wise to seek help when a problem:
- Occupies too much of your time,
- Interferes with normal activities, or
- Persists for more than two to three weeks.

Typical concerns may include:
- Adult stresses such as relationship issues, workplace concerns, anxiety and depression
- Marital conflict
- Parent/child problems
- Childhood stresses such as difficulty with school or peers
- Alcohol or drug abuse: yours or a family member’s
- Divorce
- Financial pressures
- Caring for aging parents
- Balancing work and family
- Adoption
- Legal issues

Specialized Work-Life Services
- Child Care Consultation, Information and Referral. Our experts can guide you through the array of options and help you choose the most appropriate resources for you and your child. Information folders are available on a variety of parenting topics.

- Elder Care Consultation, Information and Referral. The demands of caring for an aging relative can be overwhelming. Our specialists can assess your situation and connect you with the right support services for you and your loved one.

- Legal Consultation and Mediation Services. If you need legal information or guidance, your EAP provides a free 30-minute consultation with an experienced attorney in your area. Mediation services offer a time- and money-saving alternative for resolving many legal issues.

- Financial Consultation. Anyone can experience financial or debt problems. Your EAP provides up to 60 minutes of free telephone consultation with expert professionals who can help you take control of your finances.

New! EAP Work-Life Services now include Adoption Information Services to guide you through every aspect of the adoption process, and unlimited access to our Legal and Financial Resource Center website.