

Hear to Help



EAP Crisis Help

Allen Hospital's Employee Assistance Program is teaming up with Black Hawk-Grundy Mental Health Center, the Child Protection Center and UnityPoint Clinic Psychiatry to add extra counselors to be available to provide real-time assistance to any team member in the UnityPoint Health - Waterloo region who may need additional emotional support.

EAP Counseling Session

(319) 235-3550

Call Monday - Friday, 8 a.m. to 4 p.m. to schedule a counseling session.

(After hours, your call will be answered by EAP's answering service and routed to a counselor.)

Counseling sessions held:

- Monday - Thursday 8 a.m. - 8 p.m.
- Friday 8 a.m. - 3 p.m.

Real-Time Crisis Call

24/7: (319) 235-3550 or
(800) 303-9996

Routine counseling sessions and real-time crisis calls will be done via phone or video.

If a private space is needed, the Quiet Space Room is located in the previous Infusion Services area (1st floor, between B-elevator and entrance 9). The Quiet Space Room offers team members a private, comfortable space for their call or video session.



UnityPoint Health