

Hello,

The downtown Des Moines Employee & Family Resources EAP and SAP office is located inside of the Insurance Exchange Building at:

**505 Fifth Avenue, Suite 600  
Des Moines, IA 50309**

For directions, you can find us on [Google Maps](#). We are inside the building with the red Traveler's Insurance umbrella on top and are located at the corner of Fifth and Grand, just across the street to the east of the YMCA.

Parking is available to EFR clients at the garage located on 5<sup>th</sup> Avenue between Locust and Grand. There are two entrances marked with large red signs that say "PARK"—one at 501 Locust and another at 404 5<sup>th</sup> Avenue. When you enter the garage, press the button to obtain a ticket and place it on the windshield of your car. **You will need it when you exit the parking ramp.** Please do not park in spots marked "Reserved" or "ARAG."

Take the elevator or stairs inside the parking garage to the 2<sup>nd</sup> floor to access the skywalk. Head north, following the signs to the YMCA, and continue toward the Insurance Exchange Building. The hallway to our elevators is located near Ferg's by Lucy's Barbershop.

Metered parking is also available on 5<sup>th</sup> Avenue; however, parking is not allowed during rush hour or special events. If you are entering from street level, the main entrance is through two revolving doors facing 5<sup>th</sup> Avenue.

From either street level or the skywalk, take the elevator to the 6<sup>th</sup> floor. When you exit the elevator, turn right and you will see the EFR office. Inform the desk that you parked in our garage, and they will provide you with a validation ticket to exit. To leave the garage, first scan the ticket you received upon entry, then scan the validation ticket from EFR.

Please note, EFR can only validate or pay for parking at the garage located at 5<sup>th</sup> Avenue and Locust. We are unable to pay for metered parking or parking at any other garage.

We look forward to seeing you!

Thank you,  
Employee & Family Resources



**EFR** EMPLOYEE & FAMILY RESOURCES

505 Fifth Avenue, Suite 600

Des Moines, IA 50309

[efr.org](http://efr.org)



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**Life Happens. We're Here to Help.**