



1

24-Hour Program Access

- Helpline: (888) 993-7650
- iConnectYou App
(call, instant message, video, SMS text with a counselor)
- LiveCONNECT Instant Messaging

Eligibility

- Employees
- Dependents
- Household members
- Coverage extends for 12 months post-employment

2

Short-term Counseling

- Sessions: **3 per person, per issue, per year**
- Telephonic intake & assessment
- Referral provided to a local clinician for short-term counseling within 3 days
- Call the referred provider to schedule an appointment at your convenience



Referrals

- Some issues are not appropriate for short-term counseling. In these cases, a referral is provided to local community resources or to your health plan for further assistance
- Referrals may also be provided to local support groups, the United Way, attorneys, financial planners, etc.

3

Alternate Modes of Support

1

2

AWARE Mindfulness-Based Stress Reduction Program (6 sessions)

- Support for participants experiencing life stress, pain, and challenges with focus and concentration and who want to increase their awareness of and commitment to intentional living
- Through six (6) weekly sessions, MBSR-trained health and wellness professionals provide one-on-one support and supply electronic resources for self-guided individual practice.

Telephonic Life Coaching (6 sessions)

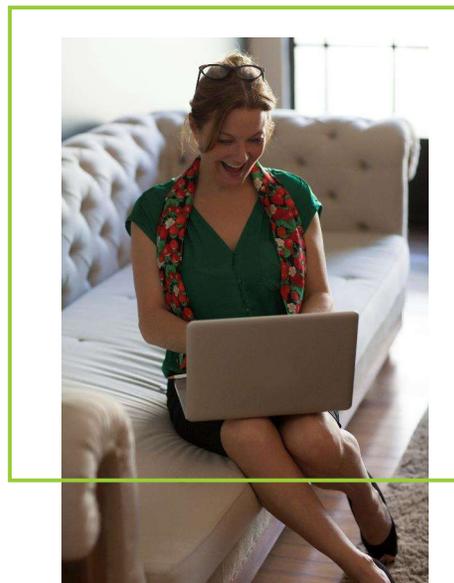
- 6 telephonic sessions
- Coaching usually lasts 3-4 months
- Initial 45-minute session: the participant works with the coach to establish a vision, determine goals, and create an action plan.
- Subsequent 20-minute follow-up coaching sessions ensure the participant is on track to achieve the desired goals.

4

Alternate Modes of Support

In My Hands – Computerized Cognitive Behavioral Therapy (cCBT)

- Complement to the traditional telephone and face-to-face counseling services
- Self-paced online program encourages participants to interact with the application on a weekly basis
- 7 online CBT sessions are delivered over the course of seven weeks, with scheduled e-mail and/or telephone support from qualified counselors and additional support as needed.
- Several modules are available, including Introduction to CBT; Self-Esteem and Thinking Styles; Low Mood and Depression; Stress and Anxiety; and Coping and Resilience.



5

Work/Life Services: “Let Deer Oaks handle your To Do list”

Daily Living/Convenience:

- Apartment locators
- Chore services/house cleaners
- Home repair (handymen, plumbers, electricians, contractors, etc.)
- Entertainment services
- Veterinarian
- Pet obedience training
- Pet Sitters/Kennels
- Transportation & travel services
- Fitness and Wellness Centers/Programs
- Moving and relocation services

Childcare Resources:

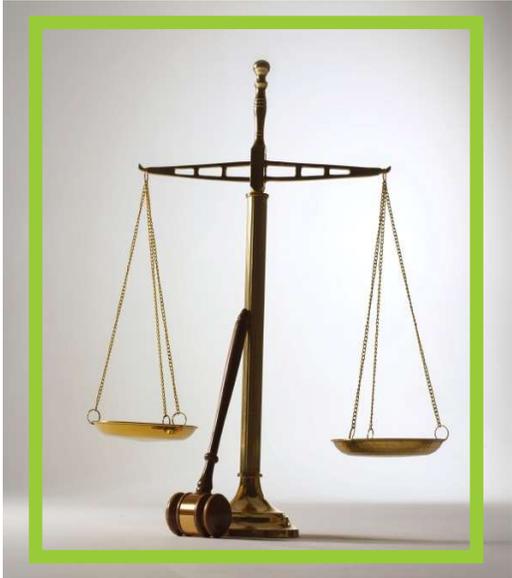
- Daycare
- Preschool & nursery schools
- Adoption
- Summer programs
- Sports camps/leagues
- Play groups

Eldercare Resources:

- Assisted Living facilities
- Nursing home
- Hospice
- Retirement communities
- “Meals on Wheels” programs
- Adult daycare facilities



6

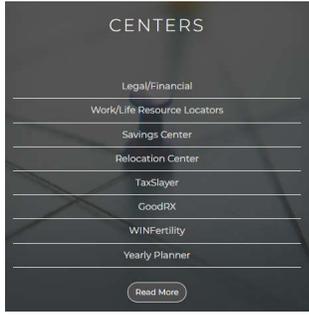


Legal Services

30-min. telephonic or in-person consultation with an attorney	In-person meetings are scheduled; telephonic consultation is often immediately available
Consultation consists of an analysis of the situation and advice on how to proceed	25% discount off the attorney's hourly fee
Access to over 100 legal forms online at www.deeroakseap.com	Excluded Issues: Employment as it relates to employees and family members, one's own business, class action lawsuits, taxes

7

NOLO Interactive Online Will Preparation





Free legally binding state-specific simple will and living trust software



Step-by-step process composed online under the Legal/Financial portion of our website at www.deeroakseap.com



Is designed for typical assets such as a house, car, savings and investments



Some situations may require more than a simple will. You should get expert advice, or at the least, investigate your options




8

Financial Services

- Free telephonic financial counseling and education with an Accredited Financial Counselor on issues related to consumer debt and budgeting
- Counselors address issues via the help line, and follow up by emailing supporting educational materials
- Counselors are available without an appointment Monday through Friday, or through pre-scheduled Saturday sessions
- All counselors are knowledgeable in a wide range of financial topics
- Examples: budget preparation, debt consolidation, college planning, retirement



Identity Theft & Recovery

- Accredited Financial Counselor provides telephonic consultation and information on steps that should be taken upon discovery of identity theft
- Consultation may include how identities can be stolen and common warning signs; how to obtain one's credit report(s) to look for indications of identity theft; how to read and understand one's credit report; and steps to take if identity theft is indicated
- Free credit monitoring service available through Credit Karma via the website
- Resource links, tip sheets, and brochures on avoiding and identifying identity theft are available along with referrals to full-service credit recovery agencies



9

- Call a cab, Uber, Lyft, Fasten, or another ride-sharing program
- Keep your receipt
- Call the helpline for instructions on receiving reimbursement for your ride
- Reimbursement up to \$45.00- excludes tip
- This service is available in the United States once per calendar year per person (18+ years of age)
- May submit receipt up to 60 days from the date of service



**Take the High Road
Ride Reimbursement
Program**

10

Critical Incident Stress Debriefings

- Dealing with the unexpected...
- Deer Oaks Critical Incident Support staff are selected from highly qualified clinicians who are experienced in dealing with a variety of critical Incidents. We can provide both group interventions and one-to-one support in a range of scenarios:
- Major changes can impact work/family life
- Death or injury in the workplace
- Industrial accidents and environmental disasters



11

Trainings and Webinars



The Deer Oaks Employee Assistance Program (EAP) offers a variety of specialized training, orientation sessions, and wellness seminars covering a range of work-life, wellness, and EAP topics. Orientation and educational seminars are one of the most important ways of reaching out to employees, supervisors, and senior-level management.

Training Catalog Topics	Webinar Catalog Topics	On-Demand Webinars	Supervisor Excellence Webinar Series	Stress Management Webinar Series	Leadership Certificate Webinar Series
More than 100 off-the-shelf seminars are available in topics such as People Management, Wellness, Legal/Financial and Personal/Professional Development.	Our 60+ Webinar Catalog seminars are fully customizable and tailored to specific challenges and audiences of the organization.	70+ on-demand webinars through deeroakseap.com may be accessed at any time for individual or group training at home or work.	A series of practical educational programs designed to help supervisors, managers, and other interested employees to build more engaged and productive work teams.	This training series is designed to provide your employees with the knowledge and skills necessary to cope more effectively with stress so they can live healthier and more productive lives.	A quarterly webinar series designed to provide supervisors, managers, and other interested employees with enhanced skills to improve workplace morale, employee motivation, and staff productivity.

12

Employee/Supervisor Newsletters

Each month, a Supervisor Newsletter is available and includes information on leadership, motivating employees, conflict resolution and tips on being an effective supervisor. In addition, an Employee Newsletter is also provided and covers a variety of topics such as stress management, health and wellness, financial issues, and work/life balance.

These monthly Employee and Supervisor Electronic Newsletters are distributed to our client points of contact and uploaded onto our website.

EAP SUPERVISOR ENHANCEMENT NEWSLETTER
May 2023

DEER OAKS PRESENTS
Supervisor Excellence Webinar Series

Emotional Intelligence for Supervisors
When: July 10, 2023 at 1:00 PM CDT
[REGISTER](#)

Table of Contents

- Developing Strong Time Management • P. 2
- Managing Employee Burnout • P. 4
- Ask Your EAP! • P. 6

13

Help Where You Are: Work-Life Website

HOME ABOUT US PRODUCT & SERVICES WHY DEEROAKS? REQUEST A QUOTE PROVIDERS CONTACT MEMBER LOGIN

Welcome to Deer Oaks

Please enter your *Username* and *Password* to access Work Life Services.
Passwords are case sensitive

Username

Password ← **Login: UHD Password: UHD**

Remember Me

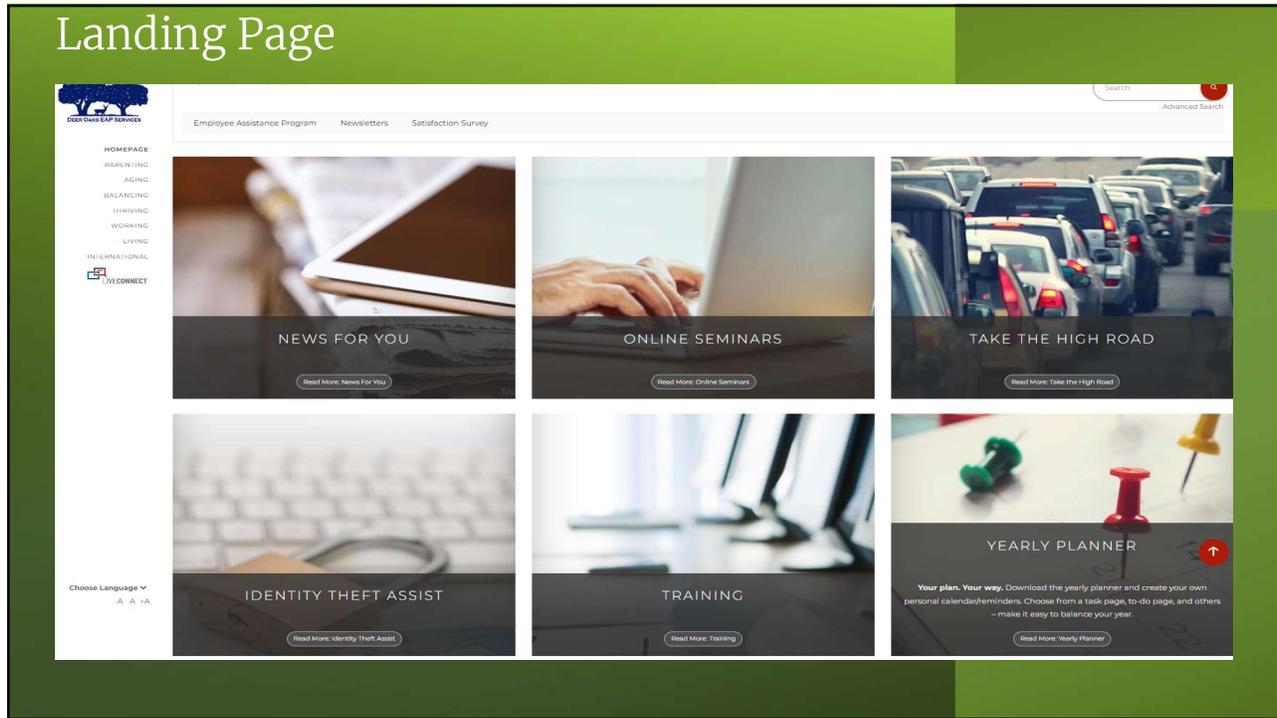
I'm not a robot

LOG IN

Recommended Browsers for Viewing: Chrome and Edge.

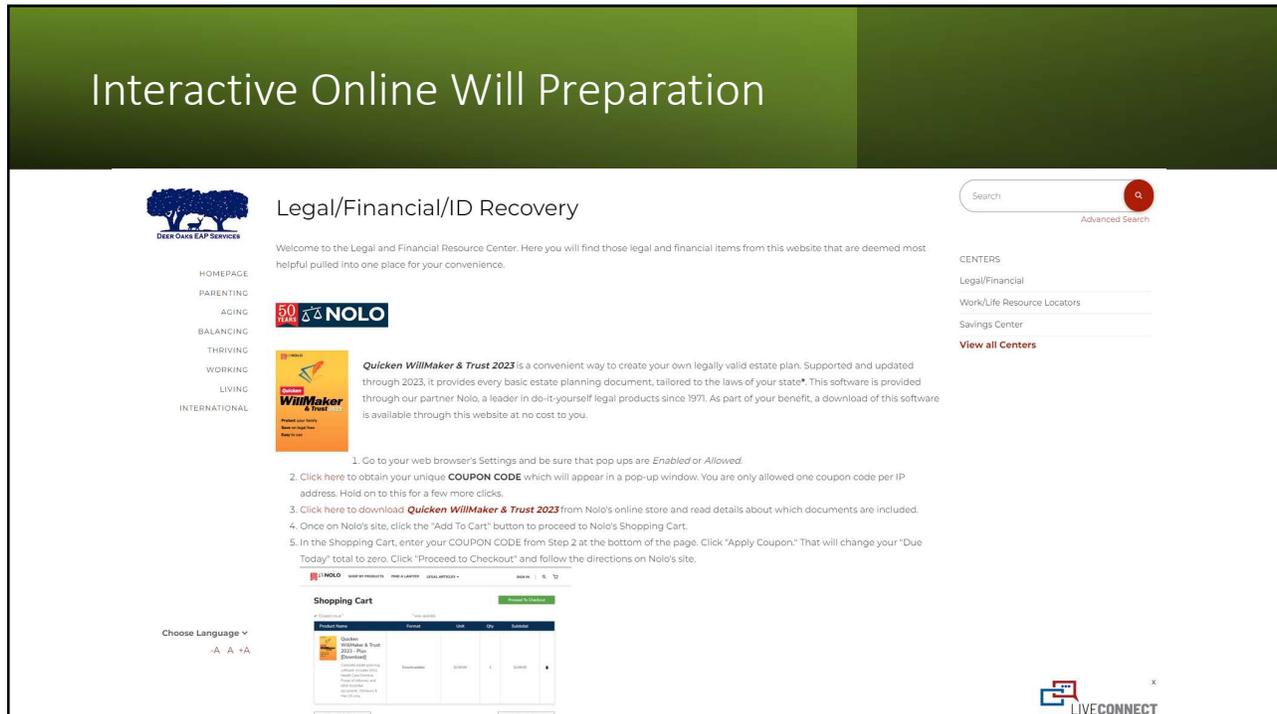
14

Landing Page



15

Interactive Online Will Preparation



16

Savings Center

The screenshot shows the Savings Center website. At the top left is the logo for DEER DAMS EAP SERVICES. A navigation menu on the left lists: HOMEPAGE, PARENTING, AGING, BALANCING, THRIVING, WORKING, LIVING, and INTERNATIONAL. The main content area has a heading "Savings Center" and a sub-heading "Welcome to the Savings Center!". Below this, there are three paragraphs of text explaining the program, login instructions for existing users, and registration instructions for new users. A "Savings Center Registration Tips" section follows, listing five bullet points: 1. While Perks at Work suggests using your work email, you can use a personal one. 2. "Your Company" should be "Workplace Options US". 3. A new drop-down field will auto-fill "United States". 4. A second new field will auto-fill "Company Code" as "EAP". 5. Be sure to check your email and retrieve it to complete registration. A "Login Help" link is provided for issues. On the right side, there is a search bar, a "CENTERS" list (Legal/Financial, Work/Life Resource Locators, Savings Center), and a "View all Centers" link. At the bottom right is the LIVECONNECT logo.

17

The screenshot displays five panels of the iConnectYou app. From left to right: 1. A "Welcome to iConnectYou" screen with a "24/7 access to your Wellbeing Support Program" and a "Connect with us! We help people." button. 2. A "Featured Article" screen titled "Diving Into Devices: Children and Screen Time" with a list of "Articles" and a "Call" button. 3. A "Wellness Resources" screen with a "Welcome to our Wellness Resources" message and buttons for "Anxiety Mindfulness" and "Physical Exercise". 4. A "How to Use" screen with a "Done" button. 5. A "Contact Us" screen with a "Click icon in menu left or right anywhere on the screen to open the menu (call, questions, etc.)" message. The app interface is clean and user-friendly, with a blue and white color scheme.

iConnectYou Smartphone App

- Users are able to engage with a counselor via phone, video, instant messaging, or SMS text, serving as both an access and delivery tool.
- Additional features include interactive self-assessments and informational resources.
- The app is available for free in iTunes and Google Play stores.

18

Call us Day or Night for Confidential Assistance.

Helpline: 1-888-993-7650

Email: eap@deeroaks.com

Website: www.deeroakseap.com

Username/Password: **UHD**

iConnectYou App code: **230181**



DEER OAKS EAP SERVICES