



Live



Life



Balanced

About Your EAP Work/Life Counseling Benefit

Deer Oaks EAP Work/Life Counseling is a free service provided for you, your dependents and household. This program offers a wide variety of counseling, referral, and consultation services designed to assist you and your family with work/life issues to live happier, healthier, more balanced lives. These services are free, completely confidential, and can be easily accessed by calling the helpline, emailing us, or on our website.

Toll-free: 800-657-3719 **Local:** 651-259-3840

Website: www.deeroakseap.com **Username/Password:** stmn1

Email: eap@deeroaks.com

Who can use the EAP?

Employees, their dependents, and household members are eligible to access services. Coverage continues for six (6) months post-employment.

How can I access services?

By calling the toll-free or local Helpline numbers or through our website. A counselor is always available to help and services are available nationally.

How many sessions can I have with a counselor?

You may receive six (6) counseling sessions per separate issue per year. Every case is different. Your counselor will determine the number of sessions needed to address your specific issue.

What kinds of problems can EAP help with?

Counseling can be provided for any issue that is affecting your work, family or personal well-being. Some examples include: interpersonal, familial, or marital conflicts; anxiety and depression; loss and grief; health and wellness issues; and work-related concerns.

Is the EAP only for counseling?

No. We offer unlimited telephonic consultation with financial counselors, 30-minute consultations with attorneys, and can assist with locating nearly endless resources such as finding care for pets, personal care, travel, contractors, education, and managing day-to-day responsibilities at home, and work.

People who have problems and use a counselor must be weak, mentally ill, or not good at their job, right?

No. EAP counseling is a proactive step you can take to improve your emotional and personal functioning, your work performance, and your sense of effectiveness and well-being. Taking action by seeking counseling to address your issues and reach your personal goals is a sign of positive coping skills.

What if my issue requires longer-term counseling?

If assistance is needed for an issue requiring longer-term counseling outside of the scope of the EAP, we will provide you with a referral to your medical plan or to local community resources.

Is it really confidential?

Yes! All information, assessments, and referrals through the EAP are held highly confidential and protected by the HIPAA Privacy Rule. The EAP will not release information to anyone, including your employer or family member, without your written consent. However, in situations where there is a danger to the individual or others, the Deer Oaks counselor is obligated by law to make appropriate notification.

What does it cost?

There is no charge to you or your household members to access the EAP. This benefit is paid for by your employer.

