

EAP Work/Life Counseling

Discover your EAP + Work/Life Benefit

To support you and your family members, we provide a free and confidential services through the Deer Oaks Employee Assistance Program. This program offers a wide variety of counseling, referral, and consultation services, which are all designed to assist you and your family with work and life issues to help you live happier, healthier, more balanced lives. From stress, addiction, and change management, to locating child care facilities, legal assistance, and financial challenges, qualified professionals are here to help. These services are completely confidential and you can access them 24/7 for whatever challenges come your way.

Program access: Access the EAP by calling the toll-free or local Helpline numbers. Our counselors and work/life consultants are always here to help and services are available nationally.

Phone assessments and support: In-the-moment phone support and crisis intervention are available 24/7 along with intake and clinical assessments.

Short-term counseling: Counseling sessions with a qualified counselor to assist with issues such as stress, anxiety, grief, marital/family challenges, relationship issues, addiction, etc. Counseling is available via structured telephonic sessions, video, and in-person at local provider offices.

Referrals and community resources: Our team provides referrals to local community resources, member health plans, support groups, legal resources, and child/elder care/daily living resources.

Advantage legal assist: Free 30 minute phone or in-person consultation with a plan attorney; 25 percent discount on hourly attorney fees if representation is required; unlimited online access to a wealth of educational legal resources, links, tools and forms; and interactive online Simple Will preparation.

Advantage financial assist: Unlimited phone consultation with an Accredited Financial Counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction and financial planning; supporting educational materials available; unlimited online access to a wealth of educational financial resources, links, tools and forms (i.e. tax guides, financial calculators, etc.).

Alternate modes of support: Your EAP offers support alternatives in addition to traditional short-term counseling including telephonic life coaching, AWARE stress reduction sessions, and virtual group counseling. During your call with one of our counselors, ask if these programs would be right for you.

Work/Life services: Our work/life consultants are available to assist you with a wide range of daily living resources such as locating pet sitters, event planners, home repair, tutors, travel planning, and moving services. Simply call the Helpline for resource and referral information.

Child and elder care referrals: Our child and elder care specialists can help you with your search for licensed child and elder care facilities in your area. They will discuss your needs, provide guidance, resources, and qualified referral packets. Searchable databases and other resources are also available on the Deer Oaks member website.

Take the High Road Ride Reimbursement Program: Deer Oaks reimburses members for their cab, Lyft and Uber fares in the event that they are incapacitated due to impairment by a substance or extreme emotional condition. This service is available once per year per participant, with a maximum reimbursement of \$45.00 (excludes tips).

CONTACT US:

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