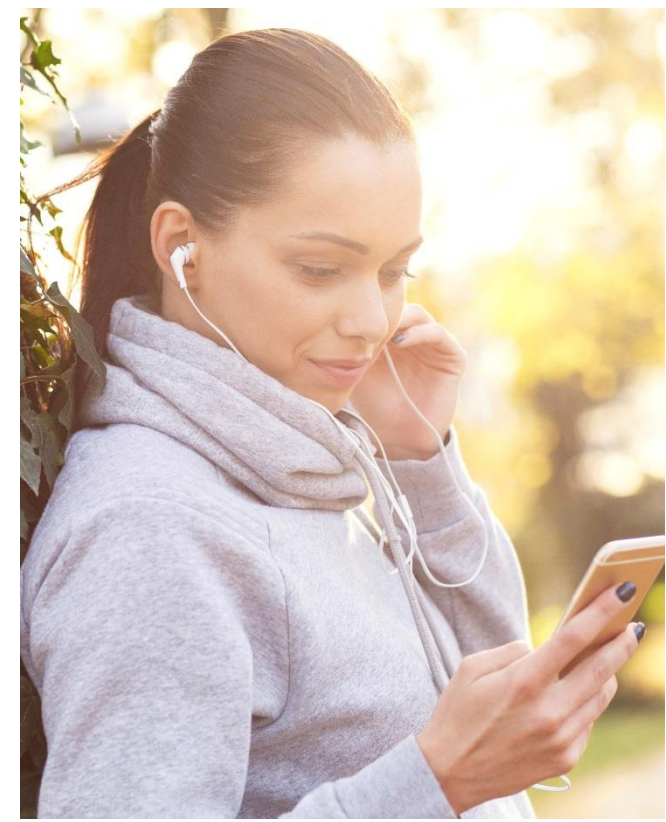




**Your  
Employee  
Assistance &  
Work/Life  
Program**



# How Can The EAP Help You?

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Stress, Anxiety



Time Management



Relationships



Financial Challenges



Health & Wellness



Daily Living/Convenience



## 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 6 months post-employment



DEER OAKS EAP SERVICES

**Making a Difference in Your Life  
Makes a Difference To Us**

COUNSELING



## Short-term Counseling

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- Sessions: up to three **(3)**
- Telephonic intake & assessment
- Referral provided to a local clinician for short-term counseling within 3 days
- Members call to schedule an appointment at their convenience

## Referrals

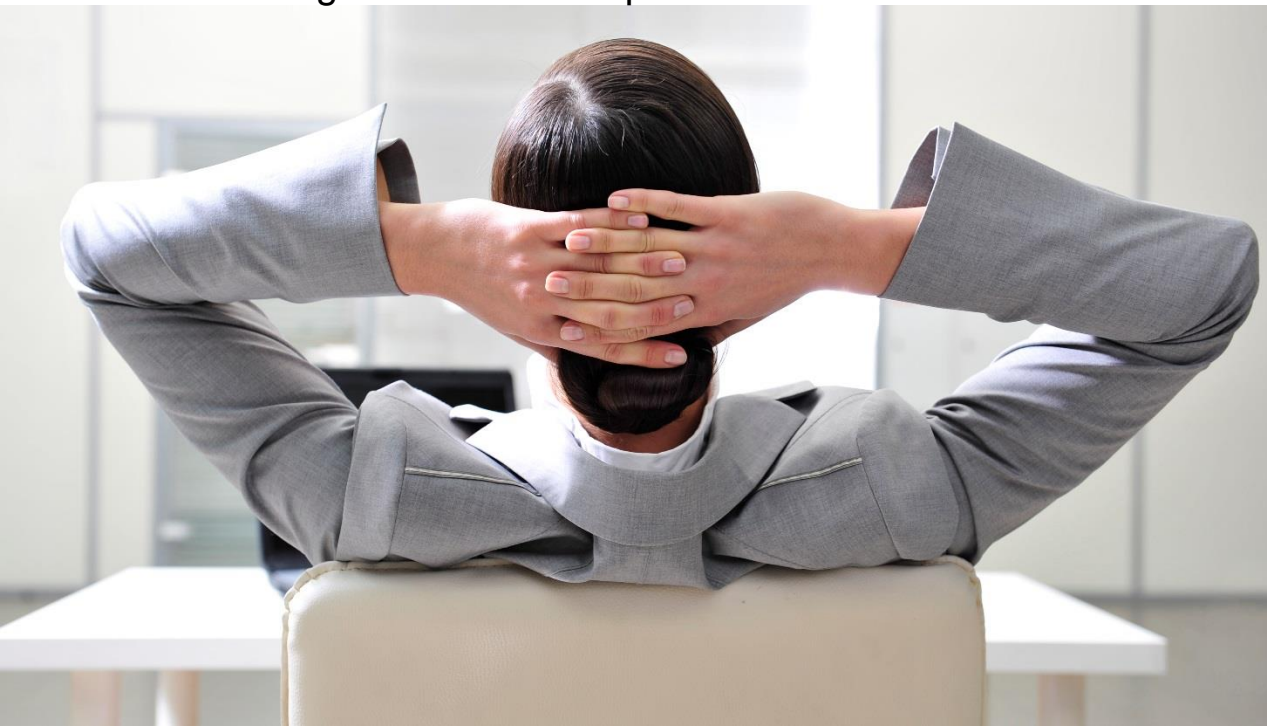
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- Some issues are not appropriate for short-term counseling. In these cases, a referral is provided to local community resources or to the health plan for further assistance
- Referrals may also be provided to local support groups, the United Way,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

## Aware: Mindfulness-Based Stress Reduction (MBSR) (6 sessions)

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- Sessions: 1-telephonic session/week for 6 weeks
  - Alternate to face-to-face counseling as clinically suggested
  - Personalized approach to applying mindful practices to life; teaches participants how to be engaged, diminish distractions, and counteract stress
  - 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)

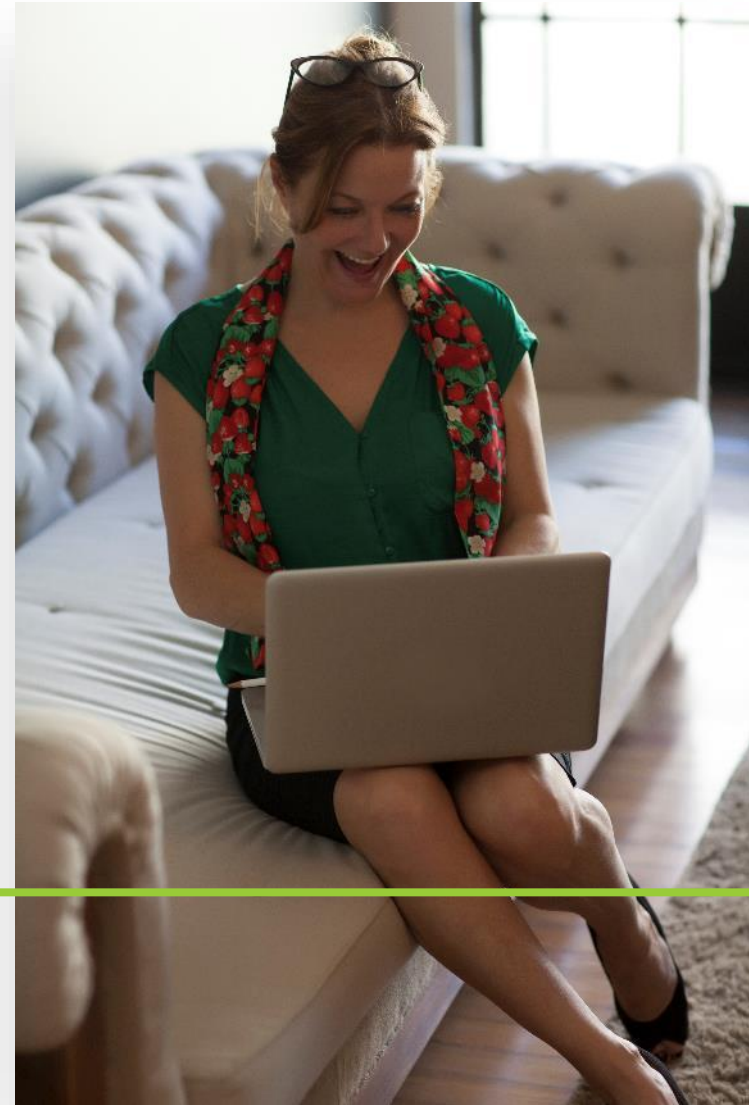
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- Sessions: 6-telephonic sessions usually over the course of 3-4 months
  - Initial 45 minute session: the participant works with the coach to establish a vision, determine goals, and create an action plan
  - Subsequent session: 20-minute follow-up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



# 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 cCBT sessions delivered over the course of seven weeks with scheduled e-mail and/or telephone support from qualified counselors and additional support as needed
- Modules available including - Introduction to cCBT; Self-Esteem and Thinking Styles; Low Mood and Depression; Stress and Anxiety; and Coping and Resilience



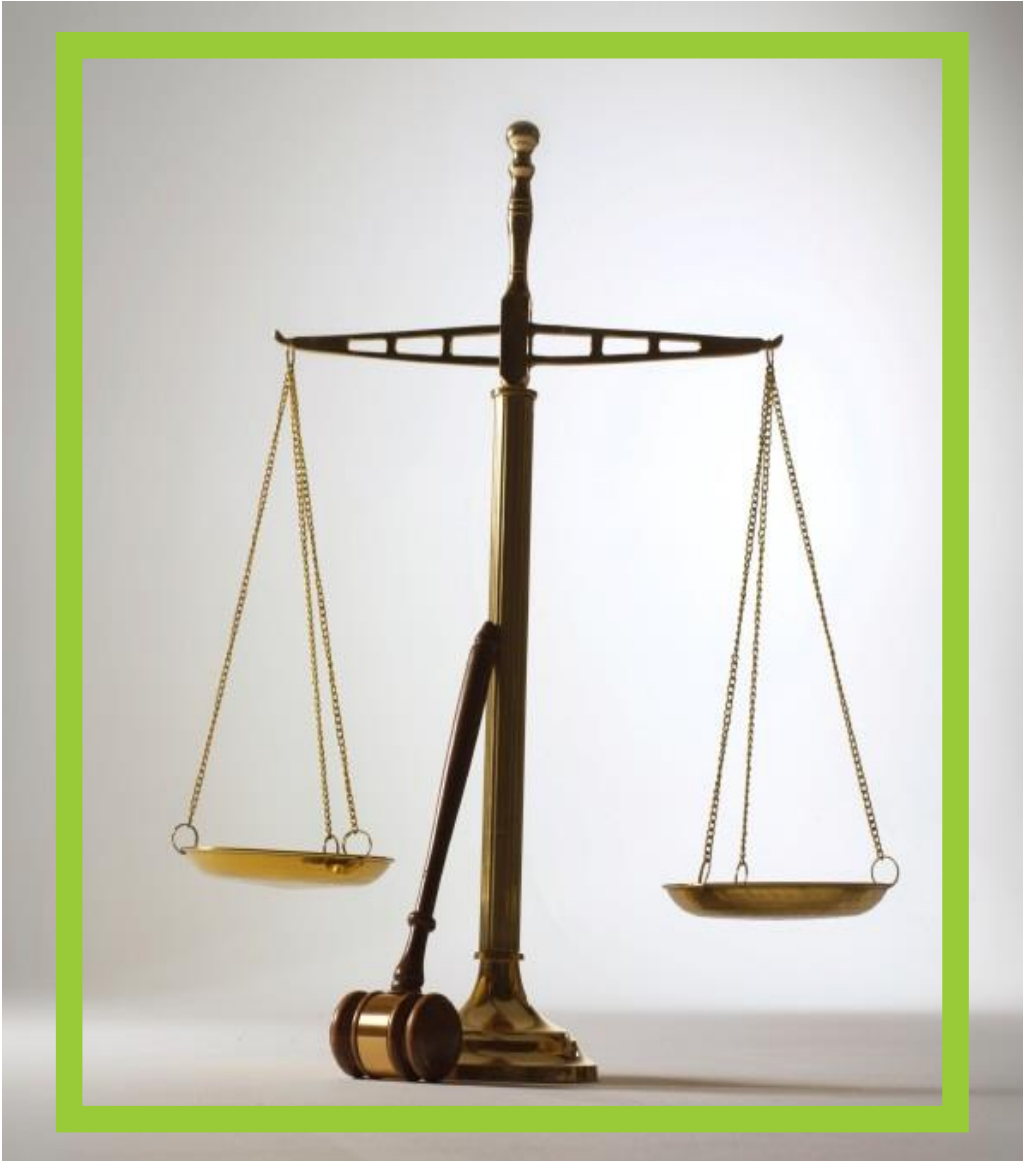


DEER OAKS EAP SERVICES

**Making a Difference in Your Life  
Makes a Difference To Us**

WORK/LIFE Features...





# Legal Services

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

# 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 Helpline, 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 includes: 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



# Child/Elder Care

- Daycare
  - Preschool & nursery schools
  - Before and after school care
  - Parenting skills & classes
  - In-home care
  - Adoption
  - Sick child care
  - Summer programs
  - Sports camps
  - Special needs camps
  - Play groups
- 
- Assisted living facilities
  - Nursing homes
  - Cancer care centers
  - Alzheimer's support
  - Retirement communities
  - Elder substance abuse programs
  - Adaptive transportation services
  - Medicare & Medicaid questions

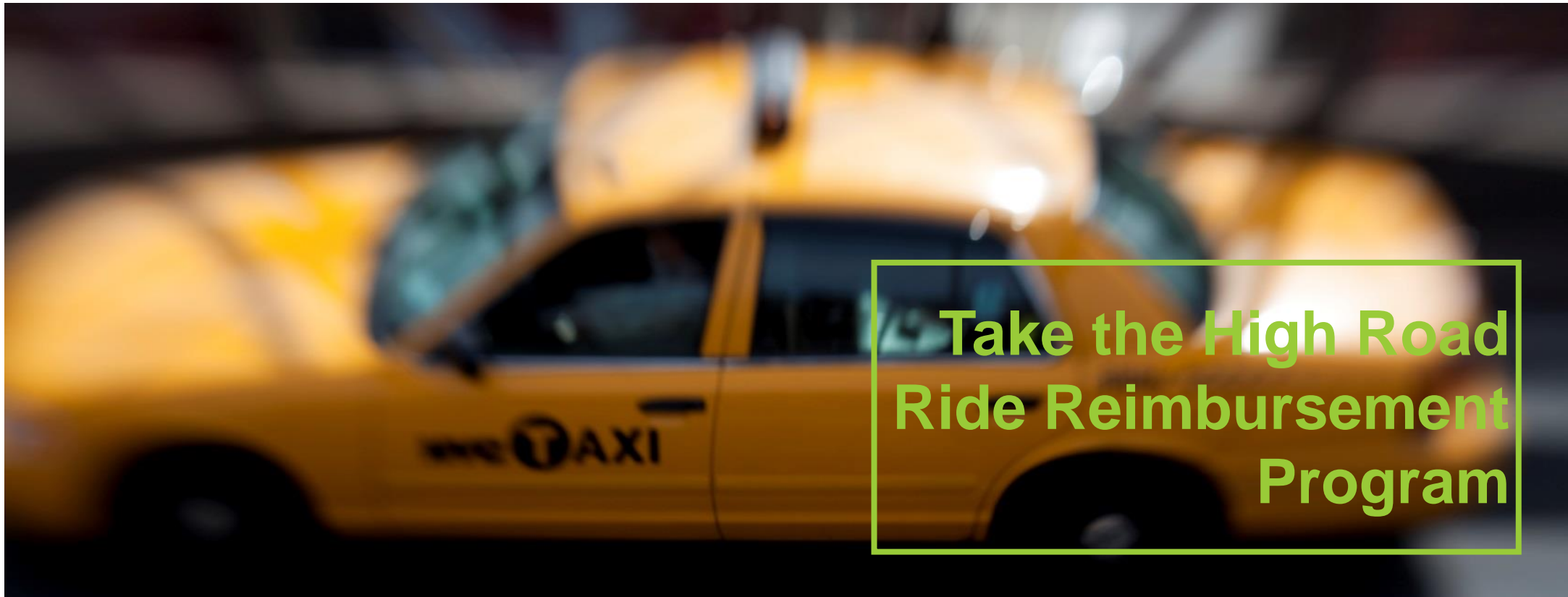




## Daily Living/Convenience Services

- Apartment locators
- Chore services/house cleaners
- Home repair (handymen, plumbers, electricians, contractors, etc.)
- Entertainment services
- Pet obedience training
- Transportation & travel services
- Volunteer opportunities
- Tutors
- Fitness and wellness centers/programs
- Moving/relocation services
- Pet sitters/kennels
- Event planning
- Veterinarians

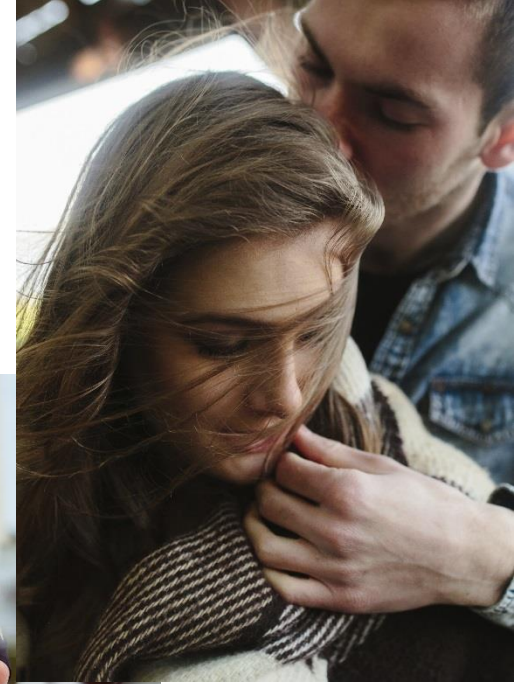
- Call a cab, Uber, Lyft, Fasten, or other ride-sharing program
- Keep your receipt
- Contact our toll-free Helpline for instructions on receiving reimbursement for your ride
  - Fare reimbursement up to \$45.00 - excludes tip
  - Service available one time per person per calendar year
  - Receipt accepted up to 60 days from date of service



**Take the High Road  
Ride Reimbursement  
Program**

# Critical Incident Response

- Any traumatic event that occurs in the workplace, community, or globally that affects employees
- Examples: employee death or injury, reduction in force, accidents, environmental disasters
- EAP offers various responses including information, practical support, telephonic crisis support, management consultation, clinically-led on-site group meetings



# Orientation/Training

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- Onsite & Webinar Training
- Onsite & Webinar Orientation
- On-demand Online Seminars– a new topic added monthly
- Supervisor Excellence Webinar Series & Leadership Certificate
- Quarterly Stress Management Webinar Series
- Quarterly Pandemic Support Series Webinars



# Pandemic Support Services



Contact Your EAP 24/7/365:  
(888) 993-7650  
eap@deeroaks.com  
www.deeroakseap.com

## PANDEMIC SUPPORT FACT SHEET

### HOW TO COPE WITH ANXIETY DURING DIFFICULT TIMES



#### 1 ACKNOWLEDGE YOUR EMOTIONS

The amount of stress in our lives significantly impacts our emotional experience. We can experience intense emotion in response to high levels of stress or feel anxious about an impending threat. It is important to acknowledge your anxiety. Denying/avoiding emotion can cause health issues. Awareness/acknowledgment of the emotion is the first step to managing and expressing it. Expressing emotion is good for our mental, emotional, and physical health. The key is to find "safe" and "appropriate" ways to express emotion.



#### 2 MANAGE YOUR THINKING

Being aware of your mental and emotional state is an important step in learning to manage your emotional response to stressful events. Learning emotional self-awareness- what you feel and why you feel it- is key, as well as, understanding the connection between your thoughts (self-talk) and feelings/emotions. For example, how do you react during emotional times? Do you become defensive? Over-react? Cry? Yell? Learning to manage your emotional response to stressful situations, embracing a more positive attitude, and practicing more constructive positive self-talk are all important steps to better managing your thoughts and emotions.



#### 3 DEVELOP AN ACTION PLAN

The next step is to create an action plan to better deal with the sources of anxiety affecting your life. If possible, face what you're feeling anxious about head-on. For events outside of your control such as the COVID-19 pandemic, create a list of action items that you can enact that could reduce the risk and potential negative impact of the threat/issue. For example, for the pandemic, you can wear a mask, practice social distancing, and wash your hands. You may also consider reaching out to friends or joining a support group with individuals who can relate to what you are experiencing. If your anxiety is significantly impairing your day-to-day functioning, you may seek professional assistance through your EAP or health plan.



#### 4 PRACTICE SELF-CARE

Taking care of your health, managing your stress levels, and keeping your life in balance are all part of practicing self-care. Make sure you're exercising, getting enough sleep, and eating nutritious foods. Plan your days and don't overcommit yourself. Remember to take regular breaks and engage in leisure activities that you enjoy. Journaling is also beneficial. Writing down your thoughts and feelings can help release stress, anxiety, and tension, while increasing emotional self-regulation.



DEER OAKS EAP SERVICES PRESENTS:

## A Pandemic Support Webinar Series: Transitioning to the New Normal

This Webinar series is designed to help organizations and their employees to better cope with – and adjust to – the stress and changes brought about by the COVID-19 pandemic.

### # 1 How to Cope with Change and Uncertainty

As the pandemic continues, many individuals are facing significant stress, changing circumstances, and uncertainty. This important session will discuss several practical strategies for managing stress, adjusting to change, and coping with a future that may seem unclear.



Date/Time: January 25, 2021, 1:00-2:00 PM CT

REGISTER NOW



### # 2 How to Maximize Productivity and Job Satisfaction While Working Remotely

This timely session will review the benefits and challenges of working from home, and provide several tips and strategies that can help remote workers to maximize productivity and job satisfaction. Areas to be discussed include identifying the best workspace, planning/structuring your day, self-discipline, managing distractions, and meeting your personal/social needs.

Date/Time: April 5, 2021, 1:00-2:00 PM CT

REGISTER NOW

### # 3 How to Deal with Anxiety in the Midst of Stressful Circumstances

This past year, our world has been faced with a series of difficult and stressful circumstances that have left many of us feeling anxious. This timely session will discuss several practical approaches to dealing with anxiety including managing our self-talk, expressing our emotions, and seeking appropriate support from others.



Date/Time: July 12, 2021, 1:00-2:00 PM CT

REGISTER NOW



### # 4 Preventing & Overcoming Burnout

The World Health Organization defines burnout as a syndrome of "chronic workplace stress that hasn't been successfully managed." During these current stressful times, many employees are at an even higher risk of burnout. This important session will discuss several strategies for more effectively managing stress and keeping our lives in balance to reduce the risk of burnout.

Date/Time: October 11, 2021, 1:00-2:00 PM CT

REGISTER NOW

A recording of each session will be available following the live session.

CONTACT YOUR EAP 24/7/365:

Toll-Free Helpline: (888) 993-7650

Website: [www.deeroakseap.com](http://www.deeroakseap.com)

Email: [eap@deeroaks.com](mailto:eap@deeroaks.com)



# Engagement Engine Work-Life Website



- HOME
- ABOUT US
- PRODUCTS & SERVICES
- WHY DEER OAKS?
- REQUEST A QUOTE
- PROVIDERS
- CONTACT
- MEMBER LOGIN

## Member Login

Please enter your *Username* and *Password* to access Work Life Services.

Username:

Password:

← Login: **ctdrs**  
Password: **ctdrs**



For 24/7 Assistance, Call (888) 993-7650



PARENTING

AGING

BALANCING

THRIVING

WORKING

LIVING

INTERNATIONAL



COVID-19 Info

Coronavirus disease 2019 (COVID-19) has disrupted daily life.



READ THE FULL ARTICLE



NEWS FOR YOU

Find relevant information about current events. Keep up to date with what is happening now.



ONLINE SEMINARS

Online Seminars are an interactive learning experience you can view at your convenience. Learn about upcoming Online Seminars or browse the On Demand archives.



TAKE THE HIGH ROAD

Take a Cab and Send the Bill to Us!



CENTERS

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- ▶ Work/Life Resource Locators
- ▶ Savings Center

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## Real Messaging Service [RMS]

### IM Chat

Name

Email

Service \*

Choose Service



I have read and accept the [Terms of Use](#) and [Privacy Policy](#).

Send Request

Welcome to the Legal and Financial Resource Center. Here you will find those legal and financial items from this Web site that are deemed most helpful pulled into one place for your convenience.



Click [here](#) to easily create your simple, state-specific will **AT NO COST TO YOU** through a step-by-step, online "interview" process. Enter the **"Discount Code"** of **1601** on the "Checkout" screen after clicking on "Start Now". This service is provided through our partner Nolo, a leader in do-it-yourself legal forms since 1980.

#### Is Nolo's simple will right for me?

Nolo's online will is a straightforward, legally valid document. It should work well for most people with typical assets such as a house, a car, savings, and investments. But there are some situations in which you may need more than a simple will and should get expert advice or, at the least, investigate your options. For example:

If you think that you or your spouse may leave assets worth more than \$2 million, your estate may owe federal estate tax, and you should investigate tax-saving strategies.

If you anticipate family fights, see a lawyer for advice on how to stave off bad feelings and legal battles.

If you want to set up a long-term trust for a child with special needs, find out how you can provide for your child without jeopardizing government benefits.

If you are a resident of Louisiana. Louisiana based its estate planning laws on the Napoleonic code, while all the other states based their laws on English common law, and Louisiana's estate planning laws remain unique. If you have questions about estate planning in Louisiana, please use your attorney referral benefit to be referred to an estate planning attorney practicing in Louisiana.



#### CENTERS

- ▶ Wellness
- ▶ Legal/Financial
- ▶ Work/Life Resource Locators
- ▶ Savings Center

[View all Centers](#)



#### FAVORITE CONTENT

- 5★ [A Foot in Two Families](#)
- 5★ [A Homecoming Checklist: Parenting Premature Babies](#)
- 5★ [Accountability](#)
- 5★ [Adopt America Network](#)
- 5★ [Affirmations for Parents](#)

## Savings Center

### Welcome to the Savings Center!

---

The Savings Center is a discount shopping program that is provided through the Corporate Perks Web site. It offers discounts of up to 25% on name brand, practical, and luxury items.

First-time users will need to register using the company name of "EAP" and the company code of "advantage" to access the Savings Center. If you are already a registered user, you will also access and login to the Savings Center from the link below.

[Click here to access the Savings Center.](#)

#### Savings Center Tips

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- Don't forget—the company name is "EAP" and the company code is "advantage."
- While Corporate Perks asks that you use your work e-mail address, don't do it. You are less likely to run into technical problems if you use a personal e-mail address instead.
- If you choose to use a work e-mail address, a technical issue may occur where a custom site has been created for your company. If this occurs, please use the "Send Feedback" option at the top of this page for assistance.
- Whichever e-mail address you use, be sure that you can access it immediately. A system-created password will be e-mailed to that address immediately from sender@corporateperks.com.
- You will need to retrieve the e-mail from sender@corporateperks.com to get your personal password and then login to begin exploring the site for the great discounts.
- Once you've successfully logged in to Corporate Perks, you can change your password from the system-created password to one that will be easier for you to remember. Simply go to "My Account" on the Corporate Perks homepage and select "Personal Settings" from the drop-down list.



#### CENTERS

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- ▶ Wellness
- ▶ Legal/Financial
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- ▶ Savings Center

[View all Centers](#)



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- 5★ [Adopt America Network](#)
- 5★ [Affirmations for Parents](#)

# iConnectYou App



- Access your EAP at the click of a button
- The app supports telephonic or video calls, instant messaging (IM), short message service (SMS), video, and articles
- App answered 24 hours a day, 365 days a year
- Members can connect with experts instantly or make arrangements for a later appointment
- Accessible by iOS and Android devices
- Browse curated self-help resources with a few swipes on the phone





## Discover Your EAP + Work-Life Benefit

### Employee Assistance Program

The Deer Oaks Employee Assistance Program (EAP) is a free service provided for you, your dependents, and household members by your employer. This program offers a wide variety of counseling, referral, and consultation services, which are all designed to assist you and your family in resolving work and life issues in order to live happier, healthier, more balanced lives. From stress, addiction, and change management, to locating child care facilities, legal assistance, and financial challenges, our qualified professionals are here to help. These services are completely confidential and can be easily accessed 24/7, offering you around-the-clock assistance for all of life's challenges.

- Program Access: You may access the EAP by calling the toll-free Helpline number, using our ConnectYou App, or instant messaging with a work-life consultant through our online instant messaging system.
- Telephonic Assessments & Support: In-the-moment telephonic 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 & 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 telephonic or in-person consultation with a plan attorney, 25% 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 telephonic consultation with an Accredited Financial Counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction, financial planning, and identity theft; 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 & 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:**  
Toll-Free: (888) 993-7650  
Website: www.deeroakseap.com  
Email: eap@deeroaks.com



YOUR EMPLOYEE ASSISTANCE PROGRAM

JUNE 2021

### Healthy Relationships

Create and nurture stronger relationships  
We can help you set healthy boundaries and work towards better relationships in all areas of life. Reach out today.

#### LET US HELP

TOLL-FREE: 888-993-7650  
WEBSITE: www.deeroakseap.com  
EMAIL: eap@deeroaks.com



Always Available | Free | Confidential

# Program Promotion

- Wallet cards
- Brochures
- Posters
- Topical flyers
- Awareness materials
- Monthly employee e-newsletter
- Monthly supervisor e-newsletter



### THE EMPLOYEE ENHANCEMENT NEWSLETTER



HELPFUL RESOURCES FROM YOUR EMPLOYEE ASSISTANCE PROGRAM

JUNE 2021



### THE SUPERVISOR/HR NEWSLETTER



HELPFUL RESOURCES FROM YOUR EMPLOYEE ASSISTANCE PROGRAM

JUNE 2021

#### JUNE ONLINE SEMINAR

*Building Healthy and Happy Relationships*  
Identify the ways to build and maintain healthy relationships with those around you, with a focus on the importance of boundary setting.  
Available on-demand starting June 15th at [www.deeroakseap.com](http://www.deeroakseap.com)

#### ONLINE SEMINAR

*Setting Goals for Your Future*  
Click on the play icon below to listen to the recording of this online seminar.



#### ONLINE SEMINAR

*Effective Communication with Children*  
Click on the play icon below to listen to the recording of this online seminar.



#### JUNE ONLINE SEMINAR

*Building Healthy and Happy Relationships*  
Identify the ways to build and maintain healthy relationships with those around you, with a focus on the importance of boundary setting.  
Available on-demand starting June 15th at [www.deeroakseap.com](http://www.deeroakseap.com)

#### UPCOMING WEBINARS

**2021 Pandemic Support Webinar Series**  
*How to Deal with Anxiety in the Midst of Stressful Circumstances*  
This past year, our world has been faced with a series of difficult and stressful circumstances that have left many of us feeling anxious. This timely session will discuss several practical approaches to dealing with anxiety including managing our self-talk, expressing our emotions, and seeking appropriate support from others.  
Date/Time: July 12, 2021 1:00-2:00 PM CT

**2021 Supervisor Excellence Webinar Series**  
*Helping Your Team Find Work-Life Balance During Successful Times*  
During these difficult times, many employees are experiencing higher levels of stress. This important session will provide supervisors, managers, and HR professionals with practical strategies to help them encourage their employees to live more balanced lifestyles so they can remain healthy and productive.  
Date/Time: August 2, 2021 1:00-2:00 PM CT

Helpline: 888-993-7650  
Web: [www.deeroakseap.com](http://www.deeroakseap.com)  
Email: [eap@deeroaks.com](mailto:eap@deeroaks.com)

Helpline: 888-993-7650  
Web: [www.deeroakseap.com](http://www.deeroakseap.com)  
Email: [eap@deeroaks.com](mailto:eap@deeroaks.com)



**EASY ACCESS**  
Help is just a phone call or click away. Access your EAP 24 hours per day, 7 days per week, 365 days per year.  
Simply call the toll-free number, visit the website, or send an e-mail for helpful resources, guidance, and support.



## Employee Assistance Program

GET IN TOUCH WITH YOUR EAP  
(888) 993-7650  
[www.deeroakseap.com](http://www.deeroakseap.com)  
[eap@deeroaks.com](mailto:eap@deeroaks.com)





**WHAT IS AN EAP?**  
An Employee Assistance Program provides free and confidential short-term counseling and education for employees and their dependents. The Deer Oaks EAP Service is available 24/7.



**HOW CAN THE EAP HELP?**  
A trained counselor will provide you with a trained counselor of the year to help you cope with life's stressors so that you can live a happy, productive lifestyle. Simply call the toll-free number or visit the EAP website.



**TESTIMONIAL 1:**  
"I was so worried about my mom when she was diagnosed with cancer. The EAP offered a lot of helpful resources! Now, I'm actually feeling hopeful and strong. Thank you EAP!"

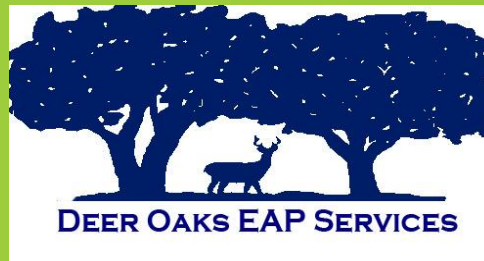


**TESTIMONIAL 2:**  
"The EAP really helped me get my life back together. My wife and I are getting along much better now, and our finances are actually under control. What a relief!"

**TESTIMONIAL 3:**  
"I was getting really stressed out and the EAP helped me to get my priorities back in perspective. Now I'm exercising, eating right, and really getting things done at work!"

- ✓ Substance abuse services
- ✓ Health & wellness education
- ✓ Take the High Road program

Call us day or night for confidential assistance.



Helpline: **888-993-7650**

Email: [eap@deeroaks.com](mailto:eap@deeroaks.com)

Website: [www.deeroakseap.com](http://www.deeroakseap.com)

Login/Passcode: **ctdrs**

iConnectYou App Passcode: **211219**