

Deer Oaks EAP Services Fact Sheet



The Deer Oaks Employee Assistance Program is a free service provided for you and your dependents 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/life issues in order to live happier, healthier, more balanced lives. These services are completely confidential and can be easily accessed by calling the toll-free Helpline listed below. Deer Oaks EAP is a resource you can trust.

Eligibility: All employees and their dependents are eligible to access the EAP. This includes retirees and employees who have recently separated from their employer (within 6 months of separation).

Face-to-Face Counseling and Assessment: A network of over 12,000 licensed EAP Specialists throughout the United States are available to provide face-to-face counseling and assessment services.

Telephone Counseling and Assessments: Deer Oaks EAP Specialists conduct comprehensive assessments by phone and provide supportive counseling in order to identify and resolve issues quickly.

Legal and Financial Consultation: Free initial 30 minute consultation with an in-plan attorney or financial planner; 25% reduction in fees for subsequent visits with the same attorney or planner; discounted mediation services; free Simple Will Kit; and six (6) page legal document review.

Referrals and Community Resources: EAP Specialists provide referrals to community resources, legal resources, and child/elder care services.

Parents at Work (PAW) Program: This program is for mothers and fathers who are adjusting to being new parents. An EAP Specialist will encourage and support new mothers and fathers through the challenges, stress, and anxiety often experienced with returning to work.

Online Tools and Resources: Log on to www.deeroaks.com to access an extensive topical library containing health and wellness articles, downloadable presentations, child and elder care resources, and work/life balance resources. The Deer Oaks website also includes a wealth of information for supervisors with topics covering conflict resolution, leadership, motivation, and more.

Work/Life Services: Tools, tips, and online articles for balancing work and family. Make the most out of family time!

Disaster Assistance Program: Educational articles on how to help children cope with disasters; consultation to Employer Group Management Personnel regarding disaster readiness; and tools for developing workplace violence prevention plans.

Tele-Language Services: Deer Oaks has the ability to translate any document or provide therapy in a language other than English if requested. Services are available for telephonic interpretation in over 150 of the most commonly spoken languages and dialects.

Find-Now Child and Elder Care Program: This program assists participants caring for children and/or aging parents with the search for licensed, regulated, and inspected child and elder care services in their community.

Prevention and Education Newsletters: Employees and supervisors receive monthly e-newsletters covering a variety of topics including health and wellness, work/life balance issues, conflict resolution, leadership, and more.

Critical Incident Stress Management: Traumatic events can be extremely disruptive to the well-being and productivity of employees and is an enormous threat to the retention of an organization's staff. Deer Oaks will respond quickly when asked to provide Critical Incident Stress Debriefings for any major company incident.

Take the High Road: Deer Oaks remains concerned about the safety of its EAP participants. Therefore, Deer Oaks reimburses participants for their cab 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 and covers fares within the city limits.