



1

<h3>24-Hour Program Access</h3> <ul style="list-style-type: none">• Helpline: (888) 993-7650• iConnectYou App (call, instant message, video, SMS text with a counselor)• LiveCONNECT Instant Messaging	<h3>Eligibility</h3> <ul style="list-style-type: none">• Employees• Dependents• Household members• Coverage extends for 12 months post-employment
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2

Short-term Counseling

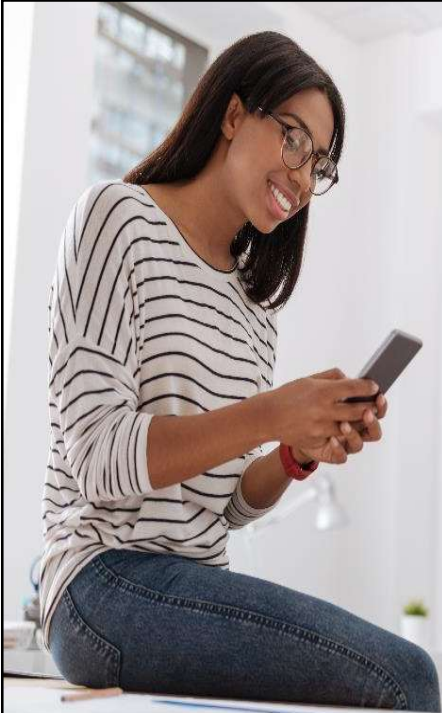
- Sessions: **3 per person, per issue, per year**
- Telephonic intake & assessment
- Referral provided to a local clinician for short-term counseling within 3 days
- Call the referred provider to schedule an appointment at your convenience

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.



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Alternate Modes of Support

1

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.

→

2

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.

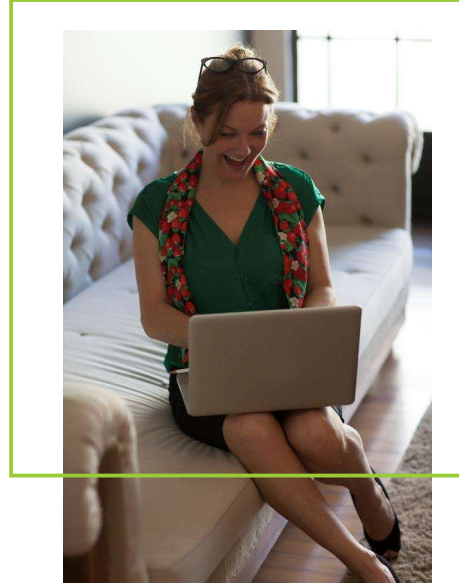
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2

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.



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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



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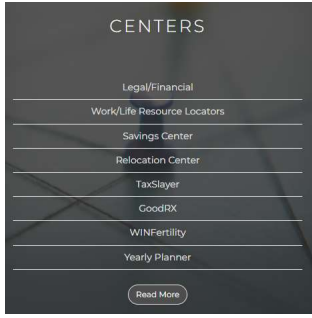



Legal Services


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


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NOLO Interactive Online Will Preparation

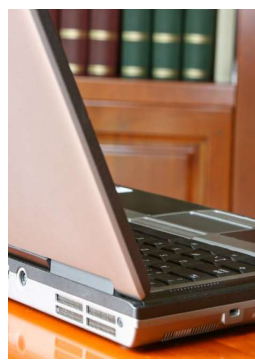



 Free legally binding state-specific simple will and living trust software

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

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

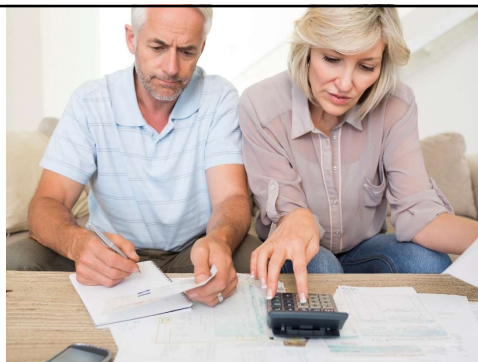
 Some situations may require more than a simple will. You should get expert advice, or at the least, investigate your options

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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



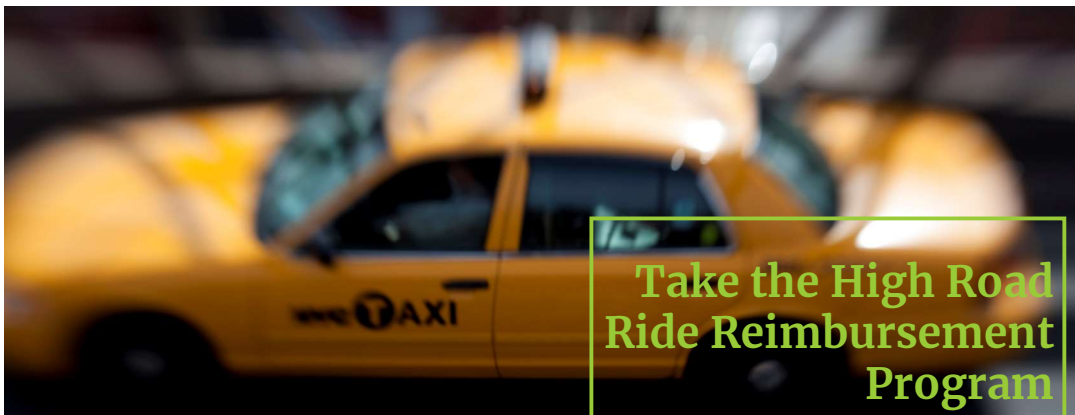
Identity Theft & Recovery

- 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



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- 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**

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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



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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.

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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](#)

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DEER OAKS EAP SERVICES

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

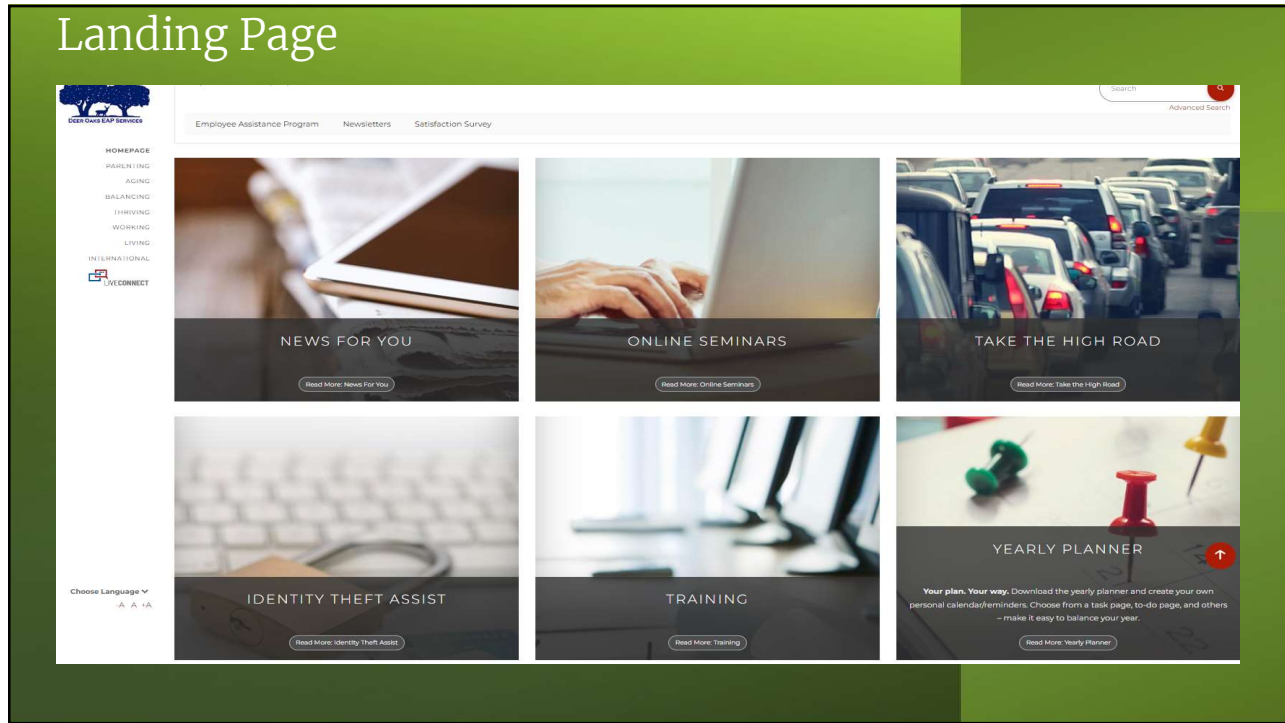
reCAPTCHA
Privacy - Terms

LOG IN

Recommended Browsers for Viewing: Chrome and Edge.

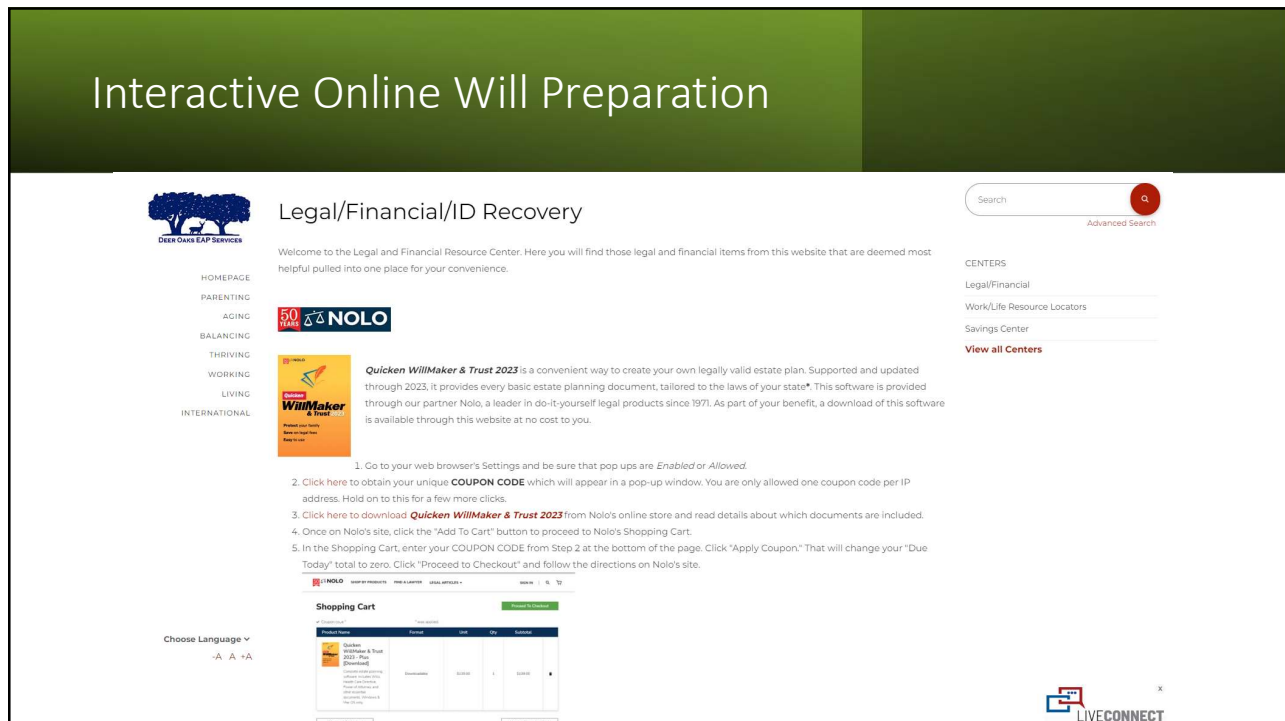
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Landing Page



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Interactive Online Will Preparation



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Savings Center

Savings Center

Search Advanced Search

WELCOME TO THE SAVINGS CENTER!

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

If you are already a registered user, you can log in to the Savings Center from the link below. (New users will first need to click on "Register for Free" to create a profile.)

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

First-time users will need to register using the company name of **Workplace Options US** and the company code **EAP** in order to access the Savings Center. Visit the link below to create a profile for the Savings Center.

New Users: [Click here to register for the Savings Center.](#)

Savings Center Registration Tips

- While Perks at Work suggests that you use your work email address, you don't have to. You are less likely to run into technical problems if you use a personal email address instead.
- Where it says "Your Company" enter **Workplace Options US** (it may come up automatically).
- A new drop-down field will pop up and auto-fill "United States." (You only need to change this if it says something other than "United States.")
- A second new field will pop up, saying "Company Code." Here, put **EAP**.
- Be sure that you can access your email right away. A system-created message will be sent to that address immediately. You will need to retrieve the email to complete your registration and then log in to begin exploring the site for great discounts.
- Still having problems during registration? Click the **Login Help** link to contact the Customer Service department: <https://www.perksatwork.com/help/loginhelp>.

Choose Language ↕
-A A +A

LIVECONNECT

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Welcome to iConnectYou

24/7 access to your Wellbeing Support Program.
Connect with us! We help people.

Featured Article

Diving Into Devices: Children and Screen Time

Articles

Search

Rental Scams

Foreclosure Schemes

The Bill of Rights

The Declaratory

Wellness Resources

Welcome to our Wellness Resources...

These resources will support you as you move towards your ideal level of wellness by helping you release tension, focus, and engage in movement.

Anxiety Mindfulness

Physical Exercise

How to Use

Click these buttons to explore your options.

Contact Us

Click your in-app icon left or right anywhere on the screen to open the menu (call, questions, etc.)

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.

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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