



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 iConnectYou 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).



Toll-Free: (888) 993-7650

Email: eap@deeroaks.com

Website: www.deeroakseap.com

Username/Password: Please request this

information from Jondi Harris at

jondi.harris@camas.wednet.edu

iConnectYou Registration code: 230400



Did you know?



YOUR EAP CAN HELP YOU SAVE MONEY.

To help stretch your dollar, you and your family have access to a **FREE** online benefit: **The Savings Center.**

By logging on, you can shop quality name brands at **discounts of 25 to 70 percent off regular retail prices!** You can also save on a large selection of discount tickets.

Discounts are redeemable online and via catalogs and select in-store merchants.

Simply log on to your work/life website and click on the **Savings Center** tab in the right-hand column.



CONTACT YOUR EAP TODAY:

(888) 993-7650



www.deeroakseap.com

eap@deeroaks.com



EMPLOYEE ASSISTANCE
PROGRAM

Family Forming

Free confidential support
through your EAP + Work-Life
Program



**Starting a family
can be an exciting
and overwhelming
experience.**

Our child care consultants are
here to assist you on your
journey.

Simply call the Helpline for a
confidential consultation and
our team will provide you with
referrals to local support
resources.

CALL TODAY



(888) 993-7650



REFERRALS:

- Domestic and International Adoption Agencies
- Foster to Adopt Programs
- Infertility Clinics/Specialty Providers
- Surrogacy Groups
- Support Groups for a variety of topics
- Financial Assistance for Adoption/IVF
- Adoption Attorneys
- Parenting Classes
- Groups and Resources for LGBTQI parents and families

Toll-free: (888) 993-7650

Web: www.deeroakseap.com

Email: eap@deeroaks.com



Advantage Legal Assist



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Legal Services

- Free half-hour telephonic consultation with a plan attorney qualified to handle your issue
- Free half-hour in-person consultation with a plan attorney per separate issue
- Attorneys are available immediately for telephonic consultation; in-person consultations are scheduled
- Consultation consists of analysis of the situation and advice on how to proceed. There is no document review or creation during this free consultation
- If representation is required, members receive a 25% discount off hourly attorney fees
- Covered Issues: Family Law, Criminal, Bankruptcy, Adoption, Elder Care/Wills/ Trusts/ Estate Planning, Consumer Issues
- Excluded Issues: Employment as it relates to employees and family members, one's own business, class action lawsuits, taxes
- There is no limit to the number of times you can use the service for different issues
- Coverage available in all 50 states
- Telephonic attorneys cannot self-refer, so you are assured unbiased advice
- Unlimited online access to a wealth of educational legal resources, links, tools and forms including 105 legal forms and monthly webinars

Interactive Online Will Preparation (located in the Legal & Financial Center)

- Create a legally binding simple state-specific will at no cost through a step-by-step online "interview process"
- A simple will works 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

Accessing Online Legal Services

- Login to the Deer Oaks website using your company's login and password
- Click on the "Legal & Financial Center" on the right-hand side of the screen to access the Online Will Preparation Service and other articles and tools



Advantage Financial Assist



(888) 993-7650 | eap@deeroaks.com

www.deeroakseap.com

Financial Services

- Free unlimited telephonic consultation with an Accredited Financial Counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction and financial planning
- Counselors address issues via a toll-free information line, and follow up by mailing supporting educational materials; Excluded issues include tax Issues, counseling, advice or comparison of specific financial services or products
- Advisors 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
- Advice is objective and pressure-free
- Unlimited access to a wealth of educational financial resources, links, tools, and forms (i.e. tax guides, financial calculators, etc.)

ID Recovery

- Telephonic consultation service to help you recover from, and minimize the impact of, a breach of your identity
- Provides victims a 30-minute consultation with an Identity Recovery Professional
- The professional will assess the situation, create an action plan, and provide consultation on implementing the plan
- Reduces time spent repairing compromised credit history
- Restores peace-of-mind, while helping undo the damage

Credit Karma: Free Credit Monitoring *(located in the Legal & Financial Center)*

- Free registration- no service level or payment plan required
- Receive free credit reports and notification of any changes involving your credit

Accessing Online Financial Services

- Login to the Deer Oaks website using your company's login and password
- Click on the "Legal & Financial Center" on the right-hand side of the screen to access the Credit Karma Service and other articles and tools