

Deer Oaks EAP Services Fact Sheet



The Deer Oaks Employee Assistance Program (EAP) 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 full-time and part-time employees and their dependents are eligible to access the EAP.

In-person Counseling and Assessment: A network of over 14,000 licensed counselors throughout the United States are available to provide in-person assessment and counseling services.

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

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.

Work/Life Services: Tools, tips, and online articles for balancing work and family. These tools will help you to become better organized and make the most out of your family time.

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; free 30-minute telephonic or in-person mediation consultation with a plan attorney; unlimited online access to a wealth of educational legal resources, links, tools and forms; Will Kits available for download online; access to state agencies to obtain birth certificates and other records.

Advantage Financial Assist: Free initial telephonic consultation with a financial counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction and financial planning; supporting educational materials available; credit report review by a financial counselor and tips for improvement; objective, pressure-free advice; unlimited online access to a wealth of educational financial resources, links, tools and forms (i.e. tax guides, financial calculators, etc.).

ID Recovery: Free 30-minute telephonic consultation with an Identity Recovery Professional; customized action plan and consultation; ongoing ID recovery guidance available as needed.

Referrals and Community Resources: Counselors provide referrals to community resources, member health plans, support groups, legal resources, and child/elder care services.

Monthly Electronic Newsletters: Employees and Supervisors will have access to monthly e-newsletters covering a variety of topics including health and wellness, work/life balance issues, conflict resolution, leadership, and more. A link will be posted in the Fort Bend E-Connect Website under Risk Management.

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.

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.

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 facilities in their area. Searchable databases and other resources are provided on the Deer Oaks website. Counselors are also available to consult with participants regarding these decisions.

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 Management Services for any major company incident. All CISDs need to be scheduled through the Risk Management Department.

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 Fort Bend County and surrounding counties (excludes tips).