



*CT Prime
EAP Program*

**DEER OAKS
EAP SERVICES**



*A More Comprehensive
EAP for a Greater Value...*

CT Prime EAP Program Highlights

1. Legal Services
2. Financial Services
3. Interactive Will Presentation (NOLO)
4. Identity Recovery
5. Child Care/Elder Care
6. Daily Living Services
7. Take the High Road
8. EAP Counseling
9. Organizational Services



Who is covered?

Employees,
Dependants, and
Household members

Access # **1-888-993-7650**

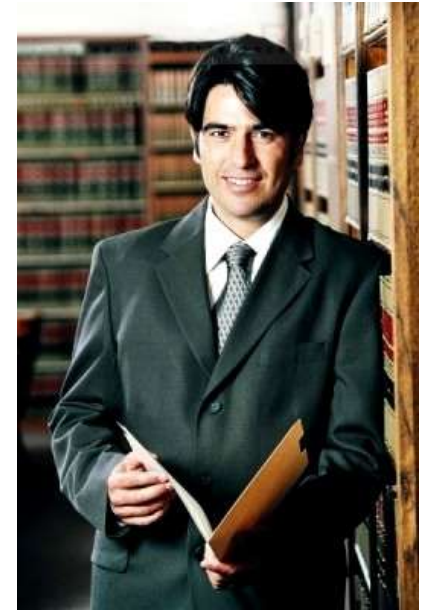
www.deeroakseap.com

For log in information, email
[Cindi Freilinger](mailto:Cindi.Freilinger), HR Coordinator



Legal Services

- 30min. Consultation telephonic or in-person attorney
- In-person meetings are scheduled; telephonic attorneys are often immediate
- 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



Excluded Issues:

Employment as it relates to employees and family members, one's own business, class action lawsuits, taxes

What is covered?

Covered Issues: Family Law, Criminal, Bankruptcy, Adoption, Elder Care/Wills/ Trusts/Estate Planning, Consumer Issues

Financial Services

- Free telephonic financial counseling and education on issues related to consumer debt and budgeting.
- Counselors address issues via a toll-free information line, and follow up by mailing supporting educational materials
- 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



Examples:

- ✓ **Budget Preparation**
- ✓ **Debt Consolidation**
- ✓ **College Planning**
- ✓ **Vacation Planning**
- ✓ **Retirement Planning**

Interactive Will Preparation (NOLLO)

www.deeroaks.com
Legal/Financial link

- FREE, legal binding, state specific, simple Will
- Step-by-step “interactive process” composed online under the Legal/Financial portion of our website www.deeroaks.com
- Is designed for typical assets such as a house, 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



ID Recovery

- ID Recovery is a 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



Childcare Services



- Before and After School Care
- Parenting and Adoption resources
- Sick Child Care
- Summer Programs
- Sport Camps
- Special Needs Camps
- Computer Literacy Programs

Eldercare Services

- Assisted Living Facilities
- Nursing Homes across the Nation
- Cancer Care Centers
- Alzheimer's Support
- Retirement Communities
- Elder Substance Abuse Programs
- Medicare & Medicaid Questions



Daily Living

Additional Categories	Examples of Referrals
Work & Career Growth	Career Development, Resume Writing Services, Certification Programs
Daily Living & Convenience	Pet-sitters/Kennels, Relocation Services, Transportation/Travel Services, House Cleaners
Health & Wellbeing	Physician Searches, Safety Programs, Support Groups, Fitness Centers/Programs, Nutrition Programs
Parenting	Child Nutrition, Discipline, Toilet Training, Blended Families, Playgroups, Raising Teenagers, Grandparents as Parents
Education	Tutors, Enrichment Programs, Special Needs Education, Home Schooling, Financial Aid, Scholarships

We offer referrals to providers, specialist, and resources to meet specific work, life, or care giving needs.



Take the High Road!

**Your ride
is on us!**

- *Pay for your cab**
 - *Keep the receipt**
 - *Call for instructions
on reimbursement**
- 1-888-993-7650**

**One time per year
per employee
up to \$45.00
No tips**



EAP Short Term Counseling

Access: 24/7/365 crisis consultation (1-888-993-7650)

Types: Individual, Family, and Couples Counseling
(face to face/telephonic/online)

Session: Up to 3 or 8 visits

Referral Type:

1. Self-Confirmed match referral within in 2 business days for routine referral (stress, relational, child/adolescent, etc.)
2. Manager/Supervisor Suggested-Recommends employee to EAP (voluntary-no consent form needed)
3. Manager Directed Referral (Mandatory Referral)- HR is mandating employee to EAP as part of disciplinary action.
Employee (release of inform consent form needed)

Critical Incident Stress Debriefings

Dealing with the unexpected...

Onsite group interventions support for:

Changes in the workplace

Death or injury of an employee(s)

Natural disasters



Other Organizational Services

- Up to 10 onsite seminars and 10 educational webinars per year
- Unlimited management consultations regarding employee relations issues, dealing with organizational challenges, etc.
- Case management for mandatory referrals



First Responder Services

- Deer Oaks experienced in meeting the needs of law enforcement, fire and rescue, etc.
- Specialized counselors familiar with the needs of first responders and their families
- Crisis response provided by counselors experienced in coordinating services with first responder teams



www.deeroaks.com

MEMBER SERVICES

LOGIN

For log in information, email
[Cindi Freilinger](mailto:Cindi.Freilinger@deeroaks.com), HR Coordinator

LIBRARY & HELPFUL RESOURCES

WORK/LIFE SERVICES

EMPLOYEE TRAINING

HEALTH & WELLNESS

ELECTRONIC NEWSLETTER

ELDER ASSISTANCE

DISCUSSIONS & CHAT

DISASTER ASSISTANCE CENTER

VIOLENCE PREVENTION

PARTICIPANT SATISFACTION

SURVEY

BEHAVIORAL HEALTH

GEROPSYCHOLOGY SERVICES

A non-profit 501A corporation with a Board of Medical Directors for overseeing contracts and treatment.

BEHAVIORAL HEALTH

EAP SERVICES

BEHAVIORAL HEALTH

**GEROPSYCHOLOGY
SERVICES**

Choose Language



Website

Homepage

Employee Assistance Program

Newsletters

Satisfaction Survey

LIVECONNECT
ONLINE



NEWS FOR YOU

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



ONLINE SEMINARS

Seminars are an interactive learning experience. Register or browse the archives. **Next seminar in 11 day(s)!**



TAKE THE HIGH ROAD

Take a Cab and Send the Bill to Us!



CENTERS

- ▶ Legal/Financial
- ▶ Work/Life Resource Locators
- ▶ Savings Center
- ▶ Online Counseling

[View all Centers...](#)

from this Web site that are deemed most helpful pulled into one place for your convenience.

NOLO[®]

Online Simple Will

[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.



CENTERS

- ▶ [Legal/Financial](#)
- ▶ [Work/Life Resource Locators](#)
- ▶ [Savings Center](#)
- ▶ [Online Counseling](#)

[View all Centers...](#)



FAVORITE CONTENT

[5★ A Foot in Two Families](#)

[5★ A Homecoming Checklist: Parenting](#)

Employee/Supervisor Newsletter



Employee Enhancement Newsletter

Helpful Resources from your Employee Assistance Program

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Mental Health: What's Normal?



What's the difference between Mental Health and Mental Illness?

Sometimes the answer is clear, but often the distinction between mental health and mental illness isn't so obvious. For example, if you're afraid of giving a speech in public, does it mean you have a mental health condition or a run-of-the-mill case of nerves? Or, when does shyness become a case of social phobia?

It's often difficult to distinguish normal mental health from mental illness because there's no easy test to show if something's wrong. Also, primary mental health conditions can be mimicked by physical disorders. Mental health conditions are judged not to be due to a physical disorder and are diagnosed and treated based on signs and symptoms, as well as on how much the condition affects your daily life.

Possible signs and symptoms of Mental Health:

- Obsessive hand-washing or drinking too much alcohol might be signs of a mental health condition.
- Sometimes a mental health condition is characterized by a deep or ongoing sadness, euphoria or anger.
- Fixed beliefs that are not changeable in light of conflicting evidence—or thoughts

What is the Diagnostic and Statistical Manual of Mental Disorders (DSM)?

The Diagnostic and Statistical Manual of Mental Disorders (DSM) is a guide published by the American Psychiatric Association that explains the signs and symptoms of several hundred mental health conditions.

Mental Health providers use the DSM to diagnose everything from anorexia to voyeurism and, if necessary, determine appropriate treatment. Health insurance companies also use the DSM to determine coverage and benefits and to reimburse mental health providers.

Online Seminar Reminder

Estate Planning: Five Essential Documents

Connect with Deer Oaks
and a counselor for a live
seminar.

When:

May 19, 2015

Where:

www.deeroaks.com

Webinar Times (CST):

11:00 AM- 12:00 PM

AND

1:00 PM - 2:00 PM



DEER OAKS EAP SERVICES

Supervisor/HR Newsletter

Helpful Resources from your Employee Assistance Program

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5 Ways to Manage Work-Related Stress

Now is a good time to figure out if you're dealing with stress properly, so you don't burn out or wear yourself down. We reached out to some experts to get advice on smart tactics for tackling work-related stress.

- **Focus on your actions.** It's important to remember that stress is a reaction and isn't inevitable, says Beth Burgess, a therapist who runs anti-stress workshops at Smyls. "It's our response to external events and people that make us feel stressed out. To develop a stress-free mindset at work, it's important to focus on taking action rather than worrying, or actually thinking more positively about things so you no longer feel aggrieved by them."
- **Take action over things you can control.** Taking action in the aspects of your work life you control is key, Burgess says. "Do what it is in your power to do. If you have no control over other things, it's not worth worrying about them. Focus on what you can do to improve things rather than what you can't. It will make you feel much more empowered."
- **Keep your eyes on the prize.** "To deal with conflict, remember that focusing on your common goals and negotiation will get you much further than whining about a colleague or manager or their way of doing things," Burgess says. "If you feel overwhelmed or uncertain, gather more information or tools, or break things down into steps to make them easier. Be proactive about setting up templates and systems to save time. And when you've done a task, mentally leave it behind rather than worrying about it."
- **Establish boundaries.** Focus on your boundaries to keep stress at bay, recommends Stephanie Mazzanti, a mind-body therapist at Cancer Treatment Centers of America. This means not letting your external work environment overly affect your internal mood.
- **Learn to deal.** It's important for employees to have coping strategies, Mazzanti says. "For example, if a co-worker directs a snippy or negative comment toward them, they say to themselves internally, 'That is his/her own stuff, not mine.'" Deep breathing and brief periods of alone time can also help.

Source: <http://www.businessmanagementdaily.com/43098/5-ways-to-manage-work-related-stress>

www.deeroaks.com | (866) 327-2400 | eap@deeroaks.com



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www.deeroaks.com | 866-327-2400 | eap@deeroaks.com

Accessing Services

Call Deer Oaks EAP Services:

1-888-993-7650

E-mail: eap@deeroakseap.com

or go to: www.deeroakseap.com

For log in information, email

[Cindi Freilinger](mailto:Cindi.Freilinger@deeroakseap.com), HR Coordinator

