



Live



Life



Balanced

# About Your EAP

The Deer Oaks Employee Assistance Program (EAP) is a free service provided for you and your household by your employer. This program offers a wide variety of counseling, referral, and consultation services 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 or logging on to our website.

## Who can use the EAP?

Employees, their dependents, and household members are eligible to access services. Coverage continues for six (6) months post-employment.

## How can I access services?

By calling the toll-free Helpline, by downloading our iConnectYou Smartphone App, or through our website. A counselor is always available to help.

## How many sessions can I have with a counselor?

You may receive up to 6 counseling sessions per separate problem per year. Every case is different. Your counselor will determine the number of sessions needed to address your specific issue.

## What Kinds of Problems Do You Help With?

Counseling can be provided for any issue that is affecting your work, family or personal well-being. Some examples include: interpersonal, familial, or marital conflicts; anxiety and depression; loss and grief; health and wellness issues; and work-related concerns.

## Is the EAP only for counseling?

No. We offer unlimited telephonic consultation with financial counselors, 30-minute consultations with attorneys, and can assist with locating nearly endless resources such as finding care for pets, personal care, travel, contractors, education, and managing day-to-day responsibilities at home, and work.

People who have problems and have to use a counselor must be weak, mentally ill, or not good at their job, right? No. EAP counseling is a proactive step you can take to improve your emotional and personal functioning, your work performance, and your sense of effectiveness and well-being. Taking action by seeking counseling to address your issues and reach your personal goals is a sign of positive coping skills.

## What if my issue requires longer-term counseling?

If assistance is needed for an issue requiring longer-term counseling outside of the scope of the EAP, we will provide you with a referral to your medical plan or to local community resources.

## Is It Really Confidential?

Yes! All information, assessments, and referrals through the EAP are held highly confidential and protected by the HIPAA Privacy Rule. The EAP will not release information to anyone, including your employer or family member, without your written consent. However, in situations where there is a danger to the individual or others, the Deer Oaks counselor is obligated by law to make appropriate notification.

## What Does It Cost?

There is no charge to you or your household members to access the EAP. This benefit is paid for by your employer.

