What is an EAP?
An Employee Assistance Program (EAP) provides free and confidential assessments, short-term counseling, referrals, prevention, and education services for you and your dependents. The benefit is provided through Deer Oaks EAP Services.

How Can the EAP Help?
A trained counselor is available 24/7, 365 days of the year to help you and your dependents cope with life's stressors so that you can live a happy, productive lifestyle. Simply call the toll-free number or visit the EAP website.

What Types of Problems does the EAP Cover?
- Stress, Tension, Anxiety
- Depression, Grief
- Anger Management
- Marital/Family Problems
- Work-Related Difficulties
- Legal/Financial Concerns
- Health and Wellness Issues
- Trauma Recovery
- Substance Abuse

How Can the EAP Help Me Balance Work and Life?
It is difficult to be at your best when you are worried about emotional, health, financial, legal, child care/elder care, or family problems. Resolving your personal concerns can help you:
- Increase your morale and well-being
- Stay focused on your goals
- Achieve a healthy balance in your life
- Establish positive relationships
- Remain productive and efficient
- Decrease your overall stress level

EAP Services
- Assessment & Short-term Counseling
- Crisis Intervention
- Community & Health Plan Referrals
- Leadership & Supervisor Training
- Online Tools, Tips & Articles
- Work/Life Balance Coaching
- Child Care/Elder Care Resources
- Retiree Assistance Program
- Legal & Financial Consultations
- Substance Abuse Services
- Health & Wellness Education
- Take the High Road on the Highways
Achieving balance through total well-being

EMPLOYEE ASSISTANCE PROGRAM

FEATURES INCLUDE:

- Toll-free 24/7 access to a qualified EAP Professional
- Live assistance locating resources and referrals per your request
- Information-rich website loaded with content and tools for managing work, personal, and everyday issues
- LiveCONNECT delivering assistance via online instant messaging
- Support for you, as well as those in your family and/or household

To help you make time for what matters most, you and your family have access to your Employee Assistance Program (EAP). Available any time, any day by phone or Web, the service offers live assistance from a professional consultant—as well as a rich web-based library of practical resources—to provide support for any work, personal, or everyday issue that’s important to you and your family.

TOLL-FREE: 855-492-3633
WEBSITE: www.deeroaks.com
EMAIL: eap@deeroaks.com

CUNY Work/Life
PRESENTED BY Deer Oaks
Need to contact a Work/Life Specialist right away?

TRY LiveCONNECT

FEATURES INCLUDE:

- Instant connection to our staff of work/life experts
- Convenience of an online interface
- The privacy of online chat
- Additional assistance via telephone can be arranged
- Support for you, as well as those in your family and/or household

Contact Your EAP:

TOLL-FREE: 855-492-3633
WEBSITE: www.deeroaks.com
EMAIL: eap@deeroaks.com

Access to the Work/Life resource and referral service isn’t limited to the telephone. Our LiveCONNECT feature delivers assistance via online instant messaging. From our comprehensive website provided as part of your Employee Assistance Program (EAP), simply click on the LiveCONNECT icon to immediately be connected to one of our many employee support experts who can answer questions and offer solutions to work/life challenges. You may also contact us any time, any day by phone to access live assistance from a professional consultant—as well as a rich web-based library of practical resources—to provide support for any work, personal, or everyday issue that’s important to you and your family.

- Log on to the work/life website using your company-specific login and password: www.deeroaks.com
- Click on the LiveCONNECT icon located on upper right
- Fill in required fields in chat box that pops up
- Select topic from drop down menu
- Start online dialogue with our work/life expert

CUNY Work/Life
PRESENTED BY DEER OAKS
WHAT IS A CRITICAL INCIDENT?
A traumatic event, known in the workplace as a critical incident, is any event that causes an unusually intense emotional stress reaction. Critical incidents can be unexpected, involve personal danger or loss, create uncertainty and involve exposure to shocking sights, sounds or smells. The distress people experience after a critical incident may limit their ability to cope, impair their ability to adjust and negatively impact their work environment. The stress response can be immediate or delayed and can be triggered by one or by a series of events.

WHY DEAL WITH A CRITICAL INCIDENT?
It is to both the employee's and employer's benefit to help workers manage the impact of a workplace critical incident. Research indicates that workers exposed to a critical incident that is dealt with inappropriately are likely to experience more personal and health problems than before the incident. Workers who are not supported are at greater risk of using more sick days, having lower productivity or leaving their employment.

WHAT IS CRITICAL INCIDENT STRESS MANAGEMENT (CISM)?
Critical Incident Stress Management, or CISM, is an intervention protocol developed specifically for dealing with traumatic events. It is a formal, highly-structured and professionally recognized process for helping those involved in a critical incident to share their experiences, vent emotions, learn about stress reactions and symptoms and given referral for further help if required. It is not psychotherapy. It is a confidential, voluntary and educative process, sometimes called 'psychological first aid'.

WHAT IS A CRITICAL INCIDENT STRESS DEBRIEFING (CISD)?
A Critical Incident Stress Debriefing (CISD) is a process that may prevent or limit the development of post-traumatic stress in people exposed to critical incidents.

Provided within a clinically appropriate timeframe following a critical incident, on-site group CISDs are offered for groups of individuals who have been similarly affected by or exposed to an incident. Professionally conducted debriefings help people cope with, and recover from an incident's aftereffects. These sessions provide a safe, structured and supportive environment for addressing common reactions, offering information to promote resiliency, and identifying those who may need further resources.

WHEN SHOULD A CISD BE HELD?
Ideally, a CISD should be held within 24 to 72 hours of an incident.

HOW DO I REQUEST A CISD?
Your company representative should call the toll-free EAP Helpline number to request a CISD. Within 30 minutes of the notification of an incident, one of our Incident Managers will contact you to discuss the incident and conduct a needs assessment. The EAP can offer various responses including information, practical support, telephone crisis support, management consultation, on-site group meetings, and face-to-face counseling. We take the initial approach of providing psychological first aid, and assigning the most appropriate intervention under the circumstances.

WHAT IS THE LENGTH OF A CISD?
Although the length of a CISD varies by the situation, CISDs typically last two hours.

In the case of a critical incident, call your EAP. We are available 24/7.

(855) 492-3633
www.deeroaks.com
eap@deeroaks.com
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 employees and their household members/dependents are eligible to access the EAP. Retirees and employees who have recently separated from their employer will continue to have access to services for up to six (6) months post-employment.

**In-person Counseling & Assessments:** A network of 54,000+ mental health providers throughout the United States are available to provide in-person assessment and counseling services to members wherever they may reside.

**Telephonic Assessments & Support:** All clinical EAP cases receive a thorough telephonic clinical assessment. In-the-moment telephonic support and crisis intervention is also available 24/7.

**ele-Language Services:** Deer Oaks has the ability to provide therapy in a language other than English if requested. Services are available for telephonic interpretation in over 190 of the most commonly spoken languages and dialects.

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

**Advantage Legal Assist:** Free 30-minute telephonic consultation with a plan attorney; free 30-minute in-person consultation; 25% discount on hourly attorney fees if representation is required; unlimited online access to a wealth of educational legal resources, links, tools and forms; interactive online Simple Will preparation; access to state agencies to obtain birth certificates and other records.

**Advantage Financial Assist:** Unlimited telephonic consultation with a nancial 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 nancial 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.).

**Identity Recovery:** Free 30-minute telephonic consultation with an Identity Recovery Professional; customized action plan and consultation; ongoing ID recovery guidance available as needed; free credit monitoring service through Credit Karma.

**Monthly Electronic Newsletters:** Employees and supervisors receive monthly e-newsletters covering a variety of topics including health and wellness, work/life balance issues, conflict resolution, leadership, and more.

**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 & Resources:** Log on to www.deeroaks.com to access an extensive topical library containing health and wellness articles, videos, archived webinars, 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.

**Work/Life Services:** Work/Life Consultants are available to assist members with a wide range of daily living resources such as pet sitters, event planners, home repair, tutors and moving services. Simply call the Helpline for resource and referral information.

**Find-Now Child & 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. Work/Life Consultants assess each member’s needs, provide guidance, resources, and confirmed match referrals within 12 hours of the call. Searchable databases and other resources are also available on the Deer Oaks website.

**Critical Incident Stress Management:** Traumatic events can be extremely disruptive to the well-being and productivity of employees. Deer Oaks will respond quickly when asked to provide Critical Incident Stress Management Services for any major company incident.

**Take the High Road:** Deer Oaks reimburses members 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 with a maximum reimbursement of $45.00 (excludes tips).

www.deeroakseap.com | 855-492-3633 | eap@deeroaks.com