



A Supervisor's Guide to Your EAP

Deer Oaks EAP Services

Toll-free Helpline: (866) 327-2400

Email: eap@deeroaks.com

Web: www.deeroakseap.com

Username/Password: brazosco



Table of Contents

Critical Incident Support Sessions.....	1
Telephonic Crisis Counseling.....	2
Counseling Services.....	2
Mandatory Referrals to Employee Counseling.....	4
Telephonic Management Consultation.....	6
Employee & Supervisor Training.....	7
Work-Life Services.....	9



Critical Incident Support Sessions

In the event of a crisis, the EAP provides efficient and compassionate support based on organizational needs and preferences aligned with clinical suitability. Various responses are offered including information, practical support, telephone crisis support, management consultation, and onsite group meetings. Deer Oaks will take the initial approach of providing psychological first aid and assigning the most appropriate intervention under the circumstances.

Examples of traumatic events include, *but are not limited to*:

- Death of a co-worker
- Natural disaster
- Accident or act of violence in the community

To Access this Service:

1. Request services anytime **24/7/365 days per year** by calling the toll-free Helpline: **(866) 327-2400** to speak with an Incident Manager. If an Incident Manager is not available, one will contact you within 1 hour of notification of an incident and conduct a needs assessment.
2. Our incident managers are clinical trauma professionals who will support you from the initial consultation to the establishment of the intervention plan, through the event and post event follow-up.
3. Deer Oaks will respond with a qualified professional onsite or virtually **within 24 to 72 hours of the initial request for services**. Critical incident support sessions are conducted in a group setting and are booked in a two-hour increment with follow-up sessions available, if needed. During the support session, employees will be reminded of their EAP benefit if they feel they need ongoing individual support during this difficult time.



Telephonic Crisis Counseling

For crisis situations, immediate in-the-moment telephonic support and crisis intervention are available **24/7/365**.

To Access this Service:

- (1) Call the Deer Oaks toll-free helpline at **(866) 327-2400**.
- (2) Master's level clinicians are available 24 hours a day to provide in-the-moment support and crisis intervention.
- (3) In-the-moment telephonic support and crisis intervention/counseling may be followed by a referral for face-to-face counseling or other support services.

Counseling Services

Free, confidential, and professional assessment and counseling services are available **24/7/365** days per year to employees and their family members/eligible dependents.

Deer Oaks provides **up to six (6) sessions** of short-term counseling per person, per issue, per year. Counseling may be provided in-person, telephonically, or video based on the member's preferences and clinical suitability. *There is no annual limit to the number of presenting issues for which a person can contact the EAP for counseling services.*





To Access this Service:

- (1) Request services anytime **24/7, 365 days per year** by calling the Deer Oaks toll-free helpline at **(866) 327-2400**. Referrals will be provided within three (3) business days.
- (2) From this point, an individualized counseling plan is determined by qualified professionals to best meet the individual's needs, which could include up to the maximum of six (6) counseling hours for the current presenting issue.

Reminders:

- ✓ Additional time may be needed in specialty cases to locate a suitable counselor to accommodate an individual's specific needs or requests.
- ✓ Deer Oaks provides short-term solution-focused counseling services. The EAP does not cover issues that require physician/psychiatric evaluation, psychological testing, chronic mental health illness, long-term psychotherapy treatment, or inpatient or residential treatment services. In these cases, Deer Oaks will provide the individual with an appropriate referral to either his/her health plan or to other community resources.
- ✓ Appointments for urgent requests are escalated and the case manager will contact the client with a referral to an affiliate counselor within six (6) business hours with an appointment availability standard of two (2) business days. In-the-moment telephonic counseling is provided to those in need of such support.



Mandatory Referrals to the EAP

Manager Assist Line: 1-877-249-4751

Email: ManagerConsult@workplaceoptions.com

For employees who are receiving disciplinary action, or who have not yet received disciplinary action but whose behavior or performance have been consistently and significantly below expectations, supervisors and managers may mandate that these employees attend EAP counseling sessions. Employees will be required to sign the Manager Referral Form so that supervisors, managers, and Human Resources can follow employee progress and ensure attendance and compliance.

Examples of reasons for making a mandatory referral include, but are not limited to:

- Excessive/unusual absenteeism or tardiness
- Difficulty in making changes; resistance about learning new skills
- Erratic work pattern; inconsistent performance
- Generally lower level of efficiency or productivity
- Interpersonal problems; increase in conflict

Mandatory Referral & Case Management

The Employer-Designated Representative (the employee's immediate supervisor or manager, or HR manager) and the employee complete and sign the Manager Referral Form.

The Employer-Designated Representative then sends Deer Oaks the completed and signed Manager Referral Form to managerconsult@workplaceoptions.com.

A Management Referral Specialist completes the intake and gathers from the Employer-Designated Representative additional referral details as needed.



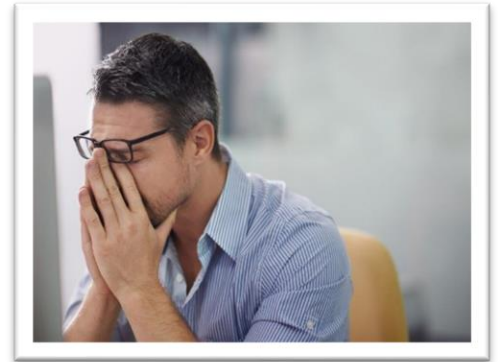
The referral is then assigned to a Deer Oaks Clinical Case Manager, who reviews with the Employer–Designated Representative the steps of case management, including:

- (1) The Employer–Designated Representative may request the Clinical Case Manager to contact the employee within two (2) business days, or may require that the employee be responsible for contacting the EAP within two (2) business days. If the employee does not call within two (2) business days, the Employer–Designated Representative is so notified.
- (2) Upon first contact with the employee, the Clinical Case Manager completes an initial assessment and schedules the employee’s first appointment with a counseling provider within the Deer Oaks network.
- (3) Within two (2) business days, the Clinical Case Manager informs the Employer–Designated Representative and the employee of this first scheduled appointment.
- (4) After the initial appointment, the Clinical Case Manager follows–up with the counseling provider to confirm employee attendance and compliance.
- (5) Summary of employee attendance and compliance is reported to the Employer–Designated Representative after the first and final sessions, or more frequently as is clinically appropriate.
- (6) If the Employer–Designated Representative calls Deer Oaks to learn of an employee’s attendance or progress, the caller will be asked for his or her birth date. This information is needed for the Deer Oaks computer system to open a file, which allows Deer Oaks to accurately report utilization.
- (7) At the conclusion of services, the Clinical Case Manager provides the Employer–Designated Representative with a formal letter of case closure summarizing the employee’s appointments and progress.



Reminder:

- ✓ If the Deer Oaks Management Referral Specialist or counseling provider determines that the employee requires a higher level of behavioral health care (for mental health and/or substance abuse treatment) than EAP benefits provide, the employee will be referred to other resources accordingly. Deer Oaks' case management support continues during this transition while keeping the Employer-Designated Representative informed.



Telephonic Management Consultation

If a supervisor or manager has concerns about an employee's behavior or performance on the job, they can call a representative of the Deer Oaks Management Consultation Team. There is no annual limit to telephone management consultations.

The Management Consultation Team answers questions about working with troubled employees and team issues (morale, productivity, etc.) and suggests interventions, including an employee self-referral.

If an employee's workplace behavior or performance has not yet resulted in disciplinary action but is problematic nonetheless, the supervisor or manager may suggest that the employee voluntarily call Deer Oaks (as a self-referral) to speak with a counselor.



To Access this Service:

- (1) Call the Deer Oaks toll-free Manager Assist number at (877) 249-4751.
- (2) Ask to speak with a representative of the Management Consultation Team.
- (3) Support is readily available, but if all clinicians are busy, the supervisor or manager can expect a call back within two (2) business hours.

Reminder:

- ✓ Self-referrals remain confidential. It is not possible for a supervisor or manager to track employee attendance, progress, etc. in counseling without a properly submitted, employee signed Manager Referral Form.



Employee & Supervisor Training

Deer Oaks offers training on a range of topics designed for all employees, as well as those specifically for supervisors/managers. Since there are an allotted number of hours available per contract year, requests may be submitted to HR/Benefits for approval. Examples of topics include:

- Overcoming Burnout
- Psychological First Aid – For Employees & Supervisors
- Self-Care Toolkit
- How to More Effectively Respond to Stressful Situations
- Building A Culture of Respect



To Arrange for Onsite/Webinar Training:

(1) The Training Catalog can be found on the website at www.deeroakseap.com.

(2) After making a selection, click on the following link in order to submit your request.

<https://workplaceoptions.atlassian.net/servicedesk>

(3) Once submitted you will receive a confirmation e-mail with your request.

Reminders:

- ✓ Requests for training must be submitted 4 weeks in advance in order to ensure the training date and to reserve the best qualified trainer for your request.
- ✓ Most seminars/trainings are 60 minutes in length. If more or less time is needed, please indicate your desired timeframe on the Training Request Form. In most cases, we are able to schedule seminars during timeframes that best meet the needs of your workforce. Please note: seminars are billed/deducted in one-hour increments. Therefore, if you request a 1.5-hour seminar, two hours will be deducted and/or billed.
- ✓ Minimum attendance is 10 participants per seminar/training.
- ✓ A 72-business hour cancellation notice is required.



Additional Training Opportunities

- *Monthly Online Wellness Seminars* – These on-demand seminars are available on our website at www.deeroakseap.com with a new topic uploaded each month.
- *Supervisor Excellence Webinar Series* – This quarterly series is conducted via webinar. Contact your Account Manager for details or links to previous recordings.
- *Leadership Certificate Series* – A quarterly series of important topics designed to provide supervisors and managers with enhanced skills to improve workplace morale, employee motivation, and staff productivity. Those who complete the series will receive a leadership certificate at the end of the year.
- *Stress Management Series* – A quarterly series designed to provide employees with the knowledge and skills necessary to cope more effectively with stress so they can live healthier and more productive lives.

Work-Life Services

Deer Oaks understands that you manage many duties in addition to work, such as parenting, personal commitments, and household responsibilities. To help you in the ordinary demands of daily living, Deer Oaks offers comprehensive Work-life Services.

Features Include:

- Initial telephonic consultation and assessment by a Work-life Consultant
- Answers to questions about work-life topics, such as the difference between care options (e.g., day care centers vs. family day care homes) or how to evaluate providers



- Work-life Consultants assess your needs, provide guidance, and resources. Referrals are provided within three (3) business days for standard cases, and within six business hours for urgent cases. Searchable databases and other resources are also available.

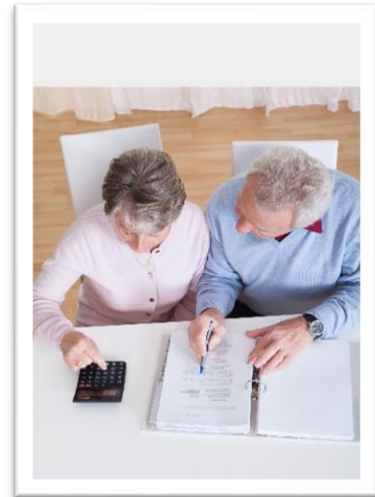
Legal Assist

Free 30-minute consultation per issue with a qualified attorney either on the phone or in person, including a 25% discount on hourly attorney fees if representation is required. An interactive online Simple Will preparation is also included and enables users to create a legally-binding simple state-specific will at no cost through a step-by-step online interview process. Employees will also have unlimited online access to a wealth of informative legal resources, such as:

- Legal aid organizations
- Legal forms
- Library of legal articles

Financial Assist Unlimited free telephonic consultations with accredited financial counselors concerning a variety of financial topics, including, but not limited to:

- Credit and debt
- Paying for college
- Purchasing a home
- Saving for retirement
- Credit report review
- Financial calculators
- Full selection of financial articles, links, tools, and forms (including tax guides)





Identity Recovery

Through our **Financial Assist** Program, victims of identity theft can receive telephonic consultation that will help them to recover from, and minimize the impact of, a breach of their identity.

- Provides victims consultation with an Accredited Financial Counselor who will discuss the situation with the member and provide consultation and information on steps that should be taken upon discovery of identity theft
- Consultation may include: how identities can be stolen and common warning signs; how to obtain one's credit report(s) to look for indications of identity theft; how to read and understand one's credit report; and steps to take if identity theft is indicated
- Resource links, tip sheets, and brochures on avoiding and identifying identity theft are available along with referrals to full-service credit recovery agencies

Take the High Road Program

Deer Oaks remains concerned about the safety of its EAP participants and others. Therefore, Deer Oaks reimburses EAP participants for their cab, Uber, Lyft, and other ride-sharing fares in the event that they are incapacitated due to impairment by a substance or extreme emotional condition. Such circumstances may include over consumption of alcohol, drowsiness due to medication, or extremely upset/troubled over a situation. This service is available once per year per participant with a maximum reimbursement of \$45.00 (excludes tip). The process is simple, and like all other EAP services, confidential. Simply call the Deer Oaks Helpline for information regarding reimbursement.



Health & Wellbeing

Deer Oaks encourages not only your mental health, but also your physical health and wellbeing. Deer Oaks can provide referrals for:

- Diet and nutrition programs
- Fitness centers
- Safety programs
- Support groups

Daily Living Services

Telephonic assistance from professional Work–life Consultants providing support, guidance, and referrals for managing day–to–day responsibilities at home, and at work such as:

- Adoption agencies
- Apartment locators
- Blended families
- Cancer care centers
- Chore services
- Chronic condition support
- Home improvement
- Moving services
- Pet sitters and kennels
- Raising teenagers
- Travel
- Tutors
- Veterinarians
- Volunteer opportunities

Find–Now Child & Elder Care Program

Information & referral in caring for children and/or aging parents by locating licensed, regulated, & inspected child & elder care facilities in your area such as:

- Assistance in evaluating nursing homes and assisted living facilities
- Before & after school care
- Kindergarten programs
- Retirement communities
- Sick child care
- Special needs child care



College Assist

Preparing for college is an exciting time for parents and children. However, it can all too easily become overwhelming and stressful. Articles and resources offer helpful tools and tips on a variety of issues such as:

- Admissions testing
- Continuing education
- Financial aid options
- International study programs
- Locating an enrichment program
- Scholarships
- Selecting a major
- Special needs education