



YOUR EAP: WORK/LIFE SERVICES

Advantage Legal Assist: Unlimited telephonic consultation with an attorney; one free 30-minute in-person consultation with a plan attorney per issue; 25% discount on hourly attorney fees if representation is required; unlimited online access to a wealth of educational legal resources, links, tools and forms.

Advantage Financial Assist: Unlimited telephonic consultation with a financial counselor; supporting educational materials available; credit report review and tips for improvement; 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.

Control Your ID: Free identity monitoring program through www.deeroaks.com. This service is free and at no time will you need to pay for the service. Annual renewal is required to re-register and update your information.

Interactive Online Simple Will Preparation: Create a legally-binding simple state-specific will at no cost through a step by step online "interview process". Access this service through www.deeroaks.com.

Daily Living & Convenience Resources: This service offers telephonic assistance from a professional Work/Life Consultant to provide support, guidance and referrals for any work, personal, or everyday issue that's important to you. Consultants are able to assist with nearly endless resources such as finding pet sitters, tutors, home repair, veterinarians, fitness centers, chore services, and moving services.

Find-Now Child & Elder Care Program: This program assists members 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 three (3) to five (5) confirmed referrals within 12 hours of the request. Searchable databases and other resources are also available at www.deeroaks.com.

Health & Wellbeing: Deer Oaks encourages not only the mental health, but also the physical health and wellbeing of our members. Work/Life Consultants are available to provide referrals to providers, specialists, and resources to meet specific needs such as safety programs, support groups, fitness centers and nutrition programs.

College Assist: Preparing for college is a very exciting time for parents and their children. However, it can all too easily become an overwhelming and stressful process. Through www.deeroaks.com, your EAP provides articles and resources that offer helpful tools and tips for handling a variety of issues such as choosing the right college, selecting a major, locating enrichment programs, special needs education, financial aid options and scholarships.

Take the High Road Program: Deer Oaks remains concerned about the safety of its EAP members. Therefore, the EAP 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 the metropolitan area (excludes tips).



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