



Deer Oaks EAP Services

Employee Assistance Program (EAP)

Response to COVID-19

WE ARE HERE FOR YOU.

As your Employee Assistance Program, protecting the well-being of our clients and their employees continues to be our top priority as we navigate the growing concerns around the COVID-19 pandemic. We understand the uncertainty and concerns that many of you are experiencing during this time and are here to help.

Our operations are strong with confidential assistance remaining available on a 24-hour basis by calling the toll-free Helpline or through our iConnectYou App. We encourage employees to call to speak with one of our clinicians for in-the-moment telephonic support, intake, and assessment services.

In view of the accelerating spread of the virus worldwide, the call from governments for greater social distancing, and requests from participants and providers for alternative channels of support, we have made the decision to temporarily suspend face-to-face counseling and onsite critical incident support events.

All other modalities are available and participants will have access to structured counseling through:

- Structured telephone counseling
- Structured video counseling
- In-the-moment telephonic/crisis support

Critical incident support events will be conducted virtually using the GoToMeeting and Zoom Platform.

Our work-life teams also remain ready to assist employees with legal, financial, child care, elder care, and other daily living needs. Further, our member website contains education, tips, and resources about the virus under the News for You tab, as well as information that can help employees manage anxiety that can accompany stressful situations.

Our first service delivery mission is to provide timely emotional support to all participants in need. As such, our call service centers have recruited additional staff clinicians and expansion of teams through affiliate providers who are trained to provide telephonic and video counseling. We will continue to build the resources needed to ensure that support is easily accessible to all during this extraordinary pandemic.

We assure you that we are here and ready to serve. Assistance is available on a 24/7 basis.

Thank you for your support.

Alicia Barrera

Alicia Barrera
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Contact Your EAP

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