



# An Employee Assistance Program for First Responders

Deer Oaks is the Employee Assistance Program (EAP) provider for your employer. We are a national integrated EAP and work-life program provider with more than 28 years of dedicated experience. Our goal is to provide you with the right tools and confidential resources to combat stress and navigate work and life challenges in the moment before they have a negative impact on your health and well-being.

## An EAP that is Customized to Your Needs

WE RECOGNIZE THE NEEDS OF FIRST RESPONDERS ARE UNIQUE AND CHANGING.

Deer Oaks recognizes the unique challenges of first responders who are oftentimes exposed to high levels of stress and dangerous situations. They can experience and hear things day after day that are challenging, painful, and difficult—leading to burnout, secondary trauma, compassion fatigue, Post-Traumatic Stress Disorder, and difficult personal issues.

WE ARE HERE FOR YOU.

Your EAP is available day and night to provide you with confidential assistance. We offer various ways to access your benefit via toll-free helpline, an online instant messaging system, or through our iConnectYou Smartphone App, which enables you to call, text, instant message, or video call our team of professionals with a push of a button.

Alternate modes of support such as telephonic life coaching, AWARE stress reduction program, and work-life services may also be helpful in addressing daily stressors.

## Service Summary

OUR MASTER'S LEVEL CLINICIANS ARE ALWAYS HERE TO LISTEN. WE'VE GOT YOU COVERED FOR ALL OF LIFE'S CHALLENGES.

- 100% confidential
- 24/7 Helpline answered directly by Master's level clinicians
- In-the-moment telephonic support and crisis intervention available
- Intake and a clinical assessment conducted during the initial call
- Referrals provided to local EAP affiliate providers and other resources for in-person services
- Telephonic, in-person, and video counseling available
- Work-Life Consultation & Referrals: Financial Assist, Legal Assist, ID Theft, Child/Elder care, Daily Living
- Telephonic Life Coaching (6 sessions)
- AWARE Stress Reduction Program

## Contact

Helpline: 1-866-327-2400

Website: [www.deeroakseap.com](http://www.deeroakseap.com)

Email: [eap@deeroaks.com](mailto:eap@deeroaks.com)