

Assisting Employees to Stay Motivated and Healthy




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**DEER OAKS
EAP SERVICES**

*A More Comprehensive
EAP for a Greater Value...*

DEER OAKS
Employee Assistance Program

Your EAP Services



- Telephone and crisis counseling 24-7, 365
- Nationwide service
- Face-to-face or telephone based short-term counseling - 8-visit model (per issue, per person, per year)
- Professional referrals to community resources as needed
- National Relay Toll-free phone number for the hearing impaired

DEER OAKS
Employee Assistance Program

Issues Deer Oaks Can Help With



- Job related stress
- Problems with co-workers or supervisors
- Marital problems
- Dealing with divorce issues
- Family issues
- Child or adolescent problems
- Anger management
- Domestic violence
- Depression & anxiety
- Bereavement
- Healthy lifestyles
- Referrals for medical, legal, & financial problems



Who is Eligible for Services?



- Full/part-time employees
- Any family members covered by the medical plan
- All dependents at home or away
- Anyone in your household



Making an Appointment is a Snap




- Call Deer Oaks at 1-888-993-7650.
- All calls are answered by our Master Clinician.
- If accessing the counseling service, you will be assigned one of our clinicians who will find the provider for you. The clinician will assure that the provider has open availability.
- Participant will receive appointment information within **2 days** of calling Deer Oaks.
- Deer Oaks will take care of sending the counselor the authorization for services and arrange billing, so you avoid out-of-pocket charges.



Work/Life Services

Childcare Services

- Child daycare referrals
- Parenting and adoption resources
- Babysitters
- Sick child care
- Summer programs
- Day camps
- Residential camps
- Preschool and nursery schools
- Before and after school care
- Back-up and odd hour care
- In home care
- Religious camps
- Sport camps
- Special needs camps



Work/Life Services

Eldercare Services



Referrals

- Elder Care/Adult Day Care
- Assisted Living Facilities
- Nursing Homes Across the Nation
- Independent Living Centers
- Cancer Care Centers
- Alzheimer's Support
- Community Services
- Senior Centers
- Retirement Communities
- Elder Substance Abuse Programs
- Adaptive Transportation Services
- Volunteer Organizations
- Cancer Care Centers
- Geriatric Case Management Programs & Services
- Mental Health Resources
- Medicare & Medicaid Questions
- Insurance

Work/Life Services

Additional Categories	Examples of Referrals
Work & Career Growth	Career Development, Resume Writing Services, Certification Programs
Daily Living & Convenience	Pet-sitters/Kennels, Relocation Services, Transportation/Travel Services, House Cleaners
Health & Wellbeing	Physician Searches, Safety Programs, Support Groups, Fitness Centers/Programs, Nutrition Programs
Parenting	Child Nutrition, Discipline, Toilet Training, Blended Families, Playgroups, Raising Teenagers, Grandparents as Parents
Education	Tutors, Enrichment Programs, Special Needs Education, Home Schooling, Financial Aid, Scholarships

We offer referrals to providers, specialists, and resources to meet specific work, life, or care giving needs.





Work/Life Services



Retiree Assistance Program




Services are provided for up to 6 months after retirement.

- Short-term counseling
- Referrals to community resources
- Access to online services

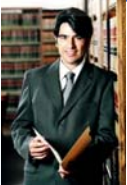



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Employee Assistance Program

Legal Services



- Free 30-minute consultation with a telephonic or local, in-person attorney.
- Meetings with in-person attorneys are scheduled; meetings with telephonic attorneys are often immediate.
- Consultation consists of an analysis of the situation and advice on how to proceed.
- Employee receives a 25% discount off the attorney's hourly fee.





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Employee Assistance Program

Legal Services continued...



- Coverage is available in all 50 states
- Telephonic attorneys cannot self-refer, so you are assured unbiased advice
- Access to over 105 legal forms

What is covered?
 Covered Issues: Family Law, Criminal, Bankruptcy, Adoption, Elder Care/Wills/Trusts/Estate Planning, Consumer Issues

Excluded Issues: Employment as it relates to employees and family members, one's own business, class action lawsuits, taxes





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Employee Assistance Program

Financial Services

- Access to free telephonic financial counseling and education on a variety of issues related to consumer debt and budgeting.
 - Counselors address issues via a toll-free information line, and follow up by mailing supporting educational materials
 - Additionally, advisors are available without an appointment Monday through Friday, or through pre-scheduled Saturday sessions
 - All counselors are knowledgeable in a wide range of financial topics
- **Examples: Budget Preparation, Debt Consolidation, College Planning, Vacation Planning, Retirement Planning**



ID Recovery

- ID Recovery is a telephonic consultation service to help you recover from, and minimize the impact of, a breach of your identity.
 - Provides victims a 30-minute consultation with an identity recovery professional
 - The professional will assess the situation, create an action plan, and provide consultation on implementing the plan
 - Reduces time spent repairing compromised credit history
 - Restores peace-of-mind, while helping undo the damage



Interactive Will Preparation (NOLO)

Now members will be able to create a legal binding simple state specific will at no cost through a step-by-step online "interview process."

It should work well for most people with typical assets such as a house, car, savings, and investments. But there are some situations in which you may need more than a simple will and should get expert advice or, at the least, investigate your options.





Take the High Road!



Your ride is on us!

Just pay for your cab - keep the receipt, then call 1-888-993-7650 for instructions on getting your money back.


(One time per year per employee)



Management Assistance Program

- Disaster Assistance Program
- Electronic Newsletters
- Unlimited Telephonic Management Consultations (1-877-249-4751)
- Management Referrals
- On-site Supervisor Training
- HR and Department Support








Critical Incident Stress Debriefings

- Dealing with the unexpected...

Deer Oaks Critical Incident Support staff are selected from highly qualified clinicians who are experienced in dealing with a variety of critical incidents. We can provide both group interventions and one-to-one support in a range of scenarios:

 - Major changes can impact work/family life
 - Death or injury in the workplace
 - Industrial accidents and environmental disasters

Employee/Supervisor Newsletter



THE EMPLOYEE ENHANCEMENT NEWSLETTER

Human Resources makes more Employee Business Processes

DEC. 17



THE SUPERVISOR/HR NEWSLETTER

Human Resources makes more Employee Business Processes

DEC. 17

December Online Seminar

Stress in the Workplace

Each member of the workplace brings unique skills, backgrounds, and experiences to the workplace. Stress is a natural part of life and work. It can be a source of energy and productivity, but it can also be a source of stress and burnout. This seminar will help you understand the signs and symptoms of stress and how to manage it effectively.

Available on demand starting

Monday, Dec 18 at 9:00 am

1800 327-2400

www.deeroakseap.com

info@deeroakseap.com

Human Resources makes more Employee Business Processes

Stress in the Workplace

Each member of the workplace brings unique skills, backgrounds, and experiences to the workplace. Stress is a natural part of life and work. It can be a source of energy and productivity, but it can also be a source of stress and burnout. This seminar will help you understand the signs and symptoms of stress and how to manage it effectively.

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EAP SUPERVISOR GUIDELINES

**EMPLOYEE ASSISTANCE PROGRAM:
MANDATORY REFERRALS**



DEER OAKS EAP SERVICES

General Inquiries:

(866) 327-2400

www.deeroakseap.com

info@deeroakseap.com

For Mandatory Referrals:

(877) 249-4751

ManagerConsult@DeerOaks.com

GUIDELINES REGARDING MANDATORY REFERRAL

If you have concerns about an employee's behavior or performance on the job, the Deer Oaks EAP offers several support options for managers:

- 1. Management Consultations:** By calling the toll-free helpline, all managers and supervisors have access to our Management Consultation Team. This team is available to answer questions about handling troubled employees, team issues (morale, productivity, etc.), and may suggest interventions that would be most effective in the workplace.
- 2. Informal or suggested referrals:** If an employee's performance has not met the need for disciplinary action, you may suggest that he/she call the EAP. These referrals remain confidential, but are a good way to offer a first resource to an employee who may be able to turn his/her behavior around quickly. With this type of referral, the employee will not receive reports regarding the employee's attendance or progress.
- 3. Mandatory referrals:** For employees who are receiving disciplinary action or whose behavior or performance have been consistently and/or significantly below expectations, supervisors or managers may mandate that they attend EAP counseling sessions in accordance with the employer's Human Resources Manual/Policy. Employees will be required to sign a Release of Information Form so that the Employer-designated representative may follow their progress and ensure compliance and attendance.

Examples of reasons to make a mandatory referral include:

- Excessive/unusual absenteeism or tardiness
- Difficulty in making changes, resistance about learning new skills
- Struggles with pattern, inconsistent performance
- Difficulty concentrating, forgetful, confused
- Generally lower level of efficiency or productivity
- Interpersonal problems, increase in conflict
- With recent warnings, loss of emotional control

Employee/Supervisor Seminars

Employee Training:

- *Relaxation Techniques at the Workplace*
- *Self-Care: Remaining Resilient*
- *Say What You Mean the Right Way*
- *Dealing with Difficult People*

Supervisor Training:

- *The Art of Conflict Resolution*
- *Maintaining Respect and Civility in the Workplace*
- *Motivating employees*
- *How to make a Mandatory Referral*
- *Effective communication*



DEER OAKS
Employee Assistance Program

On Line Gold Mine



www.deeroakseap.com

Accessing Services

Call Deer Oaks EAP Services:
1-888-993-7650

E-mail: eap@deeroaks.com
or go to: www.deeroakseap.com
Username & Password
oregon/oregon



 **KAISER PERMANENTE®**

ChooseHealthy™

Available to Kaiser covered employees at no cost! **ChooseHealthy** offers a directory of complementary care providers, an online store, fitness club discounts, savings on health products and services, and more.

You'll find reduced rates on:

- Fitness facility memberships (10% discount with a participating fitness facility)
- Chiropractic care (25% discount off a contracted chiropractor's usual and customary fees)
- Acupuncture (25% discount off a contracted acupuncturist's usual and customary fees)
- Massage therapy services (25% discount off a contracted massage therapist's usual and customary fees)
- Herbs, vitamins, and supplements
- Health and fitness books and videos

Register for ChooseHealthy, and you'll also receive a free annual Premium Membership (a \$69.95 value). Visit www.choosehealthy.com or call 1-877-335-2746 (toll free) for more information.



CHP Active and Healthy

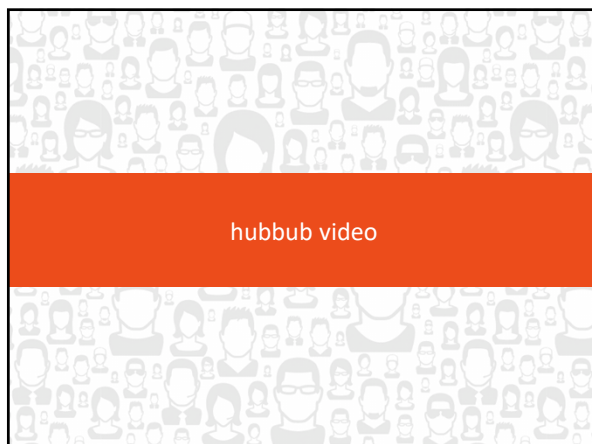
CHP Active and Healthy offers discounted access to local, regional, and national recreational, cultural, fitness, and wellness-centered businesses, retail services, equipment, instruction, memberships, and tickets.

Visit the **CHP Active and Healthy** website at www.chpactiveandhealthy.com and register with your Kaiser Permanente health record number. Then, use the search function to find discounts by name, geographic location, type and more.





New discounts are added on a regular basis, so check back often to see what's new!


- Lift tickets
- Weight management programs
- Yoga and Pilates
- Sporting events
- Vitamins and supplements
- Gyms and classes
- Guided tours





what is hubbub?


-  Engage in a variety of healthy challenges with others
-  Earn incentives while working on personal goals
-  Get expert guidance and support from hubbub coaches in coached challenges
-  Find access to new ideas and inspiration- connect with others and have fun!

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who can play?

- Regence insured**
 - Log into www.regence.com
 - Click on the 'hubbub health' button
- Kaiser insured**
 - Entry point is direct from www.hubbubhealth.com
 - Company code= CISCOMPANY
 - Employee ID= DOB with no special characters (mmddyyyy)

Apple and Android app available for download

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2018 Incentive Program

2018- Regence

CIS Health Manager
Earn incentives for creating an account on regence.com, register for MDLIVE AND complete the CIS Service All-Star challenge!

Regence.com AND hubbub account + MDLIVE Registration + CIS Service All-Star challenge = **\$30**

do.
Stand. Breathe. Stretch. Hydrate. Participate in all four do. challenges and earn \$40!

STAND + BREATHE + STRETCH + HYDRATE = DONE **\$40**

Engagement All-Star
Earn \$10 for every 10 challenges you complete in 2018 (up to \$30!)

10 CHALLENGES 2018 (\$10) + 20 CHALLENGES 2018 (\$10) + 30 CHALLENGES 2018 (\$10) = **\$30**

Level Up
Receive a raffle entry for a chance to win \$100 when you reach level 30 and an additional entry each time you level up by 5 all the way to level 80!

LEVEL UP 30 (Initial entry) ... LEVEL UP 80 (+1 entry) = **\$100**

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2018- Kaiser

Getting Started
Create your account on hubbub linked to CIS and complete the CIS Service All-Star challenge to earn \$20

GOODE + CIS Service All-Star challenge = **\$20**

do.
Stand. Breathe. Stretch. Hydrate. Participate in all four do. challenges and earn \$40!

STAND + BREATHE + STRETCH + HYDRATE = DONE **\$40**

Engagement All-Star
Earn \$10 for every 10 challenges you complete in 2018 (up to \$40!)

10 CHALLENGES 2018 (\$10) + 20 CHALLENGES 2018 (\$10) + 30 CHALLENGES 2018 (\$10) + 40 CHALLENGES 2018 (\$10) = **\$40**

Level Up
Receive a raffle entry for a chance to win \$100 when you reach level 30 and an additional entry each time you level up by 5 all the way to level 80!

LEVEL UP 30 (Initial entry) ... LEVEL UP 80 (+1 entry) = **\$100**

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How to create a custom challenge

Create a challenge

Step 1: Log into your hubbub account

Step 2: Click on the Challenges tab

Step 3: Select the **Build a Challenge** button and follow the steps outlined

- **Who can play:** Choose **Players with a private code option**

Step 4: Under Challenge Description- upload your company logo

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Create a challenge cont.





Step 5: Preview and create your challenge

Step 6: Promote to challenge to your employees with an email

Step 7: Leverage our [hubbub Employer Toolkit](#) for a helpful email template that is customizable. This template will provide the First Time login instructions for both Regence and Kaiser that can be dropped into your email invite!

Promote

You can promote this challenge to your friends below, or share it directly with:

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Questions? Reporting Requests?

Megan Boyd
Megan.Boyd@regence.com

hubbub play well, together








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Regence Advantages


Saving money is good for your health

Presented by: Judy Turner

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Advantages Member Discount Program

- ▶ **Regence Advantages** is a set of **value-added** programs that offer **great savings** from leading health-related companies
- ▶ These programs are offered to members as a **complement to their health plan** and offer **access to discounts** not generally available to the public
- ▶ Members can **save hundreds of dollars** on products and services that improve their health and wellbeing

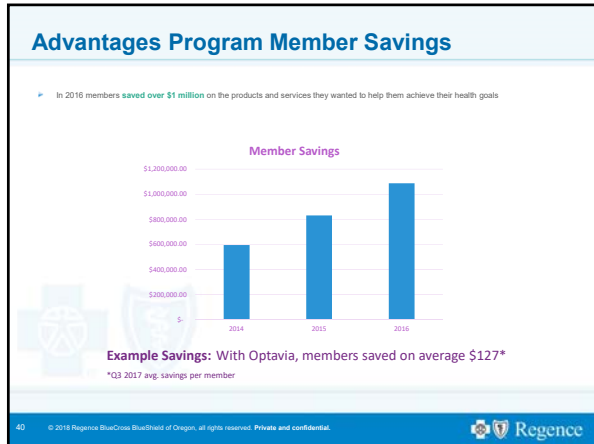



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Regence Advantages Discounts

Advantages Program Partners		
Allergy Relief Products <ul style="list-style-type: none"> National Allergy 	Funeral Planning Services <ul style="list-style-type: none"> Everest Funeral Planning and Concierge Services 	Senior Mobile Devices <ul style="list-style-type: none"> GreatCall®
Alternative Medicine <ul style="list-style-type: none"> CHP CAMaffinity 	Healthy Activities and Fitness Clubs <ul style="list-style-type: none"> The Active&Fit Direct™ Program CHP Active and Healthy 	Pet Care <ul style="list-style-type: none"> Banfield Pet Hospital®
Child Health and Safety <ul style="list-style-type: none"> CorCell® Saving Baby's Cord Blood Safe Beginnings® 	Healthy Meals <ul style="list-style-type: none"> Mom's Meals NourishCare Gatheredtable 	Vision Care: Eyewear, Contacts, LASIK <ul style="list-style-type: none"> EyeMed Vision Care® QualSight® Zenni Optical
Dental Products <ul style="list-style-type: none"> Epic® Dental Dental Optimizer Lollipops 	Hearing Aids <ul style="list-style-type: none"> TruHearing® Amplifon Hearing Health Care® Beltone™ 	Weight Management <ul style="list-style-type: none"> Jenny Craig® Optavia®
Fertility Services <ul style="list-style-type: none"> WINFertility 		

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**The Active&Fit.
DIRECT
Program**

A member **self-pay** fitness program

**Active&Fit.
DIRECT
Services**

- Over 9,500 Participating Fitness Centers
- ActiveAndFitDirect.com /Fitness/clientname
- Active&Fit Connected™
- Online Educational Classes
- Member Satisfaction & Utilization Reporting
- Marketing Support

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Affordable Pricing



Member Fee Options (Plus any applicable taxes)	
*Initial Enrollment Fee	Recurring Monthly Membership Fee
\$25	\$25

* Initial billing is for \$75, which includes the \$25 enrollment fee, \$25 for current month + \$25 for the next month.

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Broad National Fitness Club Network*



ASH National Fitness Network:

ASH offers a national network of over 9,500 fitness clubs including clubs from the following chains:



Member Enrollment:

Member chooses a fitness center that works best for them and signs a membership agreement with the fitness center.

* The list of fitness chains above is an example of fitness centers that are included in our national fitness club and exercise center network. Not all fitness center locations may participate in designated network area locations by state or region.

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