

# COVID-19 EAP RESOURCES

## DEER OAKS EMPLOYEE ASSISTANCE PROGRAM

AVAILABLE TO ALL UCO EMPLOYEES, DEPENDENTS AND HOUSEHOLD MEMBERS

Every UCO employee has access to the Employee Assistance Program (EAP) through Deer Oaks. As you navigate the rapid changes to your day-to-day routines due the COVID-19 precautions taken by UCO and other organizations across the nation, please remember these resources are available to you, your dependents, at-home or away, and anyone living in the same household. EAP support is available 24/7, 365 days a year. If you have any questions, please contact Employee Relations at [employeerelations@uco.edu](mailto:employeerelations@uco.edu).

### COVID-19 RESOURCES PROVIDED BY DEER OAKS

[Resources for more information about COVID-19](#)

[Quarantine Resources](#)

[Childcare Resources](#)

### TELEPHONIC ASSESSMENT/SUPPORT & COUNSELING

In-the-moment telephonic support and crisis intervention is available 24/7. Clinicians work with members to make referrals to in-network mental health providers for in-person counseling. Counseling is also available via structured telephonic sessions, video and SMS text. UCO engages in the 6-visit model, where each member receives 6 counseling visits per issue, per person, per calendar year.

## **WORK/LIFE SERVICES**

Work/life consultants are available to assist members with a wide range of daily living resources such as childcare, elder care, pet sitters, event planners, home repair, tutors and moving services. Searchable databases for child and elder care resources are also available on the Deer Oaks website.

## **FINANCIAL ASSISTANCE**

Free telephonic consultation with a financial counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction, retirement and financial planning; supporting educational materials available; objective, pressure-free advice; unlimited online access to a wealth of educational financial resources, links, access to the Saving Center; tools and forms.

## **VIRTUAL GROUP COUNSELING**

8 weeks/90-minute sessions via the phone (video conferencing coming soon) with small groups based on similar issues, such as bereavement, work-life balance, anxiety etc. Individuals from UCO will not be put into the same group for privacy.

## **A.W.A.R.E. MINDFULNESS-BASED STRESS REDUCTION**

Six, weekly telephonic sessions with a MBSR-trained health and wellness professional to provide one-on-one support and supply electronic resources for self-guided individual practice. Helps address life stress, pain, and challenges with focus and concentration.

## **LEGAL ASSISTANCE AND SELF-SERVICE WILL PREPARATION**

Free 30-minute telephonic or in-person consultation with a plan attorney; 25% discount on hourly attorney fees if representation is required; unlimited online access to a wealth of educational legal resources, links, tools, and forms; interactive online simple will preparation.

## **ID RECOVERY**

Free telephonic consultation with an Accredited Financial Counselor; information on steps that should be taken upon discovery of identity theft; referral to full-service credit recovery agencies.

## **ONLINE TOOLS & RESOURCES**

Log into their [member website](#) to access an extensive topical library containing health and wellness articles, videos, archived webinars, child and elder care resources, and work/life balance resources.

# CONNECT TO DEER OAKS EAP

## BY PHONE

Call (866) 327-2400 toll free at any time. Nation-wide. Translators available.

## ONLINE

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

Member Login

username: uco

Password: uco

## BY APP

Download the iConnectYou app to have quick access to a work/life specialist via phone, instant messaging or video. Download via the [App Store](#) or [Apps on Google Play](#).

Access Code: 106911

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Please reach out to [employeerelations@uco.edu](mailto:employeerelations@uco.edu) if you have any questions.