



EAP Review

Julie Marshall, Ph.D.

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call: 800-433-2320 text: 503-850-7721 cascadecenters.com



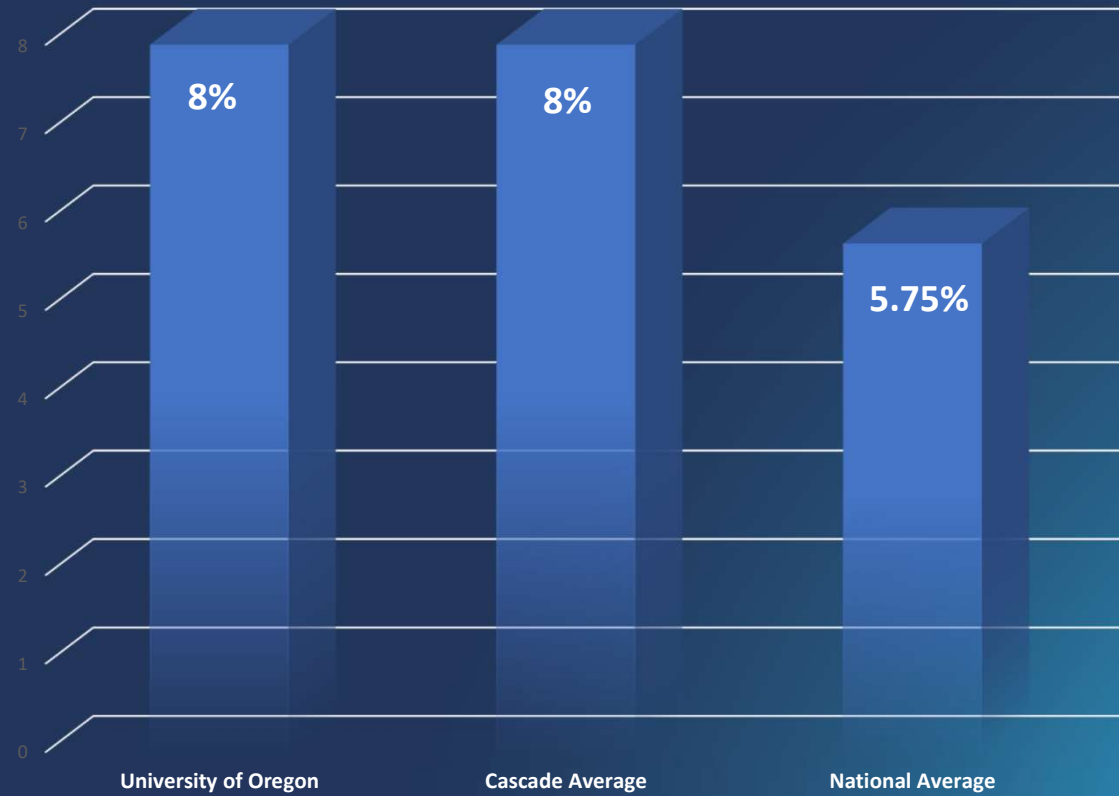
Agenda

- 2020 Utilization Trends
- Overview of EAP Services
- COVID-19 Support and Resources
- Tools and Strategies for Promotion
- Q&A



Julie Marshall, Ph.D.
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2020 Utilization



Top Utilized Services

1. In-person visits
2. Work/Life Services (Legal/Financial/Resources)
3. Housing Support
4. Video/Telehealth Session
5. Telephone Counseling (non-scheduled)
6. Phone Counseling Appointment
7. Life Coaching
8. Web Request
9. Safe Ride Promotion
10. Text Support

No one plans to have a problem

If you find the holidays to be an emotionally difficult and isolating time, you are not alone. We're navigating a global pandemic, changes in what is normal, and additional stress.

You may need help if you've found that you:

- Drink more than you used to in order to get the same effect
- Have difficulty stopping or are drinking more than your planned limit
- Notice alcohol or substance use is interfering with your relationships or responsibilities

Contact the EAP if you're struggling to cope or need help managing your alcohol or substance use. Counselors are available 24/7 to offer free, confidential help.

For additional tips on how to reduce stress, stay sober and celebrate the holidays safely this year, log onto the [EAP Member Site](https://cascadecenters.com) at cascadecenters.com.



SCAN ME

Cascade is giving the gift of a safe ride home this holiday season.

Scan the QR code for more details.

For assistance:
call: 800-433-2320
text: 503-850-7721
email: info@cascadecenters.com



Top Presenting Concerns

1. Legal
2. Anxiety
3. Housing Support
4. Marriage/Relationship
5. Stress Management
6. Family
7. COVID Related Concern
8. Financial
9. Depression
10. Life Adjustment

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Client Satisfaction Surveys

- 95% satisfaction with customer service
- 90% satisfaction with EAP Counselor
- 90% satisfaction with speed at which an appointment was scheduled

“My initial call to EAP was answered quickly by a kind representative who was empathic and helpful. She quickly discussed the reasons why I called, I felt as though she was knowledgeable on the topic in general, which was reassuring. The representative was able to help me locate a counselor in geographic area near my home and work. Having location information as well as knowing the counselor worked the days and times I needed was extremely helpful. Likewise, after I decided on a counselor I received a call from the counselor to schedule quickly. Thank you for this great service.”

A photograph of a family of four walking away from the camera on a dirt path in a forest. The path is flanked by dense green foliage and trees. The family consists of a man, a woman, and two young children. The man is on the right, wearing a light-colored jacket and pants. The woman is on the left, wearing a plaid shirt and dark pants. The two children are in the center, holding hands. The entire image has a dark blue overlay.

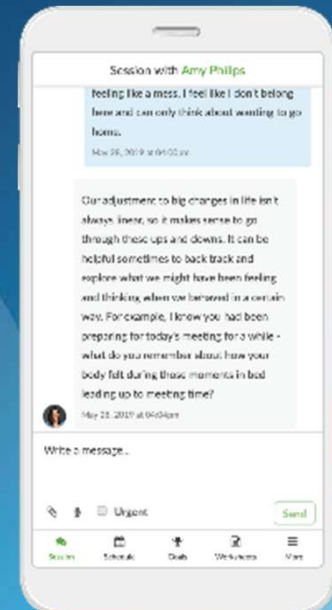
Service Overview

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Flexible Points of Access

- 24/7/365 Counseling Support
- Face-to-Face Counseling
- Behavioral Telehealth
 - Live phone, chat, or video
- Online Scheduling
- EAP Mobile App
- A.I. Well-being Support



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Parenting and Caregiver Support

We offer free, confidential resources, information and support.

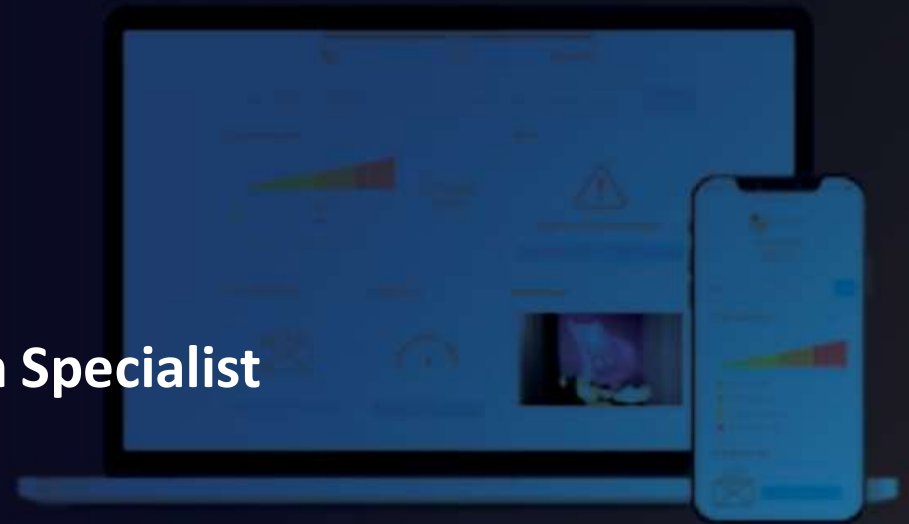
- Life Coaching
- Counseling
- OnDemand Webinars
- Resource Retrieval
- Financial Coaching
- Legal Consultations

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Enhanced ID Theft Protection

- ID Theft Prevention Resources
- Dark Web Scan with ID Threat Score
- Breach Search Tool
- Consultation with a Fraud Resolution Specialist
- Discounted Monitoring Tools



call: 800-433-2320 text: 503-850-7721 cascadecenters.com **FREE ID THEFT PROTECTION**

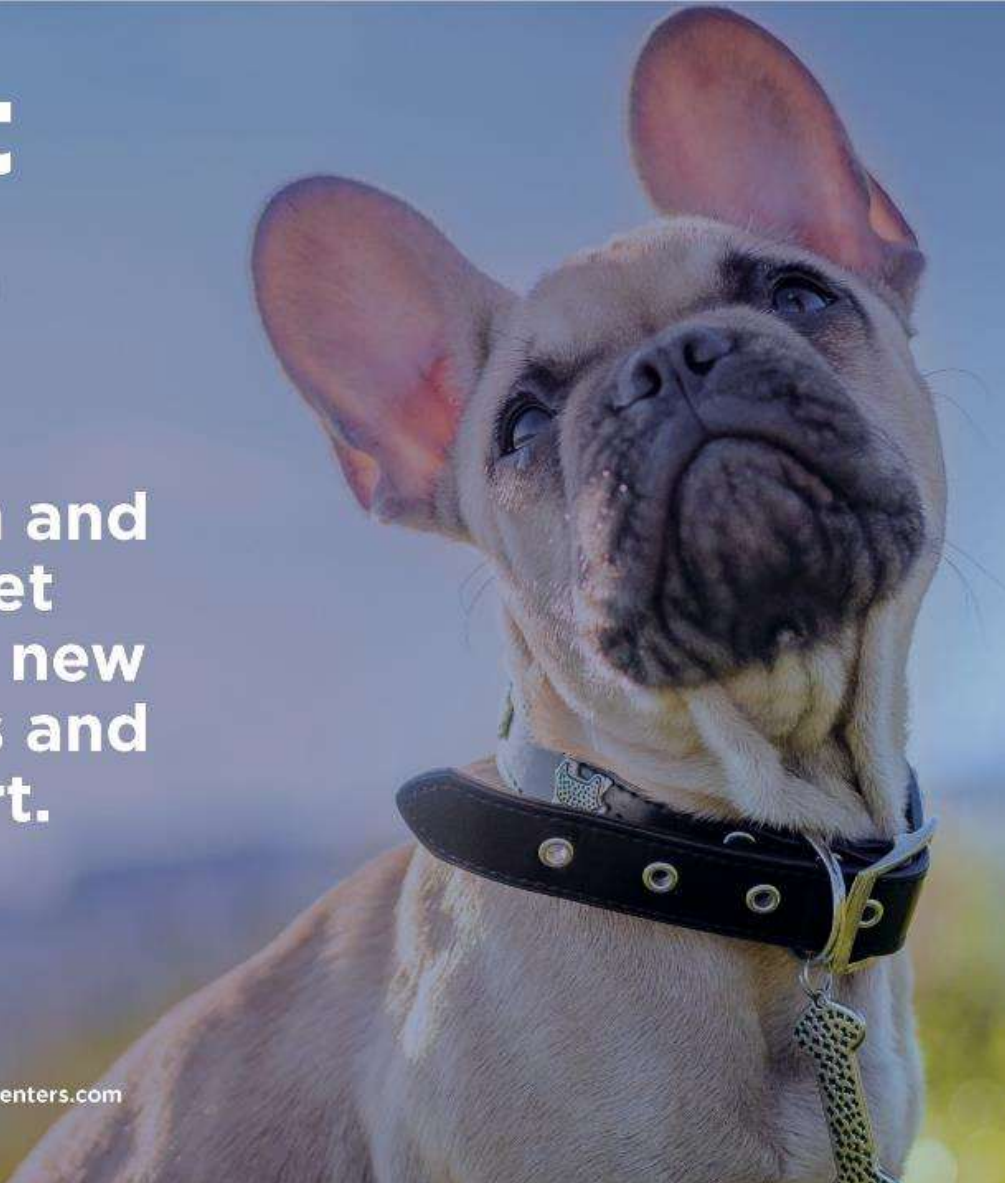
FREE SAFE WALLET

CA Cascade
Centers

Pet Parent Resources

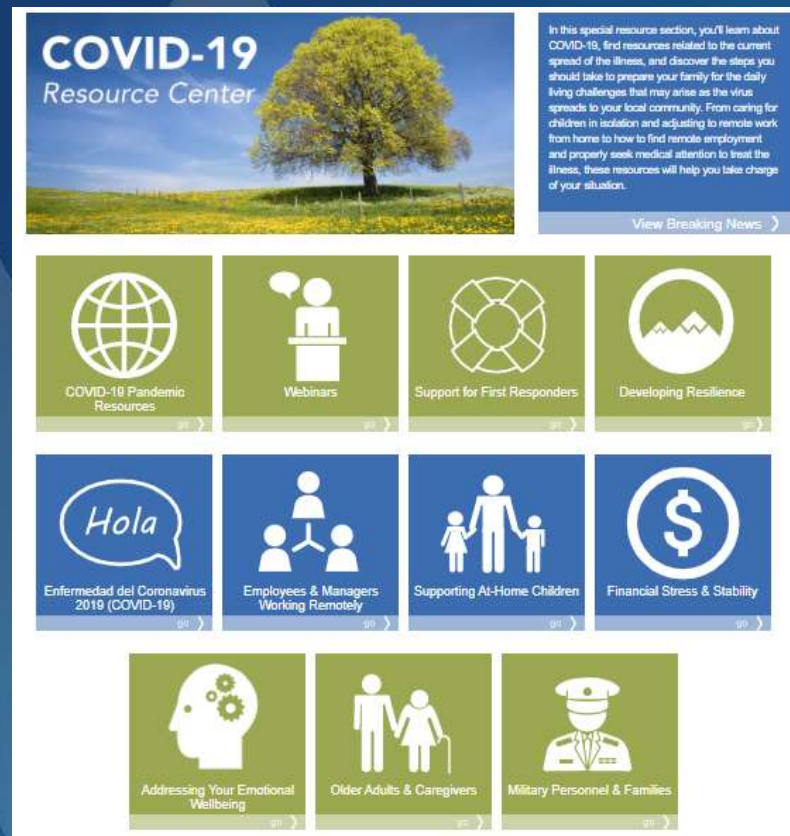
Free pet information and support, including pet insurance discounts, new pet parent resources and bereavement support.

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COVID-19 Support and Resources

- Emotional Support; Managing Fear, Stress and Anxiety
- Navigating Financial Uncertainty
- Caregiver Stress and Responsibilities
- Support for Managers/Supervisors
- Customized Webinars / Videos



COVID-19 Support and Resources

Working remotely: Tips for employees

When social distancing is necessary, working remotely can allow you to get your job done without the risk of spreading illness around the workplace. Try these tips to stay disciplined, motivated and productive.

Transition from "home time" to "working from home," and vice versa. Start a ritual that helps signal when you need to get into work mode—for instance, make a cup of coffee before sitting down to work each morning. At the end of your workday, close your laptop, tidy up your desk and push in your chair.

Make a to-do list. Write it at the end of your workday so that you can begin the next day prepared.

Manage expectations. It's wise to have a discussion with your boss about what can actually be accomplished from home. Ask your manager what the priorities are, and discuss how tasks will get done.

Build in short breaks. Get up and stretch your legs, play with the dog, water your plants, or grab a healthy snack.

Minimize distractions. Set clear expectations with your family, housemates and friends, telling them that when you're working at home, you're working, and provide guidelines on how and when it's okay to interrupt.

Take time for yourself. During non-work hours, mentally disconnect from work by engaging in self-care activities.

Have an attitude of gratitude. During a challenging time like this, it's all too easy to focus on the negatives and all that you don't have and can't do. Instead, focus on what you do have and can do.

For more tips, log onto the member website at cascadecenters.com

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How to Talk to Children About COVID-19

The impacts of COVID-19 have led to school and childcare provider closures, quarantines, and bare shelves in grocery stores. For children, this can be overwhelming and difficult to understand. They may worry about themselves, their family, and friends getting ill with COVID-19. Below are some suggestions on how to support and talk to your children about COVID-19.

Be reassuring, patient, and relaxed.

Young children and adolescents may not understand the gravity of the current situation, which may cause them to feel anxiety, fear, confusion, or frustration. Providing comfort and assurance, as well as being available to your children during this tumultuous time is vital.

Children may have questions regarding COVID-19. Allow them to ask these questions, which may relate to school closures, symptoms of the virus, changes in their daily routine, or things they see or hear from their friends or the media. Having an open discussion about this ever-changing situation may ease your children's concerns; however, it is also important to allow them to set their own pace in these discussions and not feel any pressure to talk if they do not want to.

Your actions and words about COVID-19 can also have a major effect on your children. So, it's essential to be a positive model for them, and give them honest information despite what they may see or hear from other sources. Create an open forum for them to address how they may be feeling.

What your children see in the news and on social media can also be a factor in how they handle the pandemic. Limiting your children's exposure to some news sources and social media outlets might be helpful in alleviating any stress your children may be feeling.

Establish and maintain a routine.

The disruption of being at home during this pandemic can throw a normal routine into disarray. Establishing and maintaining a schedule while at home can help keep your children occupied during this stressful event. Kids should get up, eat and go to bed at their normal times. Consistency and structure are calming during times of stress.

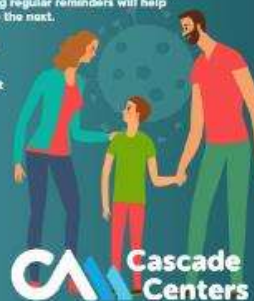
It may help to print out a schedule and go over it as a family each morning. Setting a timer will help kids know when activities are about to begin or end. Having regular reminders will help reduce meltdowns when it's time to transition from one thing to the next.

Incorporate new activities into your routine, like doing a puzzle or having family game time in the evening.

Build in activities that help everyone get some exercise (without contact with other kids or things touched by other kids, like playground equipment). Take a daily family walk or bike ride or do yoga — great ways to let kids burn off energy and make sure everyone is staying active.

For more tips, log onto the member website at cascadecenters.com

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Canceled by COVID-19: Managing Disappointment

In addition to fear and anxiety, COVID-19 is causing many to struggle with feelings of disappointment.

Whether it is a canceled celebration or a postponed vacation, disappointment emerges out of an unexpected sense of loss. If not managed in a healthy way, disappointment can lead to lingering feelings of sadness and even depression. Below are five positive steps to help work through feelings of disappointment.

Step 1:

Give yourself permission to be disappointed. Adults are generally so uncomfortable with negative emotions that there is a tendency to try to rush past them. However, if you allow yourself to experience the disappointment, as well as other feelings that may accompany it, like sadness and anger, you stand a better chance of being able to process your feelings in a healthy way. Gradually experiencing emotions, no matter how painful, is part of the human experience. As you learn how to move through negative emotions rather than circumventing them, you help strengthen your personal resilience.

Step 2:

Find support. As the old adage goes, "Life is full of disappointments." The plus side of this is when you share your disappointment with someone you trust, they likely will be able to relate. Talking about disappointment can help release some of its fuel. In addition, the person you share with can offer comfort and may help you gain additional perspective.

Step 3:

Identify what you value. Disappointment reveals what really matters. If you are dejected because your son's graduation ceremony was canceled due to the coronavirus quarantine, what does that reveal about what you care about? Is it a reflection of how proud you are of him, or how eager you were to celebrate his achievement? Did you view his graduation as your graduation as well? Digging deeper and understanding what is at the root of your disappointment can be a very healthy exercise. From there, you can move on to other ways to honor what you value.

For more tips, log onto the member website at cascadecenters.com

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Step 4:

Channel your disappointment. Once you uncover what you value in step three, you can channel the energy of your disappointment to positive actions honoring that value. For the canceled graduation, as an example, perhaps that means offering to spearhead a virtual graduation ceremony or creating a video with personal messages of congratulations.

Step 5:

Seek perspective. This fifth step may take time, which is fine. However, at some point, try to reflect on something positive about the situation. For example, in cities like Los Angeles and Paris, known for their poor air quality, residents have experienced noticeably less smog over the last three weeks due to reductions in manufacturing and traffic. Some are hoping this will convince residents to take air pollution warnings more seriously in the future.

While you do not have the power to change things outside of your control, you are able to control how you respond. If you are dealing with a COVID-19 related disappointment, know that you are not alone and, like others, you have the ability to move beyond it.



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Coping with Racism and Violence

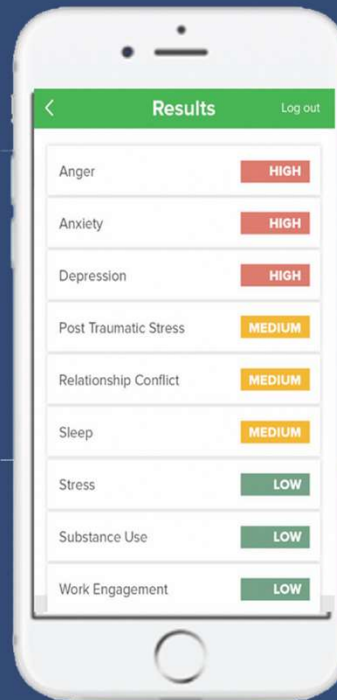
Cascade Centers is committed to creating a safe, inclusive and equitable society for all.

- Culturally Competent Care and Provider Diversity
- Resources
 - Family-Care, Community-Care and Self-Care; Healing in the Face of Cultural Trauma
 - Anti-Racism Resources
 - Coping with a Traumatic Event and Community Violence
 - Talking with Children About Racism
 - Helping Children and Adolescents Cope with Disasters and Other Traumatic Events
 - Coping with Grief and Loss
 - Surviving and Resisting Hate

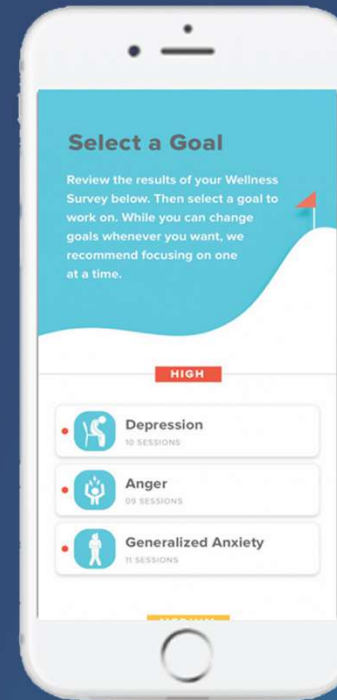
WholeLife Directions

Feeling depressed? Anxious?
Having relationship issues?
Difficulty Sleeping?
Post-traumatic stress?
Disengaged at work?
Struggling with substance use?
Stressed?

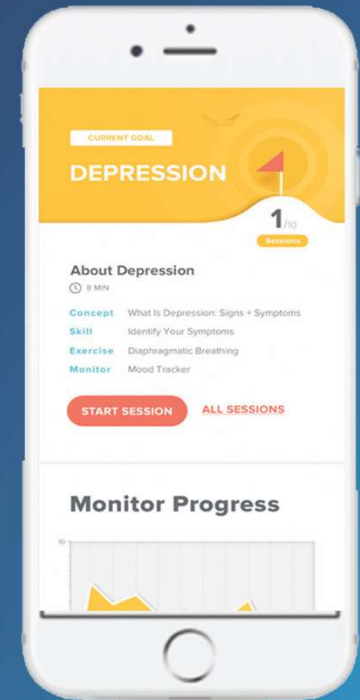
1 Complete Screening



2 Select a goal

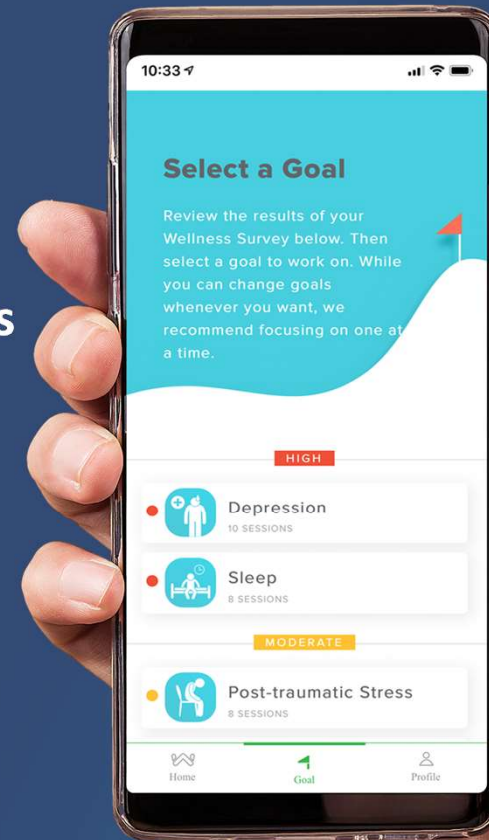


3 Engage



WholeLife Directions

- Breathing, mindfulness and relaxation techniques
- Engaging videos and CBT-based tools
- Self-paced, interactive programs
- Integration with the EAP



Holiday Stress

Upcoming Webinar:

Holiday Stress During COVID-19

Thursday, December 3
at 1:30 p.m.

Crumbling under pressure?

The holidays can be stressful. The EAP is here.



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Celebrating Holidays During the COVID-19 Pandemic

The holiday season typically involves travel, gatherings of family and friends, indoor services, and parties, all of which present new risks this year because of the pandemic. How can you maintain the most important aspects of your holiday without putting yourself or vulnerable family members in danger from serious illness? Answers will be different for every family and every individual. This article offers key factors to consider and some ideas for enjoying the holidays in different ways.

Factors that Increase or Decrease the Risk from COVID-19 at In-Person Holiday Gatherings

Decisions around how to celebrate the year on the key factors that are known to decrease the risk of catching or spreading the virus. These include the following:

- The level of COVID-19 in the community
- The current levels of disease in the area where a holiday gathering is being held and in the communities from which people will be traveling to attend your family's gathering

- The number of people who will be attending the gathering, the greater the number, the greater the risk. The number of people allowed to attend may be limited by state or local laws.

- The number of people before and after the gathering

- How long people will be together
- The longer the gathering, the greater the risk of virus transmission. Do not host or attend an in-person holiday gathering if you or anyone in your household has been diagnosed with COVID-19, has symptoms of COVID-19, is waiting for COVID-19 test results, or has been exposed to someone with COVID-19 in the 14 days before you attend the gathering. In-person holiday gatherings beyond the immediate household should not include anyone who is at higher risk of serious illness and death from COVID-19. This includes adults aged 65 and over and people of any age with existing heart, lung, or immune-system conditions. These at-risk individuals should limit in-person holiday celebrations to members of their immediate households and find safe ways to connect by phone or video with friends and extended family.

Ventilation and air flow at the gathering location

COVID-19 is known to spread through exhaled aerosols when people breathe, talk, sing, yell, sneeze, or cough. Small aerosols can remain suspended in still indoor air for hours. Outdoor gatherings are safer than indoor gatherings, and indoor gatherings are safer with good ventilation, such as open windows or doors.

How long people will be together

The longer the gathering, the greater the risk of virus transmission. Do not host or attend an in-person holiday gathering if you or anyone in your household has been diagnosed with COVID-19, has symptoms of COVID-19, is waiting for COVID-19 test results, or has been exposed to someone with COVID-19 in the 14 days before you attend the gathering. In-person holiday gatherings beyond the immediate household should not include anyone who is at higher risk of serious illness and death from COVID-19. This includes adults aged 65 and over and people of any age with existing heart, lung, or immune-system conditions. These at-risk individuals should limit in-person holiday celebrations to members of their immediate households and find safe ways to connect by phone or video with friends and extended family.

Ways to Celebrate Holidays Safely During the COVID-19 Pandemic

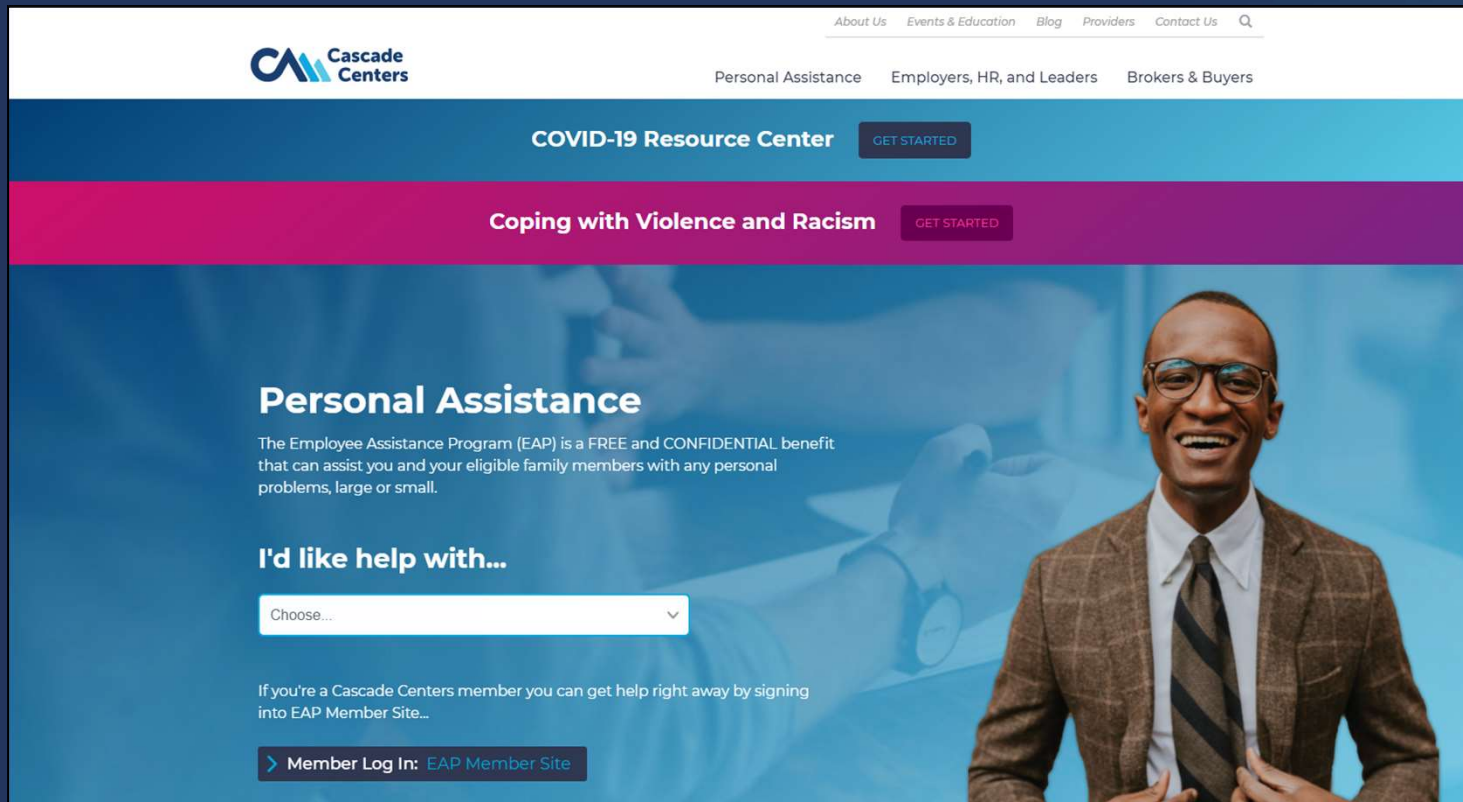
People around the world have already had some experience with changing the ways they celebrate important holidays. Many key religious holidays have already been observed with virtual or carefully managed services and limited family gatherings. National holidays have been observed without parades or public gatherings. As the fall and winter holidays approach, the same kinds of changes will be needed to protect the health of the people you love while maintaining the joy, togetherness, and spiritual meaning you value so much in these celebrations. Here are some ways to celebrate the upcoming holidays to minimize the risk of COVID-19:



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Website



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Member Website



Register

User Name

Company Name

State of Oregon

State of Oregon

Verify Password

Reminder

What is your mother's maiden name ▼

Passphrase

Email Address

First Name (optional)

Last Name (optional)

☐ I agree to the terms of use

REGISTER

[PRIVACY & SECURITY](#) | [TERMS & CONDITIONS](#) | [SITE INDEX](#)

Register

User Name

Company Name

PEBB

PEBB

Verify Password

Reminder

What is your mother's maiden name ▼

Passphrase

Email Address

First Name (optional)

Last Name (optional)



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Website




SEARCH

Need Assistance? Call: 800-433-2320
Text with CASI Click Here

RESOURCES

Election Year - Respectful Communication


 Featured this month:
Substance Abuse Prevention

Safe Ride Reimbursement


Driving While Intoxicated

Health Tip: Holiday Health and Safety


WholeLife Directions Introduction
Learn about the confidential survey and interactive therapy tool.
[Click here to view.](#)





WholeLife Directions
Improve the way you feel.
[Click here to start.](#)
For optimal user experience we support and recommend the latest version of Chrome, Safari, Firefox and Edge.





EAP Orientation
Take 90 seconds to learn about the Free and Confidential services available to you through the EAP.
[Click here to view.](#)





 My EAP Benefits
go >


 COVID-19 Resource Center
go >


 Organizational Support
go >

 Emotional Wellbeing
more v

 Compassion Fatigue

 Resilience

 Webinar Center

 First Responders

call: 800-433-2320 text: 503-850-7721 cascadecenters.com

Organizational/HR Support

call: 800-433-2320 text: 503-850-7721 cascadecenters.com



Leadership Support

- Quarterly communication highlighting manager specific resources
- Organizational Support Center online
- Unlimited consultation with EAP

To sign up for the newsletter email us at:

EAPnews@cascadecenters.com

call: 800-433-2320 text: 503-850-7721 cascadecenters.com



Supervisor Support

- Unlimited consultation
- 24/7 access
- Crisis response
- On-site services
- Web-based resources

call: 800-433-2320 text: 503-850-7721 email: info@cascadecenters.com



HR Webinar Series

Each year Cascade provides a webinar series for HR Professionals and Benefit Managers. These Webinars are free and pre-approved for SHRM credit hours. Each webinar is one credit.

- Communicating with Purpose; Skills for HR Professionals
- From Individual Health to Organizational Well-being: The Evolution of Corporate Wellness Programs and Impact on HR
- Diversity: Equity and Inclusion for HR Professionals
- Workplace Violence and HR Professionals; Strategies for the Challenges of a Modern Organization

<https://cascadecenters.com/HR-Webinars>



EAP Short Videos



call: 800-433-2320 text: 503-850-7721 cascadecenters.com



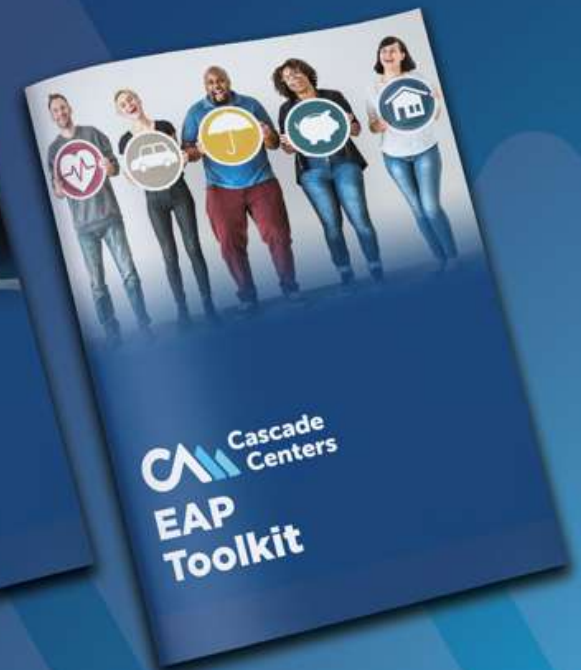
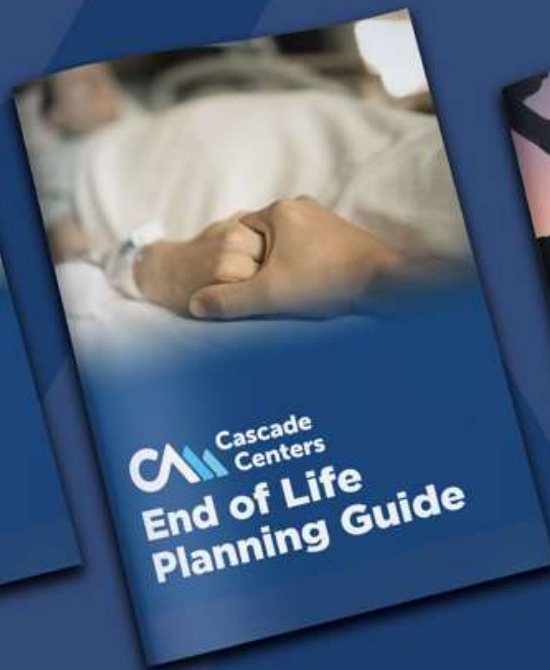
Resilience Poster Series



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Updated EAP Materials

[Link to Bookcase](#)



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Updated Promotional Materials



EAP Summary of Services

Helping you get to your happy place

The Employee Assistance Program (EAP) is a **FREE** and **CONFIDENTIAL** benefit that can assist you, your dependents, and household family members with any personal life problems, large or small.

Confidential Coaching and Counseling access to master's-level counselors in person, over the phone, or online for concerns such as:

- Stress and Burnout
- Relationships and Family
- Depression and Anxiety
- Alcohol and Drug Use

Work / Life Balance Service
Cascade will help locate resources related to Eldercare, Childcare, Identity Theft, Housing, Pet Parent Support or anything else you may need.

Legal
Call for a free consultation, and then receive a discount thereafter.

Financial Coaching
Coaches will help you develop a plan to improve your financial well-being.

Well-being Tools

- Well Kit Questionnaire
- Online Legal Tools
- Tax Preparation Q&A and discounted services
- Gym Membership Discounts.

visit: globalfx.com/cascadeEAP

- Life Coaching

EAP Member Site
Access innovative tools, chat for support, view videos and webinars, and more. Access at www.cascadecenters.com select "Member Log-in", register as a new user or log-in. Enter your company name when you register as:

Crisis Counselors are available 24/7/365
call: 800-433-2320 text: 503-850-7721 email: info@cascadecenters.com



Cascade Centers

We've got your back.

Cascade Centers

Confidential Work/Life Resources and Counseling

Call 24 hours a day, 7 days a week

phone: 800-433-2320
text: (503) 850-7721
cascadecenters.com



call: 800-433-2320 text: 503-850-7721 cascadecenters.com

Cascade Centers

EAP Promotional Emails

[illegible]

Worthwhile Webinars
Delivered 3rd week of the month prior.

CA EAP Navigator

Self-care to Manage Stress

Self-care is vital for building resilience toward stressors that you can't eliminate. Here are some tips to get you through stressful times:

- **Stages and stages can create more problems and add to your stress.**
- **Find your own pace with a listening ear can help the listener. Your EAP can help, too.**
- **Managing your own stress.**
- **Plan for activities with your partner, family or friends.**
- **Take care of yourself.**
- **Get support.**
- **Exercise regularly.**
- **Get a good night's sleep.**
- **Stay present or break into small steps or nature walk.**
- **Remember, you're not alone.**

Remember, self-care is not about your problems with activities, the helping a regular routine, or the help in the community, and the help in the community.

For more tips, information, and coaching, contact your EAP today!

Subscribe to our mailing list

Join our mailing list to receive our EAP monthly newsletter, special announcements, and more!

[Click here to join](#)

Check out our blog!

LIVE WELL

WELLNESS TIPS FOR A HEALTHY LIFE

[Sign Up for the Blog](#)

EAP Navigator
Delivered last week of the month prior.



LifeBalance
ON. OFF. ANYTIME.

The LifeBalance Program offers you exclusive savings on thousands of recreational, wellness, travel, and cultural activities locally and throughout the U.S.

Whether you're looking to take a vacation, join a gym, catch a play, or visit a zoo, visit LifeBalanceProgram.com to make your LifeBalance and earn rewards in available through Cascade Centers, at the host, for you and your family members.)

Check out some of LifeBalance Program's featured offers below:



*Available in person/for your personal use: Save \$100 and **Book Your Vacation!***



Get in the holiday spirit with a little help from LifeBalance. Find deals on theater and musical performances, Singing Christmas Trees, live lights, holiday amusement parks, and much more! Check out deals in your area:

- **Europe**
- **Switzerland**
- **California**
- **Atlanta**
- **Florida**

Access More Discounts Here

Powered by



LifeBalance

LifeBalance
Delivered 1st week
of the month.



EAP Leadership Support

As a supervisor, manager, or executive you have unique opportunities to offer with support from our organization. Offer a blend of all advantages here to suit the needs of your business. Most employees like financial training but any other fit will be considered.



Financial Literacy Training

100% FREE



Financial Coaching

100% FREE



Financial Planning

100% FREE



Financial Literacy Training

100% FREE

Financial Coaching Flyers available for:



Financial Literacy Training

100% FREE



Financial Coaching

100% FREE



Financial Planning

100% FREE



Financial Literacy Training

100% FREE

Online Supervisor Support

Visit the **EAP member site** and click on "Financial" for additional resources.

Log-In Here

Haveen't logged in yet?

To Access:

- Click [here](#) for [password reset](#)
- Click Member Login
- Register as a new user
- Enter your Company Name
- Click Submit - Submitting "Registration Support" Site

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Check our new listing for issues on leadership development, including our recent posts:

Mentoring: Rising Leadership

Submit Topic Ideas

We value your feedback and encourage the opportunity to collaborate with our leadership team. We have created your ideas for "Future of Leadership" website.

Leadership Support
Delivered 2nd week of the month / quarterly.

2020 Monthly EAP Promotional Topics

January

Technology for
Well-being
Support

February

Financial
Well-being

March

Telehealth

April

Pet
Parent
Support

May

A Healthy
Mindset

June

Housing
Support

July

Life Coaching

August

The Importance
of a Will

September

Suicide and
Mental Health
Awareness

October

Balancing
Work and Life

November

Caregiver
Resources

December

Safe Driving:
Cascade Ride
Reimbursement

Questions?

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Thank You

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