

# EMPLOYEE ASSISTANCE PROGRAM

call: 800-433-2320 text: 503-850-7721 email: [info@cascadecenters.com](mailto:info@cascadecenters.com)



# Employee assistance program

A **FREE** and **CONFIDENTIAL** service for employees and their family members to get help for a wide range of personal problems.

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# Who's eligible?

- **All Employees**
- **Family members/ dependents eligible for benefits**
- **Domestic Partners**
- **Dependents up to 26 years old**
- **Family members can contact EAP on their own**
  - **Provide employee's name, job title, and birth date**

# Flexible points of access

24/7/365 Counseling Support

Text Support

Online Scheduling

Live Chat

Video Support

Phone Counseling

A.I. Well-being Support

All of Cascade's points of access to  
the EAP are secure and confidential.

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# How it works

- **Contact Cascade EAP**
- **A masters level counselor answers the phone**
- **Identify yourself as an employee (or family member) of your employer**
- **Get connected with the resources needed**
- **Get immediate assistance**
- **Schedule an appointment**

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# EAP service summary

**Free and confidential**

**Personal consultation with an EAP professional**

Up to **three (3)** counseling sessions per incident, per year

**Crisis counseling 24/7/365**

**Work/family/life**

Childcare, eldercare, resource retrieval, Identity theft services

**Financial coaching**

**Home ownership program**

**Legal**

Consultations/mediation  
Will kit questionnaire  
Online legal tools

**Tax preparation**

**EAP tools**

Life coaching  
Gym membership discounts  
Pet insurance discounts

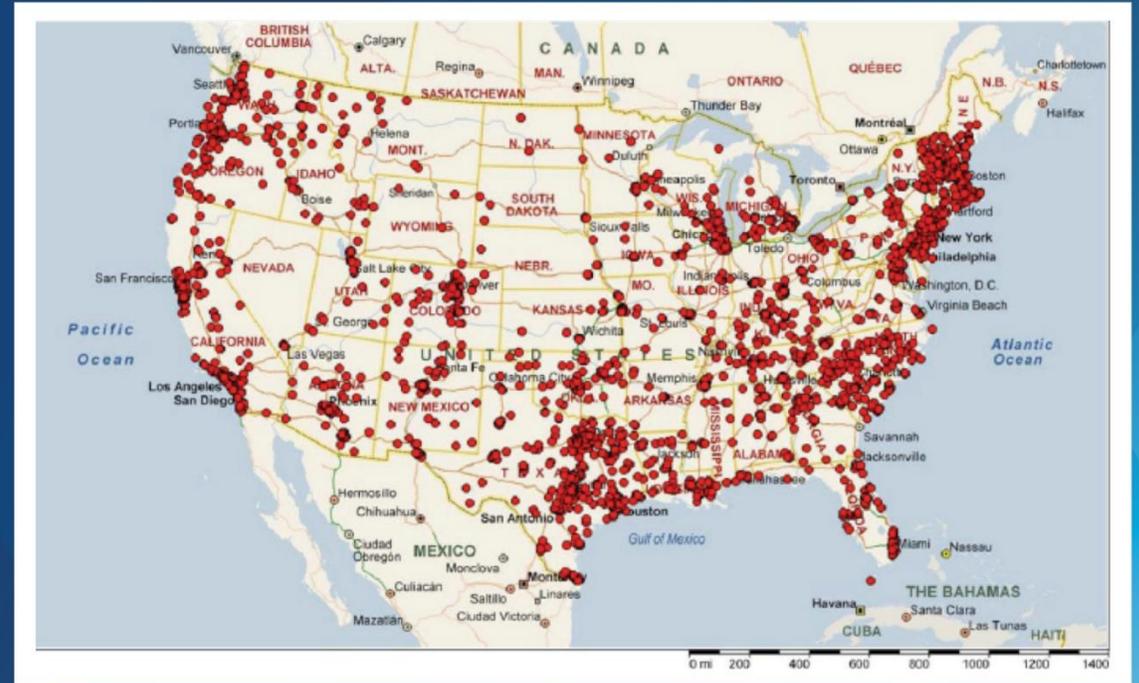
**EAP Member Site:**

**Cascade Personal Advantage**

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# Confidential assistance

- Marital conflict
- Relationship problems
- Conflict at work
- Depression/anxiety
- Career changes
- Stress management
- Grieving a loss
- Personal decision making
- Alcohol/drug use
- Referrals to community resources



# Telehealth - any time, anywhere

- **Private online counseling**
- **Text, phone & video**
- **Online scheduling**
- **HIPAA compliant**

# Work / family / life services

- **Childcare and eldercare:**  
Resources found based on family's specifications
- **Resource retrieval:**  
Cascade will do the research and report the resources
- **Legal services:**  
Consultation and online tools

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# Will kit questionnaire

- **Request your simple will kit questionnaire**
- **Complete the questionnaire and return it to Cascade Centers**
- **You will be connected to an attorney for review-and preparation of a simple will**

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# Tax preparation services

- **No fee to have a consultation and ask tax-related questions**
- **Staff available to prepare a personal income tax return at a discounted rate**

# Identity theft services

- **Consultation and guidance  
For victims**
- **Preventive tips**
- **Information about how  
To restore your identity**

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# Financial coaching

## We Can Help You With:

Building Savings

Reducing Debt

Improving Credit

Mortgage

Budgeting

College Planning

Taxes

Joint Incomes

Buying a Home

Retirement

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# Home ownership program

- **Assistance and discounts for selling, buying, and refinancing a home.**
- **On average, this service has been able to save employees \$2,000-\$6,000 of their out-of-pocket expenses.**

# Life coaching

- Life transition
- Communication style
- New parent support
- Work / life balance

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# Pet Parent Resources

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

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# Gym membership discount

- Exclusive membership discounts to gyms, fitness centers, and studios
- Additional discounts on weight loss and healthy eating programs for the whole family

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# EAP Member Site

- **Self-assessments**
- **Articles**
- **Videos**
- **Quizzes**
- **Courses**
- **Webinars**
- **Legal and tax forms**
- **Over 140 online calculators**
- **FAQs**

The screenshot shows the Cascade Centers EAP Member Site homepage. At the top, there is a navigation bar with links for HOME, CONTACT US, SITE FEEDBACK, 24/7 CHAT with CASI, MY ADVANTAGE, PROFILE, EN ESPAÑOL, and SIGN OUT. The Cascade Centers logo is on the left, and a search bar is on the right. Below the navigation bar, there is a red banner for a NEWS ALERT about Hurricane Dorian and West Texas Shooting. A featured section for Compassion Fatigue includes a flyer, a self-talk article, and a quiz. Below this, there are three featured articles: WholeLife Directions Introduction, WholeLife Directions, and EAP Orientation. The main content area is a grid of eight tiles: My EAP Benefits, Organizational Support, LifeBalance, Stress Management, Compassion Fatigue, Emotional Wellbeing, Resilience, and Webinars. Each tile has an icon and a 'go' or 'more' button.

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# WholeLife Directions

## Start with 5 Minutes

- Take a confidential survey to support you in leading a healthier lifestyle.

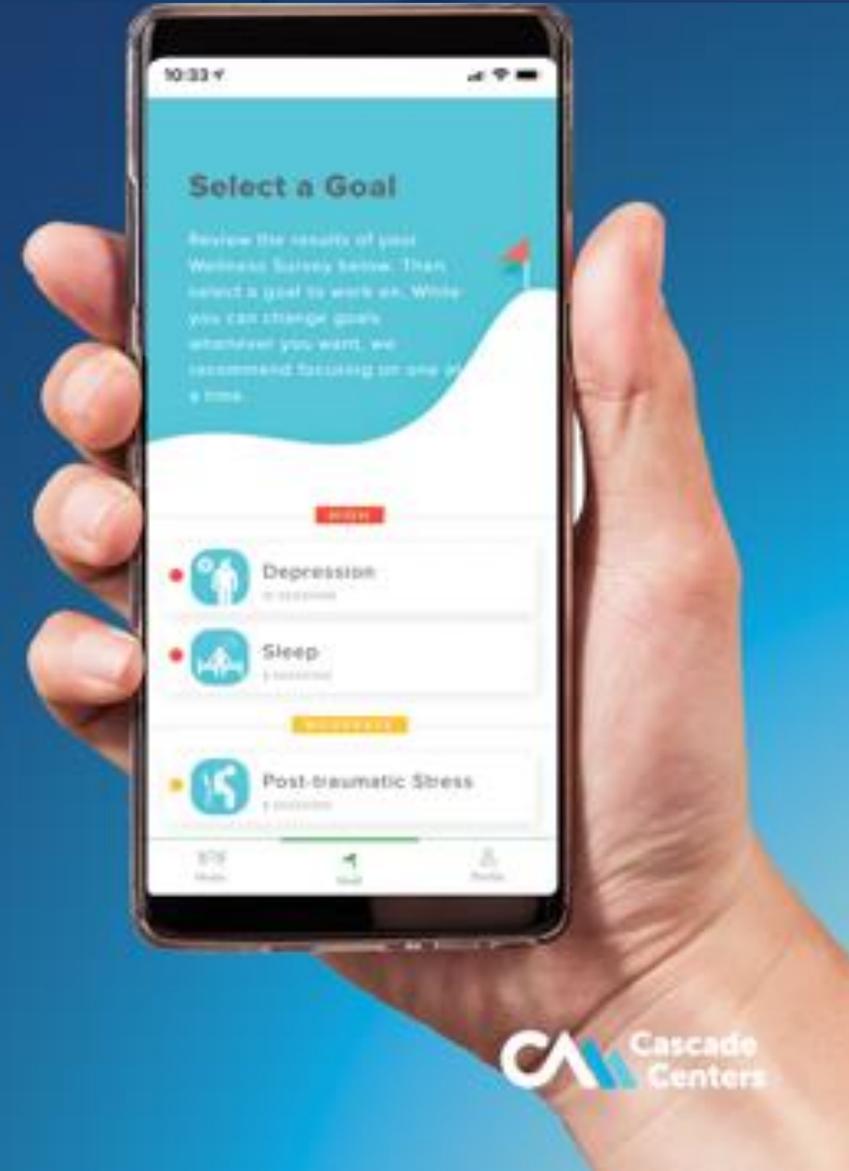
## Confidential Self-Use Programs

- Relaxation and mindfulness tools, videos and engaging evidence-based content based on your unique needs.

Search *WholeLife Directions* in the:



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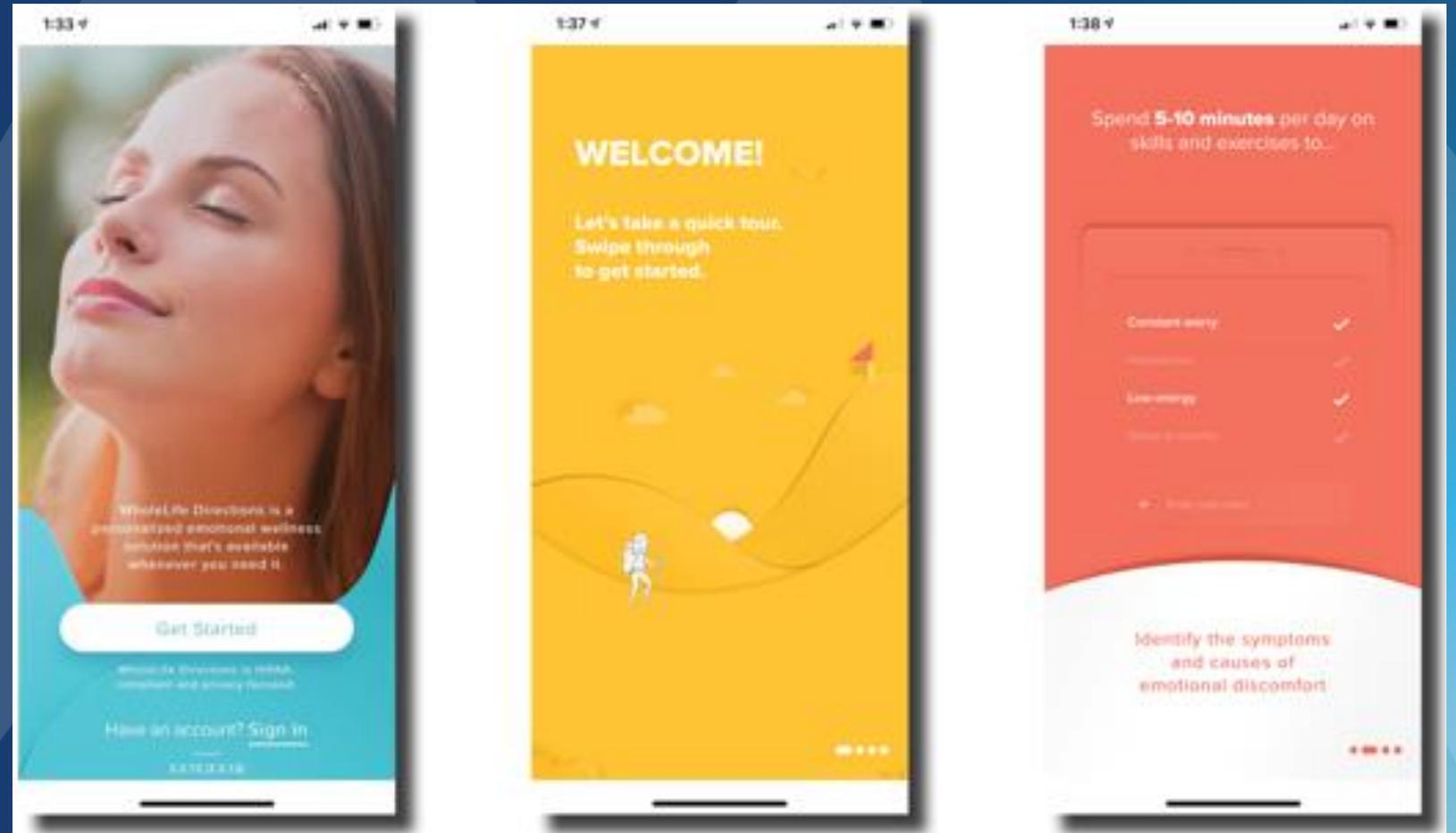


# WholeLife Directions

Log into the app with  
Access Code: **State of  
Oregon OR PEBB** and  
get started on the  
survey

It'll take 5-10 minutes  
to complete

Receive your  
personalized results  
immediately



# Have any questions?

**If you have questions or if you would like additional information, please contact Cascade EAP.**

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**Thank  
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