

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The EAP is a voluntary, confidential, short-term counselling and advisory service that connects individuals and their immediate family members to a network of dedicated professionals who are available to provide assistance 24 hours a day. This network includes experienced counsellors, psychologists, social workers and other specialists.

About Shepell·fji

For close to 30 years, Shepell·fji has been recognized as Canada's pre-eminent EAP provider. The firm was founded with the mandate to help employees and their families resolve the personal problems that can interfere with their lives and work. This vision has become a reality for over eight million employees and family members from the 6,000+ organizations across North America that have strengthened their workplace with Shepell·fji's integrated and responsive EAP services.

All Shepell·fji programs deliver an exceptional quality of care and the highest professional standards in the industry, as demonstrated by ongoing accreditation by the Council on Accreditation (COA), National Quality Institute (NQI) and through our exemplary client retention rate of more than 98%.

Access Made Simple

Information requests, appointment booking, and referral to the complete range of EAP services are initiated through one telephone call. Individuals with access to the program are provided with a toll-free number to call. The Care Access Centre is available to receive calls 24 hours per day, 7 days per week. All calls are answered by qualified Client Care Representatives. Callers never have to leave a message or wait for a returned call. Master's level clinicians are available in the call centre 24/7/365 in the event of an emergency or crisis call.

In order to ensure an effective and immediate response to all situations, each of our Client Care Representatives brings strong educational qualifications (at minimum a bachelor's degree in the social sciences); excellent problem solving, communication and assessment skills; and is well suited to a collaborative team environment.

The Right Care at the Right Time

Shepell·fji provides access to programs and services in a way that is different from all other EAP providers—our intake, assessment and triage process is unique. Client Care Representatives start by identifying the caller's risk and the level of urgency of the call. They continue the process by moving callers into our crisis stream or into a non-urgent evaluation of the presenting issue(s). If the caller is in crisis, an immediate warm transfer to a Master's level clinician takes place to ensure the safety of the caller. For non-urgent situations, the Client Care Representative identifies the caller's primary issue, discusses learning preferences, work schedules and other lifestyle realities in order to create a plan of action that will deliver the program(s) most suitable to the caller based on these preferences.

COUNSELLING SERVICES

It takes a great deal of courage for people to acknowledge that they need help. We provide every opportunity for people to resolve their personal or work-related issues. The quality of our professional counselling staff is unsurpassed. The services described below are accessed by individual employees through a confidential call to our Care Access Centre 24 hours/day, 7days/week.

Our counselling model is a solution-focused process that provides employees with the level of care and length of counselling needed to effectively resolve their concerns. Our counsellor network is a multi-disciplinary team of professionals who have master's degrees or PhDs in the fields of psychology, clinical social work or educational psychology. They will assess an individual's needs and together with the employee determine a goal to achieve through counselling.

Counselling Options

1. In-Person

- Most traditional method of counselling.
- Employee meets with a counsellor in an office at a pre-determined appointment time.
- Counselling accessed voluntarily by employee and is strictly confidential.

2. Telephonic

- Intake screening identifies suitability for telephonic counselling.
- Can be easier and more efficient than in-person.
- Works well for individuals reluctant to access face-to-face services.
- Also good for remote, rural and northern locations.

3. Online Counselling (E-Counselling)

- Professional counselling service delivered over the Internet by experienced counsellors.
- Ongoing, therapeutic one-to-one relationship includes many of the interventions used in other forms of counselling.
- Solution for employees who may not find it convenient to attend in-person counselling sessions.
- Works for clients pressed for time—i.e. single parents, shift workers, or anyone with scheduling restrictions.
- Counselling without rigidity of appointments. Access from anywhere, at any time of the day or night.
- SSL-secure website maintains the highest level of security for correspondence to and from employees.

4. Text-Based Self-Help (Health & Wellness Resource Packages)

- Text-based, solution-focused collection of resources and information, currently address seven parenting, relationship, nutrition or work-related topics. Current topics: *Parenting School-Age Children (6-12)*, *Parenting Teens*, *Enriching Your Career*, *Managing Workplace Stress*, *Enhancing Your Relationship*, *Separation and Divorce*, *Eating for Health*.

- Contain an integrated set of easy-to-use, practical articles, tip sheets and reference materials that help clients:
 - **Understand** their issue thoroughly with the latest books, articles and information sheets written by subject matter experts.
 - **Assess** where they are and where they need to go with surveys, checklists and self-assessment questionnaires.
 - **Plan** and **problem solve** with tips, tactics and tools that give people what they need to take action and evaluate their progress.
- Each HWR offers research-oriented 'visual learners' an information-based approach to problem resolution that is clinically sound.

Specialized Counselling Services

Career Counselling

Career counsellors help employees address a wide range of personal and workplace issues. They offer a fresh perspective and help work with the individual to assess interests and skill sets. The program can help develop strategies that may lead to enhanced work satisfaction and performance. Career counsellors use a variety of career management tools, resources, approaches and support to help employees make more informed career decisions and to help them better manage career transitions.

Online Stress Management Program

- Measures six areas of 'stressful experience', a grouping of the most substantial causes, effects, and other symptoms of stress—identified and distilled through years of clinical experience.
- Stress program offers an Action Plan and resources to help target the highest contributors to the individual's current level of stress.

Smoking Cessation Services

In addition to our smoking cessation program offered telephonically, we also offer an online program, the Stop Smoking Centre, designed to move an employee through the cessation process. The program:

- Is interactive, personalized and allows users to quit on their own terms and schedule.
- Contains customized exercises which users complete to bring them closer to their goal.
- Includes a Nicotine Dependency Test and Quit Meter that tracks quit date, smoke-free days, money saved and life gained.
- Provides access to an online support group of health care professionals and peers 24/7/365.
- Allows users to earn rewards as they overcome hurdles and reach milestones.

WORK/LIFE SERVICES

In an increasingly fast-paced world, employees are finding it more challenging to take care of themselves while balancing their responsibilities at work with their obligations at home. They struggle to make time for their priorities; often allowing their health and well-being to become an afterthought. Shepell·fgi's Work/Life Services provide timely, professional assistance and support to help employees manage all of life's complexities.

Shepell·fgi's Work/Life Services are included as a standard feature of the EAP. These services are available to both employees and their families. The programs focus on reducing/eliminating the time an employee would normally spend seeking information and support resources in the areas of service listed below. As a result, employees are better able to focus on their responsibilities at work—spending less time searching for solutions to their personal or health-related issues.

Our Work/Life Services are designed to help employees navigate the daily demands of their work, personal and family lives to ensure they achieve adequate balance. Additionally, we offer physical health focused support programs which provide employees with a starting point to improve their overall health. Employees connect with our professional consultation services to receive personalized information and resources that address their specific concern.

These programs may provide follow-up resource and information packages customized to suit the caller's needs and may include reference books on specific topics, relevant tip sheets, information about community programs and forms/contact numbers for further support from government departments, social service agencies, community resources and professional service providers.

The following is an overview of our programs that help support employee work/life balance.

Family Support Services

This program helps with issues faced throughout an individual's family and personal life (includes planning a family, pregnancy, parenting, life transitions and aging). Our Client Care Representative refers the caller to a Family Support Specialist who researches the employee's needs and offers possible solutions.

The program includes telephone assessment, consultation, resources, support and advice on a full range of issues faced by individuals, parents, families, teens and young adults. Shepell·fgi researches provider locations, current availability, fees and when appropriate, recommends a community resource and prepares a package with options that may include: parenting classes, daycare, schools, after-school programs, palliative care, seniors accommodations/nursing homes and caregiver support.

This service addresses topics such as: Planning a Family, Expectant/New Parenting, Childcare, Special Needs, Support for Fathers, Practical Parenting, Parenting Toddlers, Adolescent Issues, University/College Decisions, Homecare Support, Eldercare, Compassionate Care and Bereavement.

Financial Support Services

The Financial Support Service provides information and options to help callers take control of their financial lives. When required, we also facilitate referrals to licensed professionals for more extensive services such as financial planning or debt repayment planning.

Our service is designed to provide consultation and general advice. For some, this advice is crucial to help them make informed decisions about financial matters, especially during major life events such as marriage, divorce, retirement or the transition from school to work. For others, problems such as a history of poor financial habits, gambling and addictions, or the breakdown of a relationship result in the need for financial advice and support.

Financial professionals provide information and recommendations primarily over the telephone (or in-person if required). Areas of focus include:

- Debt and credit (general overview, preparing a budget)
- Tax issues
- Budgeting
- Retirement/Life transitions
- Divorce (financial issues)
- Investments (general information—no investment advice)
- Real estate/mortgages

This service does not provide advice about specific investment products, authorize loans or prepare tax returns.

Legal Support Services

The Legal Support Service provides information and clarification concerning how the law applies to a specific situation. It will recommend options on possible courses of action and where necessary, refer callers to qualified lawyers for ongoing legal advice. Most employees requiring legal assistance do not want or need to retain a lawyer. Their concerns can be resolved using our program. The service provides general advice on topics such as the ones below:

- Real estate
- Separation and divorce
- Bankruptcy
- Contracts
- Landlord and tenant issues
- Summons, warrants and subpoenas
- Consumer protection

This service will not assist with work-related or employer-directed issues. Also excluded is legal consultation addressing immigration and tax law. Costs for services provided by referrals are the responsibility of the employee.

The following is an overview of our programs that help employees be well and stay well.

Health Coaching

The Health Coaching program provides personalized and interactive consultation to help individuals better understand their health issues, while empowering them to make the behavioural and lifestyle changes needed to reduce/mitigate possible risks. Our **Health Coaches** can provide:

- **Information and advice** to help callers gain a deeper level of understanding about their health issue.
- **Coordination and support** to help individuals become better educated users of the public health system.
- **Coaching** and encouragement to prevent more serious health risks and/or for support in making healthy lifestyle changes.

As with our other consultation services, our Health Coaching program is delivered using a short-term model designed to help employees set realistic, attainable goals and achieve success with their physical health concerns. This program focuses on addressing one issue at a time.

Naturopathic Services

Our Naturopathic Service provides another option to help employees make better choices through a natural and holistic approach to the maintenance of good health. The individual is seen as a whole person (physical, mental and emotional aspects) and symptoms of disease are seen as warning signs of the improper functioning of body and lifestyle habits.

Employees consult with a **Naturopathic Doctor** and receive customized health and wellness information and materials on choices related to physiology, diet, lifestyle, and mental-emotional well-being, including illness prevention strategies. Our program encompasses four key themes: Sleeping Healthy, Aging Well, Stress-Free Living and Workplace Wellness. The program uses a naturopathic approach to address some of the most common health concerns that lead to significant lost productivity. We can offer help to:

- Address sleep difficulties
- Take steps to age well
- Improve digestion
- Boost energy levels
- Recognize mind-body connections
- Make good food choices
- Understand midlife changes
- Manage stress
- Balance work and personal life
- Learn how the workplace affects health
- Live well as a shift worker
- Deal with jet lag
- Build the immune system

Nutrition Support Services

Maintaining a healthy, well-balanced diet can be a challenge. Our nutritional consultation is designed to assist in improving overall employee health. The program is delivered by **Registered Dieticians** using a short-term model designed to provide solutions to non-complex problems. For example, individuals who are diagnosed with a medical condition that requires management of diet may call and discuss with a dietician their food preferences and work with the RD to ensure a plan is put in place that not only satisfies the health requirements but also satisfies the taste needs of individuals. The program is delivered using a five-step consultation model that can take between 2-3 hours (not delivered all at once, requires a few telephone appointments).