

PROFESSIONAL SERVICES FOR EMPLOYEES AND FAMILY MEMBERS INCLUDED IN EFAP PROGRAM

The services described below are accessed by individual employees through a confidential call to Shepell•fgi'sCare Access Centre (CAC) 24 hours/day, 7 days/week.

Professional Counselling Services

Shepell•fgi will provide assessment and counselling across a broad spectrum of personal and work-related problems and concerns. The Services address concerns that include, but are not limited to:

- Marital/relationship issues
- Stress assessment and counselling (includes online program)
- Family issues (including child/eldercare concerns, single parenting)
- Personal and emotional difficulties
- Interpersonal conflict
- Alcohol/ drug misuse and/or abuse
- Smoking cessation counselling (includes online program)
- Work-related concerns
- Violence
- Grief, bereavement and loss
- Career Issues (Planning and Management, Resiliency Coaching and Retirement Planning)
- Anger Management

Counselling Options:

1. In-Person
 - a. Employee meets with a counsellor in an office at a pre-determined appointment time.
2. Telephonic
 - a. Counselling is conducted telephonically with an experienced counsellor at a pre-determined appointment time. Intake screening identifies the suitability for telephonic counselling.
3. On-line Options
 - a. E-Counselling
Professional service delivered over the Internet by experienced counsellors. SSL-secure website maintains the highest level of security for correspondence to and from employees.
 - b. Stress Management
After a thorough triage at the CAC, employees who prefer an online method of stress assessment, resources and management will receive access to this survey, action plan and resource centre.
 - c. Smoking Cessation

For users who prefer the convenience and flexibility of a web-based approach to quitting, Shepell•fgi's online Stop Smoking Centre offers equal rates of clinical efficacy, taking approximately eleven (11) weeks to complete.

4. Health and Wellness Resource Packages

- Text-based solution-focused collection of resources and information, currently available on one of seven parenting, relationship, nutrition or work-related topics.
- Contain an integrated set of easy-to-use, practical articles, tip sheets and reference materials.

Work/Life Services

Shepell•fgi's Work/Life Services help reduce or eliminate the time an employee would normally spend seeking information and resources in the areas of service provided by these programs. The programs can prevent the need for more extensive care and support. In the event more support is required, the programs can act as a bridge to this care or consultation.

1. Family Support

The program will provide a series of telephonic consultations that offer the individual resources, information, education materials and referrals with respect to childcare and eldercare issues. These services help with issues faced during every stage of an individual's family and personal life including but not limited to:

- Planning a family
- Pregnancy
- Locating and arranging daycare
- Parenting
- Locating Schools
- Locating Special Needs Programs
- Aging
- Life transitions
- Arranging home support services
- Locating nursing homes and senior citizen residences

Shepell•fgi also offers a homecare advisory service that provides contact information for Eligible User to access services for emergency and non-emergency childcare, eldercare, nursing, and standard homemaking service needs in the home environment, such as:

- Attendant Care
- Palliative Care
- Regularly scheduled visiting nurse
- Post-partum/Post-operative care
- Childcare for well and sick infants and children

Fees for referred services are the responsibility of the individual employees.

2. Healthy Lifestyles

The following services are designed to give employees the tools to inform, motivate and assist them in addressing existing health risks and improve overall wellbeing through healthier lifestyles.

a. Nutrition Support Services

Registered Dietitians will offer individuals consultation and advice in four areas:

- Eating well
- Decreasing risk of disease
- Weight management
- Disease management

The program uses a solution-focused model designed to address non-complex problems. A resource package of support material and follow-up is offered to help individuals make and sustain lasting changes to their nutrition and lifestyle practices.

Initial consultation for nutrition counselling will be done by telephone; this consult includes a comprehensive assessment. Shepell•fgi will provide, per each case file opened in this area, up to three (3) hours of professional nutrition counselling.

b. Naturopathic Service

Naturopathic Doctors will offer telephone consultation to provide information about naturopathic interventions that include an assessment/ educational segment, goal definition and progress review. A resource package and follow-up is also provided. Topics covered include:

- Aging well
- Stress free living
- Addressing sleep difficulties
- Midlife health changes
- Shift-work/jet lag
- Immune system boosting

c. Fitness Coach Connects

Fitness Coach Connects incorporates best practices to help people understand and improve their physical health. By participating in this program, individuals are taking an important step in improving their health through education, behavior change and fitness.

The program includes three components:

- An online program
- Fit bit zip TM wireless activity tracker
- Three sessions with a Fitness Coach via telephone or Coach Chat

d. Health Coaching

In addition to the Professional Counselling and Work-life services, the following Health Coaching service will also be included and provided :

One-on-one risk assessment and telephonic health coaching with a qualified Nurse. This bilingual service is available between 8 a.m. and 8 p.m. local time. The service includes an assessment/ educational segment, goal definition, structured intervention to achieve goal, and progress review. Issues addressed include but are not limited to:

- Chronic Illness
- Chronic Pain
- Cholesterol
- Blood Pressure
- Diabetes
- Weight Management
- Gastrointestinal Issues
- Respiratory Illnesses
- Menopause/Andropause/PMS
- Pre and Post Natal

3. Professional Consultation

Professional consultation services provide timely, professional assistance and support for day-to-day issues that can have an impact on Employee performance in the workplace.

a. Legal Support Services

Legal assessment and information will be provided by a qualified lawyer. This service provides information and clarification concerning how the law applies to a specific situation. No actual legal activities (e.g., completion of will, representation in court etc.) are provided. Legal issues which may be addressed include, but are not limited to:

- Real estate
- Separation and divorce
- Bankruptcy
- Contracts
- Landlord and tenant issues
- Custody and child support
- Wills and estate planning
- Summons, warrants and subpoenas
- Consumer protection

Shepell will provide, per each case file opened in this area, up to three accesses for legal support services, assessment and information per issue over the telephone and/or, where appropriate, the Employee can be referred for one in-person information session with a qualified lawyer. This in-person session will be up to one half-hour in length. Should the Employee wish to retain this lawyer, further expenses will be the responsibility of the Employee. In most cases, the Employee will receive a preferred rate for services rendered. This service will not assist with work-related or employer-directed issues and will not include legal consultation addressing immigration and tax law.

b. **Financial Support Services**

Financial services will be delivered by experienced financial professionals. They provide information and recommendations surrounding specific issues. Referral to qualified professionals will occur in situations where more extensive services, such as in-depth financial planning or debt counselling, are required (fees for services provided by other referred professionals not covered by the EFAP). Issues addressed include:

- Debt & credit management
- Bankruptcy
- Budgeting
- Retirement
- Employment transitions
- Financial aspects of separation/ divorce
- Investments (general information - no investment advice)
- Real Estate/Mortgages

The initial consultation for financial support services will be done by telephone to allow for a comprehensive assessment. Follow-up sessions are provided as required. Shepell•fgi will provide, per each case file opened in this area, up to three (3) hours of financial support services.

4. **Client Website**

This online database provides original articles, access to helpful websites, suggested reading and tools on a comprehensive range of work/life, personal and family issues. The library includes a number of self-assessment tools and calculators.