

April 28, 2014

We are pleased to announce that we have retained the services of Shepell·fgi to provide our organization with an Employee and Family Assistance Program (EFAP) as an additional, complimentary benefit for all of our employees and their immediate family members. Your new EFAP will start on May 1, 2014.

Shepell·fgi is a leading EFAP service provider and offers a wide range of confidential and voluntary support services to assist you and your family with resolving everyday challenges, complex issues, and everything in-between.

The EFAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the service unless you choose to tell them.

You and your immediate family have access to the EFAP at no cost. To ensure your privacy and confidentiality, fees for the EFAP service have been paid in advance by the Canadian Health Care Agency.

What does your EFAP include?

- **Short-term Professional Counselling** provides support for personal and emotional issues. Choose from a variety of delivery methods to best suit your comfort level and lifestyle including In-Person, Telephonic, E-Counselling, First Chat (instant online chat with a counsellor), Video, Text-based self-paced.
- **Family Support Services** connects you with a Family Support Specialist for personalized assistance with family planning, parenting, childcare, eldercare, homecare support and more.
- **Legal Support Services** provide consultation with professional lawyers to answer legal questions surrounding divorce, custody, adoption, real estate, debt, bankruptcy, landlord/tenant issues, and more.
- **Financial Support Services** provide consultation with financial professionals to answer financial questions about budgeting, debt management, tax issues, and more.
- **Naturopathic Services** provide consultation with Naturopathic Doctors on choices related to physiology, diet, lifestyle, and well-being, including illness prevention strategies.
- **Nutritional Services** offer consultation with Registered Dieticians on any nutritional matter or concern.
- **Health Coaching** by Registered Nurses can provide information and advice, coordination and support; and coaching on any health risk or concern.
- **Fitness Coach Connects:** Offers an online Fitness Assessment and access to a Fitness Coach to help achieve fitness goals
- **Specialized Counselling and Online Programs** to assist with career challenges, managing stress, tobacco cessation, enhancing your relationships, separation and divorce, and financial planning.

More on next page...



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Shepell-fgi

work. health. life

Your EFAP is available 24/7/365 with simple access

- Call the Shepell-fgi Care Access Centre toll free at **1 800 387-4765**;
- Use Online Access (Canada only) via workhealthlife.com;
- Register and login to E-Counselling via workhealthlife.com, shepellfgi.com or My EAP app;
- Use First Chat, instant online chat with a counsellor, via workhealthlife.com;
- For **crisis situations** requiring immediate attention, call 911 or the Shepell-fgi Care Access Centre at **1 800 387-4765**.

The new EFAP benefit reflects our continuing commitment to your well-being and privacy. Please take a moment to review the EFAP brochure and share the information with your family. We encourage you to use the EFAP anytime you need it. Call **1 800 387-4765**. Visit workhealthlife.com and sign up using Employer name Canadian Health Care Agency for full access to the EFAP services and resources.

Regards,



Kathy Himmelman
Director of Administration



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SUMMARY OF SERVICES

<p>Accessibility</p>	<p>24-hour, 7-days-a-week toll-free confidential telephone access via the Care Access Centre to EAP for crisis counselling, risk assessment and matching to appropriate service(s). Our Intake Specialists are fully bilingual in English and French. 1-800-387-4765</p> <p>24-hour, 7-days-a-week secure and confidential access to a range of EAP support services via workhealthlife.com with Online Access. Service fully bilingual in English and French.</p> <p>24-hour, 7-days-a-week direct access via the Internet to Online Programs, E-Counselling and First Chat. Our trained counsellors fully bilingual in English and French.</p>
<p>Professional EAP Counselling Services.</p> <p>Counsellor Network of 3000 counsellors with masters-level training and 5-10years of EAP specific experience. Available in 147 languages and global capabilities.</p> <p>Counselling Services are ideal for short-term and goal-oriented outcomes.</p>	<p>A range of 7 counselling modalities to accommodate any client:</p> <ul style="list-style-type: none"> • Face-to-Face • Telephonic • E-Counselling • Text-based Resource Packages • Video-Counseling • First Chat • Online Programs <p>Personal/Emotional</p> <ul style="list-style-type: none"> • Stress • Depression • Anxiety • Suicidal Risk • Self Esteem • Anger Issues • Life Stages • Post Trauma support • Abuse <p>Family</p> <ul style="list-style-type: none"> • Parenting • Child Behaviour • Adolescent Behaviour • Blended Family • Communication • Elder Related • Extended Family Relations <p>Couple/Relationship</p> <ul style="list-style-type: none"> • General Relationship • Relationship Breakdown • Separation/Divorce • Intimacy Issues • Communication/Conflict Resolution • Family Planning <p>Work-Related</p> <ul style="list-style-type: none"> • Workplace Stress • Work Relationships / Conflict • Career <ul style="list-style-type: none"> ◦ Planning ◦ Resiliency ◦ Retirement Planning • Workplace Violence / Harassment • Work Performance <p>Addiction Related</p> <ul style="list-style-type: none"> • Alcohol • Drugs • Other's Addictions • Smoking • Gambling

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<p>Work-Life Services.</p> <p>Timely professional assistance and support to help individuals manage all of life's complexities – be it issues with work, health or life.</p>	<p>Legal Support Services</p> <ul style="list-style-type: none"> • Civil Litigation • Criminal Law • Landlord-Tenant • Property Law • Real Estate • Will/Estate • Child Custody • Child Support • Separation/Divorce <p>Family Support Services</p> <ul style="list-style-type: none"> • Planning a Family • Adoption • Daycare • Expectant and New Parents • Home Support Services • Parenting Resources and Info • Special Needs • Compassionate Care and Bereavement • Eldercare Resources and Information • Community Programs • Residential Care Options <p>Fitness Coach Connects</p> <ul style="list-style-type: none"> • Online Program • Fitbit Zip™ wireless activity tracker • Fitness Coach via telephone or Chat <p>Financial Support Services</p> <ul style="list-style-type: none"> • Bankruptcy • Debt / Credit • Divorce • Estate • Insurance • Investment Planning • Real Estate/Mortgage • Retirement • Taxes • Employment Transition <p>Nutrition Support Services</p> <ul style="list-style-type: none"> • General Healthy Eating • Weight Gain/Loss • Healthy Eating on the Go • Accommodating Shift Work • Regulating Diabetes • Preventing Heart Disease <p>Health Coaching</p> <ul style="list-style-type: none"> • Condition Management • Risk Reduction • Weight Management • Healthy Eating • Responsible Alcohol Use • Stress Management
<p>Online Information Services</p>	<ul style="list-style-type: none"> • Online Access provides users with secure and confidential access to a range of EAP support services • First Chat is confidential online chat consultative service with a trained counsellor for immediate support • My EAP Mobile Device Application (for Blackberry, Apple and Android-based devices) • Client Resource Website workhealthlife.com featuring 700+ health/wellness articles, • E-Newsletters • Mental Health Microsites

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