

# Member Assistance Program Solutions

Harness the power of full-scale member and workplace support solutions through an exclusive Member Assistance Program arrangement.



Member Assistance Programs are designed to enable members to resolve personal and work issues so that optimal productivity is maintained. They include health, wellness and other strategic solutions.

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## Ease of use

All of our services are simple and intuitive to use, so all members can benefit (e.g. online solutions allow easy and secure access anywhere and anytime). Clinical response is fast and available 24 hours a day, seven days a week, in both official languages, counselling is short-term and solution-focused, with 1,100 counsellors across Ontario, and more than 2,500 across the country.

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## Prevention focused

Homewood Human Solutions takes a comprehensive and prevention-focused approach to member well-being and productivity. Our healthy workplace strategy targets the member and workplace. Our prevention focus strengthens the resiliency of the workforce.

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## Appealing and relevant messaging

Member Assistance Programs and related services are only useful to the extent that they are utilized by members. Messages are crafted to appeal to members in different stages of their life and career, ensuring that promotion efforts are relevant, appealing, and successful.



## MEMBER SUPPORT SERVICES

**Unlimited Short-term Counselling.** A unique solution-focused cognitive behavioural therapy approach focuses on teaching individuals, couples, and families the skills necessary to solve their life problems without creating a long-term dependent counselling relationship. Confidential counselling is offered in the local community. Counselling is delivered by an extensive national network, with the highest ratio of clinical psychologists. Their focus is on specific goal attainment, behaviour change, accurate diagnosis of complex problems, and the best possible outcomes. Counselling is provided for a full range of personal or work-related issues including, but not limited to:

- addictions;
- adolescent issues;
- aging and care giving;
- anger management;
- anxiety;
- child development;
- communication problems;
- domestic violence;
- depression;
- family issues;
- grief and bereavement;
- marital issues;
- parenting;
- personal adjustment problems;
- relationship difficulties;
- sexuality;
- stress;
- separation / divorce / custody;
- special needs of children; and
- trauma.

## Plan Smart Lifestyle and Specialty Counselling

### Life Balance Solutions



**Childcare and Parenting Services.** Our childcare and parenting specialists work directly with members to ensure their unique family needs are taken into consideration. As a component of our childcare and parenting services we also offer the New Parent Outreach Service. This service provides those who have recently become or are about to become a new parent, with a unique outreach support process designed to empower them with knowledge and skills.

**Elder and Family Care Services.** We have elder care specialists on staff to work one-on-one with members, providing an immediate needs assessment and follow-up with customized information. Our specialists will also speak directly with the elderly person if required, or they may arrange for an independent provider to undertake an in-home assessment.

**Legal Advisory Service.** Available to the client or eligible dependents, this is a national 24 hours a day, seven days a week, telephone legal advice and counselling service with which Homewood Human Solutions has an exclusive arrangement. The client is provided with a toll free number as well as a code number and can call the national phone line to speak directly to a lawyer.

**Financial Advisory Service.** The focus of the financial counselling and planning service is assessment, short-term consultation and referral when required. Financial counselling can be provided through individual counselling or group presentations. It can also be accessed through telephone and/or email consultation.

### Career Smart Counselling Services



**Career Development.** These services assist members with identifying and articulating their skills, aptitudes, values, personality traits, and interests related to their career. Depending on individual need, employees can receive coaching on: problem solving and conflict resolution, change and transition management, time management, stress management, work-life balance, and building cooperation with co-workers.

**Shift Worker Support.** Working shifts can put a strain on workers' health, well-being, family and social life. Homewood Human Solutions specialists can help those individuals who are struggling to make working shifts a part of a healthy and rewarding personal and work life.

**Pre-retirement Planning.** With some pre-planning and knowledge, it is possible to enjoy a smooth and stress-free transition into retirement. Our Pre-retirement Planning Service provides the opportunity for members to receive a package of customized information and/or speak directly with a career or a financial counsellor, if appropriate.



#### **Health Smart Coaching Services**

**Nutritional Counselling.** Our Nutritional Counselling Services cover a full range of topics that help clients change nutrition-related behaviour, answer questions, and manage nutrition challenges. Members can translate the latest nutritional science information into practical strategies, healthy eating advice and tools they can use.

**Smoking Cessation Program.** Homewood Human Solutions offers one of the most intensive tobacco dependence intervention programs available. The program, built on proven behavioural based methods, is designed to address all facets of smoking including the physical dependence (i.e. nicotine) as well as the psychological dependence (i.e. smoking habits and the desire to smoke).

**12 Weeks to Wellness.** *12 Weeks to Wellness* is a self-directed program that offers a comprehensive approach to weight loss and behaviour change. Participants receive nutrition coaching, a step-by-step guide to behaviour change, an accompanying CD and a fitness and weight loss consultation.

### **ONLINE RESOURCES AND SERVICES**



**E-Learning Courses.** Homewood Human Solutions offers self-paced, confidential, and interactive online courses. Each confidential e-Learning Course is self-directed, and presents printable information, quizzes, and exercises. Some have interactive, printable action planning guides that can be customized to allow clients to input their own scenarios and goals.

**Health and Wellness Companion (HWC).** The HWC provides a comprehensive self-development program designed to provide members with a personal wellness plan to improve and maintain their health. The program asks a series of questions across many areas of health and lifestyle, summarized in a baseline profile. The program is personal, confidential and has several unique features including: Health Risk Assessments, a personal record-keeping system and hot links to other resources that contain up-to-date medical and pharmaceutical libraries.



**Child and Eldercare Locators.** Our locators enable members to conduct their own customized searches by keying in their specific requirements. Members can search for daycares, homecare, respite care, child services and child care, schools, day camps, overnight camps and residential facilities for kids with special needs. The eldercare function enables members to have access to national resources for older Canadians. This includes: homecare assessments, long-term facilities, assistive care facilities, day care facilities and facilities geared towards the elderly.

**Health Library.** A variety of self-help and other information articles are available from the Homewood Human Solutions online information library. These articles cover all major conditions, including depression, addictions, problem relationships, and more. For many members, accessing this online resource is their first step towards requesting and receiving direct counselling services. This member-focused format is of particular value to those who live and work in remote locations, where access to direct counselling is limited.

**Health-e Videos and Podcasts.** We leverage video and podcasting technology to enhance the member experience. Through our audio podcasts and videos we provide value-added health and wellness content to members on various topics (e.g. stress reduction, anger management, parenting tips, alcohol use etc.). Audio podcasts give members the freedom to carry on their daily activities while listening to the message.

## SUBSTANCE ABUSE AND CRISIS/TRAUMA



**Substance Abuse Counselling.** Substance Abuse Counselling is provided as part of Homewood Human Solutions standard services. Homewood Human Solutions has established an intervention protocol that meets many industry standards. As a result, many of Homewood Human Solutions staff counsellors are designated as approved Substance Abuse Experts (SAE).

**Crisis Management Service (CMS).** Our CMS involves a multi-faceted, resilience-based approach to crisis intervention, and is designed to offer assessment and emotional first aid to members after a critical incident. We have the capacity to support international requests. Referral services to support crisis intervention can also be arranged following the initial intervention, as well as post-traumatic stress counselling (through the Assistance Program) for impacted individuals.

## ORGANIZATIONAL SERVICES

**Key Person Advice Line.** Designed for key personnel and supervisors, the advice line allows key persons to contact a Homewood Human Solutions counsellor at any time for consultation should a situation arise at the workplace which requires a professional opinion. These consultations are designed to be available on an immediate, as-needed basis.

### Peer Training and Development

Homewood Human Solutions has a long history of supporting a wide variety of existing Peer Programs, consulting and developing new Peer Programs, as well as designing and implementing customized basic and advanced training for peers.

## PROMOTION

As part of our highly effective promotional plan, we will assist your organization in promoting the MAP through brochures, articles, posters, pre-launch promotions as well as orientation sessions for members and managers.



## REPORTING

We offer the services of a Customer Relations Manager who provides reporting. Your Customer Relations Manager also provides expert advice, consultation, and problem-solving.

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Homewood Human Solutions™ is a leader in mental health strategies for the workplace and provides Assistance Programs, workplace interventions, health promotions, psychological assessments and disability management services. The Company serves over 3,200 organizational clients and supports over one million employees and members in managing their health and wellbeing.

Learn more about other solutions offered through an Assistance Program.

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