

Shepell·fgi Employee Assistance Program

Service and Support Overview

Counselling Services

In Person Counselling

When most people think of counselling, meeting in-person at the office of a qualified professional is the first idea that comes to mind. Still the most popular form of counselling, Shepell·fgi is pleased to offer our clients a broad, multi-disciplinary, multi-cultural network of approximately 2,000 counsellors across the country.

This counselling model is based on an individual meeting in a confidential, private setting at a set appointment time with a counsellor to discuss life issues that are affecting them. The counsellor works with the individual to assess their goals, to create a plan of action and to problem-solve any barriers to achieving their desired objectives.

Telephonic Counselling

For a variety of reasons, some individuals prefer to have their counselling needs addressed telephonically. These can include ease of accessibility, time constraints, or simply not being comfortable addressing a counsellor face-to-face. For many users in remote locations, where easy access to fully confidential counselling can be more challenging, telephonic counselling is a perfect solution, providing the warmth and immediacy of a responsive voice, while remaining extremely convenient.

Callers to the Care Access Centres are carefully screened at intake to determine suitability for telephonic counselling. For more serious, complex or long-term issues, clients will be encouraged or directed to face-to-face counselling.

E-Counselling

E-Counsellors deliver secure, confidential counselling through a therapeutic, one-on-one relationship that includes many of the interventions found in other forms of counselling. This service allows employees to dialogue back and forth with a counsellor from any computer with internet access. Again, for individuals with more significant time constraints, E-Counselling can provide the perfect solution for single parents, shift-workers, or anyone for whom the rigidity of appointment scheduling can be a drawback.

Also, for those more comfortable expressing themselves and digesting information at a slower pace, E-Counselling is especially effective because individuals can take the time to digest therapeutic conversations with their counsellor and print out the guidance they receive for future reference. Some people also find that the built-in distance of email exchanges and the absence of face-to-face cues allow them to be more honest and expressive, making it easier to discuss personal difficulties.

Health and Wellness Resource Packages

As with all of our counselling modalities, the packages help users to assess their current situation, plan a course of action and a method for evaluating progress, and problem-solve barriers to success. Shepell·fgi's Health and Wellness Resource Packages are a collection of resources and information, currently addressing seven parenting, relationship, nutrition or work-related topics. These include: *Parenting School-age Children (6-12)*, *Parenting Teens*, *Enriching Your Career*, *Managing Workplace Stress*, *Enhancing Your Relationship*, *Separation and Divorce*, and *Eating for Health*.

Each package is compiled by our in-house Subject Matter Experts to ensure the relevance and worth of the information and resources. All packages contain an integrated set of easy-to-use, practical articles, tip sheets and reference materials to help them understand their issue, assess and problem-solve. Each HWR offers research-oriented 'visual learners' - an information-based approach to problem resolution that is clinically sound.

Callers go through a careful screening to be sure that a Health and Wellness Resource Package is clinically appropriate to their needs. In addition, should an employee wish to see or speak with a counsellor, the option is always available to them.

Crisis Counselling

Crisis counsellors are on call 24/7 (accessible through Shepell·fgi's 1-800 number) to speak with employees in crisis, and help work through their issue/crisis. Once the employee has been stabilized, the counsellor discusses next step and often books further counselling sessions for continued support.

On-Site Critical Incident Support

Shepell·fgi's nationally-organized and centrally-based trauma response service can address your need to provide support to those affected by traumatic events, such as a workplace accident, death of a colleague, serious or terminal illness, major downsizing/restructuring, theft/robbery or an environmental disaster. Trauma counsellors will be on-site at your workplace to provide on-site group debriefings and/or meet with individual employees particularly affected by the incident.

Trauma services are provided as part of regular EAP fees and count as two cases toward the utilization rate, and offer up to four hours of on-site support.

Work Life Services

Shepell·fgi's Work Life Services help individuals and their families to address the everyday issues that impact their ability to function effectively at home or at work. By simply calling into our toll free 24/7/365 Care Access Centres, employees will be connected to a variety of professionals and qualified experts who will provide advice, guidance, referrals to community-based resources, and customized resources on a number of issues and topics.

By allowing our professional staff and coaches to assess problems and develop action plans, we save employees the time, energy, distraction and stress normally related to juggling work and life issues.

Family Support Services: Child to Eldercare Issues

- Our Family Support Specialists will provide support and resources in addressing issues related to your family and personal life (e.g. pregnancy, parenting, aging/life transitions).

Financial Tips and Advice

- **Financial professionals** are available for support on setting up a budget, debt re-payment strategies and financial aspects of separation and divorce.

Legal Support

- Consultations with qualified **lawyers** are available to try to understand how the law applies to specific situations, such as landlord and tenant issues, a custody arrangement, or if you receive a summons and are unsure of next steps.

Resiliency Coaching

- Shepell·fgi's Resiliency Coaching is a program designed to help acquire strategies and take steps to avoid burnout, find focus in life, and protect critical time. A personal coach will work one-on-one by phone to identify goals, foresee potential roadblocks, and develop strategies to overcome them.

Nutrition Support

- Through telephonic consulting, a **Registered Dietitian** can help you make positive changes to your eating routines and lifestyle. They will assess your eating habits, identify dietary concerns and answer questions, and ultimately help create a personalized program that targets your individual needs and lifestyle.

Naturopathic Support

- A holistic approach to the maintenance of good health encompassing physical, mental and emotional aspects of health with a prevention focus. Telephonic consultations with **Naturopathic Doctors** are available to help develop lifestyle strategies you can apply to your everyday life. Doctors will: Assess/Educate, Define Goals and Action Plans, Follow up (when required).

Online Support Services

Member's Only Website – including:

- Research Library (searchable by topic)
- Health Risk Assessments (for Physical, Mental and Social Health)

Stress Management Online Tool

- Measures six areas of 'stressful experience', and offers an Action Plan and resources to help target the highest contributors to current level of stress

Smoking Cessation Program

- Interactive and personalized online program teaching strategies & skills to stop smoking and remain smoke-free
- Provides a workbook with modules to work through independently using milestone tracking tools to keep you motivated. Further to this, it provides users with a "Quitters Maintenance Diary", Web Triage Support with professionals, and the ability to communicate with other program users for support.
- Telephonic and self-directed/guided smoking cessation programs are also available through the EAP

Dedicated Account Management Support

A key element of our service lies in the quality of Shepell·fgi's national Account Management team. Our national EFAP Account Management team, including more than 90 members, can provide the expertise to tailor a program for an organization by selecting from within our full suite of innovative program offerings that address the mental, physical and social health of employees.

Most importantly, as the key liaison between the organization and Shepell·fgi, our EFAP Account Managers will be responsible for the overall excellence of your EFAP program. This includes program design, implementation and management, communications and recommending prevention strategies. Below is a more detailed look at the additional support available through the designated account management support.

Manager Consultations and Support

- Managers/People Leaders can call the EAP 24/7 and request a "Manager Consultation". If their dedicated Account Manager is available, the Care Access Centre will engage them to assist in supporting with the Management Consultation. However, if the dedicated Account Manager is not available, they will be connected with another qualified Shepell·fgi Account Manager.
- Support is provided regularly for countless types of issues/situations. For example, conflict between employees in the workplace, addictions related issues, how to address complicated performance management issues, occupational health and safety issues, etc.

Manager Training Presentations

- In-person presentations for managers and people leaders are available as part of the EAP. This training discusses: how EAP services can help support managers in performance management, promoting a healthy and productive workplace, and addressing sensitive employee situations/issues. It also addresses strategies to approach the topic of accessing the EAP with employees who may benefit from reaching out for support.

Employee Orientations

- Employee Orientations are designed for employees to introduce Shepell·fgi and EFAP. It will provide a detailed overview of the types of supports and services available through the EAP, as well as a description of how to access services, reinforcing the confidentiality of the program.

Contributing to Health and Wellness Initiatives

- The Account Manager can support in developing organizational wellness initiatives through working with the client contact creating strategies to improve employee health and wellness through integrating EAP programs and services.
- Account Managers can support with internal health initiatives, such as wellness fairs, and working collaboratively with internal health and wellness committees.

Statistical Analysis and Reporting

Statistical reporting provides a “snapshot” of issues and challenges employees may be facing in your organization, and provides an overview of current program utilization.

Information provided includes: annual utilization rate compared to national and industry norms, historical organization utilization compared to industry, themes and trends in utilization, number and types of accesses by quarter, demographic information (aggregate), and client satisfaction.

Health and Wellness/EAP Promotion

At Shepell·fgi, we have produced a number of standard and customized communication and promotional materials to maintain visibility of the EFAP for employees. Promotional Materials such brochures, magnets, posters and wallet cards are available for the life of the program as needed. Further to this, Account Managers will supply a variety of soft copy information and promotional resources for distribution to employees through email.

Our regularly issued Health and Wellness Newsletters are distributed to clients in electronic format for maximum convenience. They are an excellent resource to promote health and wellness in an organization, and serve as a recurring reminder that the EFAP is available to turn to in times of need. There are three in total:

Balancing Act - monthly newsletter, focusing on different aspects of work life balance

Healthy Living - quarterly newsletter, designed to provide employees with both general information and practical steps they can apply towards the development and maintenance of a healthy lifestyle.

Healthy Working - quarterly newsletter, designed for those in a **leadership** role. It offers people leaders and managers information and strategies to help address challenges they may encounter in their day-to-day work situations, and help them achieve a healthy, positive work environment

