

Employee and Family Assistance Program (EFAP)

IIAC Member Firms can harness the power of full-scale employee and workplace EFAP solutions offered by Homewood Health through Baynes & White.

DID YOU KNOW?

Mental and nervous disorders have replaced musculoskeletal conditions as the top conditions causing long-term disability.

Source: Canadian Council on Integrated Healthcare

The mounting costs of maintaining unhealthy employees, coupled with the expense and disruption associated with staff turnover, is leading many employers to implement a health promotion strategy. Thanks to a growing body of evidence, today's workplace health programs are no longer viewed as just a good idea, but rather a crucial investment in an organization's long-term success.

Source: The Case for Comprehensive Workplace Health Promotion, Centre for Health Promotion, University of Toronto



Employee and Family Assistance Programs (EFAPs) support both the employees and their eligible family members. Services are designed to enable employees to resolve personal and work issues so that optimal productivity is maintained. They include health, wellness and other strategic solutions for smaller employers. *The IIAC has partnered with Homewood Health and Baynes & White to make an EFAP available to the IIAC Member Firms.*

Homewood Health offers IIAC Member Firms the same services it provides to some of Canada's largest employers at a **special rate of \$2.94** per employee per month.

1

Ease of Use

All of our services are simple and intuitive to use, so all staff and their families can benefit (e.g. online solutions allow easy and secure access anywhere and anytime, clinical response is fast and available 24/7 in both official languages, counselling is short-term and solution-focused, and we have counselling offices across the country).

2

Prevention Focused

Homewood Health takes a comprehensive and prevention-focused approach to employee well-being and productivity. Our healthy workplace strategy targets the employee, workplace and organization. Our prevention focus strengthens the resiliency of your workforce.

3

Appealing and Relevant Messaging

We craft our messages to appeal to employees in different stages of their life and career, ensuring that promotion efforts are relevant, appealing, and successful.

Employee Support Services



Our unique solution-focused Cognitive Behavioural Therapy approach focuses on teaching individuals, couples, and families the skills necessary to solve their life problems within a short-term counselling model. Confidential counselling is offered in the local community. Our counselling is delivered through various modalities (face-to-face, video, telephonic and web-based). 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
- trauma



Life Smart Coaching

Life Balance Solutions

Childcare and Parenting Services: Childcare and parenting specialists work directly with the client to determine appropriate resources and solutions for their childcare concerns. The specialist completes a needs assessment to ensure all of the issues are addressed.

New Parent Support Services: Childcare specialists will speak with the employee pre and/or post-birth to discuss any concerns the new parent has. After the first call, the specialist will assemble a package of information tailored to meet the client's specific needs.

Elder and Family Care Services: Caregiving specialists work one-on-one with the client balancing the responsibility of providing elder and family care while managing a career. The specialist works directly with the client, completing a needs assessment so as to determine appropriate resources. Where necessary, the specialist can provide information on how to obtain an in-home assessment for those in need of home care support.

Legal Advisory Service: A national legal advice and counselling service, provided by qualified lawyers who reside in the province of the client's concern. Clients speak directly with a lawyer and receive advice and consultation on the legal matter of concern to them.

Financial Advisory Service: Financial advice and planning service, focused on assessment, budgeting and short-term financial coaching through individual telephone and/or email, and may include planning sessions, as well as budgeting exercises and homework.

Relationship Solutions: A fresh approach for couples needing to address relationship issues. The service helps couples take a proactive and fun approach to enhancing their relationships, and includes up-front coaching, and a Relationship Solutions Resource Kit.

Grief and Loss Coaching: Helps clients understand the grieving process by providing them with coaching support and resources to help them manage through the range of emotions and difficulties one experiences when faced with a significant loss. This program is helpful to those who have lost a loved one or are experiencing other forms of loss in their life, including job loss, divorce, or ending of a relationship.



Career Smart Coaching Services

Career Coaching. Working with a career specialist can help employees identify and articulate their skills, aptitudes, values, personality traits, and interests as they relate to career choice and goals. Employees can also receive coaching for concerns around starting a new job, struggling to manage time effectively and dealing with career-related problems or conflicts.

Shift Worker Support. Homewood specialists can help individuals who are struggling to make working shifts a part of a healthy and rewarding family and social life. Our specialist starts by completing a full assessment to ensure all concerns are addressed, and then puts together a package of information, customized for the client's needs and provide our shiftwork package as needed.



Pre-Retirement Planning. Homewood's Pre-Retirement Planning Service provides employees with a package of customized information and coaching with a career or financial counsellor as appropriate. The specialist will complete an assessment of the employee's psychological and emotional needs as he or she approaches retirement. In most cases, the employee will be empowered to build and implement a plan to shift gears into retirement. The specialist will provide a personalized information package and follow-up support as required.

Health Smart Coaching Services

Nutritional Coaching. Our nutrition services include telephonic coaching and a robust, online platform, which includes tools and resources covering a full range of topics that deal with a range of questions or problems. Clients can translate the latest nutritional science information into practical strategies, healthy eating advice and tools they can use.



Smoking Cessation Program. Homewood provides one-on-one telephonic consultation for clients wishing to quit smoking. Our Smoking Cessation Program addresses all facets of smoking, including both the physical and psychological dependence, and is built on evidence-based, behaviour-change methods.

Jumpstart Your Wellness. 'Jumpstart Your Wellness' provides healthy solutions for ongoing lifestyle, productivity, work life, wellness and weight loss challenges. The program delivers valuable tools and coaching, creating positive and lasting behaviour change.

Included in your program fees:

Online Resources and Services

E-Learning Courses: Homewood Health offers self-paced, confidential, and interactive online courses. Each 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. Topics include:

- Embracing workplace change
- Respect in the workplace
- Values-based leadership
- Supporting respect in the workplace
- Managing sensitive employee issues
- Leading the human side of change
- Preparing for your retirement
- Foundations of effective parenting
- Fundamentals of effective supervision
- Resilience
- Resolving conflict in relationships
- Responsible optimism
- Taking control of alcohol use
- Taking control of job loss
- Taking control of stress
- Taking control of your smoking
- Taking control of your anger
- Taking control of your career
- Taking control of your money
- Taking control of your mood



Health Risk Assessment (HRA): The comprehensive HRA allows users to input biometric data, offers more extensive nutritional assessment tools, and overall readiness to change measures that help users identify their health and wellness barriers, to help them get back to being their best. Additionally, the HRA looks at four specific dimensions of emotional health: work-life balance; anxiety; depression; and stress.



Child and Eldercare Locator: Your employees can conduct customized searches by keying in specific requirements. They 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 provides 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 and Wellness Library: An updated collection of articles and other resources written by qualified experts in their subject field. It includes information designed to improve health and wellness, and assists individuals in improving their personal and work-life balance. Users are provided a wealth of exclusively Canadian content including information on drugs, disease, natural products, tests, procedures, and general health.

Social Media: Our Facebook, Twitter, and LinkedIn integration provides a central hub for building relationships and value in the social media space.



Substance Abuse and Crisis/Trauma

Substance Abuse Counselling: Substance Abuse Counselling is provided as part of Homewood Health standard EFAP response. Homewood Health has established an intervention protocol that meets many industry standards. As a result, many of Homewood Health counsellors are designated as approved Substance Abuse Experts.

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 employees after a critical incident. Referral services to support crisis intervention can also be arranged following the initial intervention, as well as post-traumatic stress counselling (through the EFAP) for impacted individuals **(Charged separately @ \$225.00 per hour)**.

Organizational Services

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

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

Reporting: We offer the services of an Account Executive who provides an annual report of the number of employees accessing the program. Your Account Executive also provides expert advice, consultation, and problem-solving.

Your Association EFAP Solutions—supporting employee well-being, capability and effectiveness.

Learn more about this exclusive Employee and Family Assistance Program (EFAP) contact:

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