

WELCOME TO YOUR EMPLOYEE AND FAMILY ASSISTANCE PROGRAM!

Your employer is sponsoring Aspiria's Employee Assistance Program (EAP) for you and your dependent family members so that confidential counselling support can be obtained for personal or work-related issues.

The following Q & A Guide responds to the most commonly asked questions about your EAP.

ASPIRIA'S EAP SERVICES

What am I entitled to under my EAP?

You and your dependent family members have access to a professional counsellor for a set of clinical counselling sessions each, per new problem per calendar year. The number of sessions is flexible. Some people may only require one or two sessions, and some may require more, such as five or six. The number of sessions received depends on the **nature** and severity of your issue as assessed by your counsellor.

While the majority of individuals who call the EAP are seeking help that we can deliver successfully through a short-term program, there are times when counselling needs may be ongoing or long-term. In these circumstances, your counsellor will make treatment recommendations outside of the EAP, and will work with you to identify this support in your community. The EAP will offer the necessary counselling support to stabilize the situation regardless of whether these issues are short-term or ongoing.

A benefit of your EAP is that each eligible employee and dependent family member has **independent** access to all of our services. As well, if today, you are experiencing a family issue and a few months from now, you experience a work-related issue, the program is designed to provide you with a set of counselling sessions for **each** problem. Couples and family counselling is available, as long as the employee or one of their eligible dependents is present at each session.

As the EAP is short-term solution-focused counselling, it is the **quality** of your counselling experience and not necessarily the number of sessions that will determine the success of your counselling.

Access to Aspiria's EAP Website:

Your time is important; find EAP support online.

Your EAP provides online access to a wide range of resources on topics of interest to you and your family – all on one website. Just log on with your company's username and password, and navigate through articles, tip-sheets, checklists, and other resources divided into helpful topics on Working, Living, Balancing, Health, Ageing, International, and Management. Around-the-Clock, Free, and Confidential.

Is my EAP free or do I have to pay for the services?

Your EAP is paid by your employer and free for you and your dependent family members. However, if you need a referral to a specialist or community resource beyond the EAP, those services are not covered by your EAP and it will be your responsibility to pay for it. We will always exhaust your extended health care benefits, any government-sponsored services you may be eligible for, and community services offered on a sliding fee scale, prior to referring to private services.

Who is eligible to use the EAP?

The EAP is available for benefits-eligible employees and their dependent family members ie; spouse, common-law spouse, same sex partner, dependents up to the age of 25 (26 in the province of Quebec) if a full time student, otherwise up to the age of 21.

How confidential is my EAP really?

Confidentiality is the cornerstone of your EAP. Your privacy are assured within our program with every call, and within the limits of the law. We will not reveal the identity of any caller to your employer or anyone else without your consent. Our counsellors are all professional social workers and psychologists who adhere to a strict code of ethics and who are accountable to their regulatory professional associations. All counselling records are kept in Canada by Aspiria.

What are the qualifications of the EAP counsellors?

Our EAP counsellors have at minimum, a professional Masters degree in Social Work, Psychology or equivalence in the health field. Our counsellors have on average, 10 years of clinical experience, and are in good standing with their respective professional regulatory bodies.

Will I have the same counsellor for all of my sessions? /Can I ask for a specific counsellor?

When a client accesses immediate support through the toll-free number or chat service, they will connect with the first counsellor available. For scheduled appointments, they will be connected with one of the counsellors in our network who will be available for all sessions as part of their treatment plan. Clients may request a specific counsellor if that counsellor is part of Aspiria's network and is available and able to support the presenting issues. If a client prefers a counsellor that is not part of our network, we will

attempt to recruit that counsellor if there is a need in the area and the counsellor meets our requirements.

What kind of issues can I talk to my EAP counsellor about?

Most people believe that you must have a very serious problem to access counselling. While we do provide counselling for very serious issues, most people access the EAP to help them with **everyday life problems**. Our Aspiria counsellors would be pleased to assist you in person, by telephone, through e-counselling, or by video counselling (it's your choice), for the main issues listed below. Remember that if you have an issue and it is not specified here, please call us anyway, we are sure we can help! Specific examples for each issue are listed below the issue, for your reference:

Relationships

- Marital (eg. discord, separation, divorce)
- Common-law (eg. discord, separation)
- Same-sex partner (eg. discord, separation)
- Children
- Parental
- Single parent
- Dating
- Extended family
- In-laws

Family Care

- Caregiver of children and elderly (eg. sandwich generation)
- Child (eg. dependent care, day care, in-home support, schooling, after-school programs)
- Teenage (eg. substance abuse, runaway, depression)
- Elderly (eg. in-home support, alternative living arrangements, companionship, community resources)

Depression & Anxiety

- Mild to severe emotional problems
- Crisis
- Suicidal ideation, threat
- Anger
- Medical resources

Addictions

- Mild substance abuse to severe addiction

- Alcohol
- Drugs
- Gambling
- Internet
- Sexual
- Smoking

Stress

- Personal
- Work
- Imbalance
- Adjustment

Work Conflict

- Co-worker
- Supervisor, manager
- Union
- Owner, boss
- Personnel

Career Issues

- Dissatisfaction
- Stress

Bereavement

- Death
- Grief

Health

- Healthy Eating
- Fitness
- Sleep
- Smoking

Legal

- Personal
- Separation & Divorce
- Custody
- Impaired driving
- Domestic violence

- Civil
- **Note: No legal advice will be provided regarding labour law issues**

Financial

- Debt & Credit
- Retirement planning
- Divorce settlement
- Tax planning
- Estate planning
- Mortgage/Real Estate
- Termination
- Bankruptcy
- Life Insurance
- Bonds & Stocks
- Child's education

What if I don't have a problem but I need some personal coaching about my future needs?

While EAP counselling is a reactive service, helping you deal with issues that you are experiencing or have happened to you, our *LifeCoaching* service will help you evaluate some aspect of your life that you wish to explore with a certified *LifeCoach*.

These areas can include:

- **Personal performance**
- **Career**
- **Relationships**
- **Financial**
- **Personal well-being**
- **Personal growth**

Your *LifeCoach* will help you design specific and realistic goals to help you improve your personal effectiveness and transform your life, one step at a time!

What if I don't want to go to counselling?

As the program is voluntary, no one but you can make an appointment to see one of our counsellors. A teacher or advisor may recommend you seek the assistance of the EAP to resolve a personal issue that is affecting your job performance. However, it is your

choice as to whether you participate in the program. While teachers or advisors may contact Aspiria to request guidance on how to encourage someone to use their EAP, Aspiria is not able to confirm anyone's access of the program without their consent.

What if my problem isn't serious enough or what if my problem is too serious for the EAP?

No problem is too small or too big for us to handle. We will make every attempt to assist you with your concern. In fact, we prefer that you seek our assistance when your concerns are relatively minor so that we can help you prevent a more serious problem from arising. If your issue is very specialized and we can't help you, we will direct you to someone in your community who can. So, whether you're calling us because you require some financial advice, or you are in crisis because you are depressed, you can call your EAP.

OnCallogic Cancer Support Service (Series of 6 Telephonic Sessions – 1 hour in length)



A recent study has found that 40% of people diagnosed with cancer experience symptoms of psychological distress. We have developed a unique service, OnCallogic, with the purpose to provide organizations with mental health support for those affected by cancer.

- Includes a series of counselling sessions with *cancer coaching specialists* for employees who have been touched by cancer, to ensure that no one has to face a cancer diagnosis alone.
- OnCallogic ensures that all people impacted by cancer are empowered by knowledge, strengthened by action, and sustained by community and professional support.

Ok... so how do I access my EAP?

We realize that taking that first step to call your EAP is a big one. But once you have made the decision to call us, you have made great progress already in resolving your issue, and probably without even knowing it! You have recognized that there's a problem and that you need assistance to help you resolve it!

We recognize the strength it takes to pick up the phone and ask for help. This is why once you've made that first phone call, our counsellors at the other end of the line will do whatever they can to make you feel comfortable. They will ask for your name, what company you work for, and walk you through a conversation in order to determine the severity of your issue and the best course of action.

If your issue is identified as urgent, then our counsellors will address it *immediately*. If your issue is not urgent and you request a counselling referral, we will have a field counsellor in your area referred to you. It's that easy! For referrals to other consultation services or research, a case manager will call you within 2 business days. Appointments and/or resources will be provided within 3-5 business days.

If making a phone call isn't comfortable for you, counselling requests can be made through Aspiria's EAP website – around the clock, free, and confidential.

If you would like to speak to a professional counsellor about a problem in your life or you need legal or financial consultation, LifeCoaching or Wellness Coaching, please contact us at the following number:

24 hours a day, 7 days a week, toll-free at:

1.xxx.xxx.xxxx

or visit

aspiriaEAP.resourcesforyourlife.com

username: xxxx

password: xxxx

iConnectYou Mobile App: xxxx