



Assistance Program

Guide for Employees and Family Members

About your Assistance Program

Your Assistance Program is a professional service that offers counselling, coaching, information, and support for all types of issues relating to:

- mental health,
- career,
- life balance,
- health management, and
- achieving greater personal well-being.

Why use the Assistance Program?

Each of us faces challenges in life...

Sometimes we welcome these challenges, like marriage, job promotion, or moving to a new location. And sometimes we don't, like divorce, job loss, or a serious illness.

Your Assistance Program can help you prepare yourself to respond to these challenges and be the best you can be. Your Assistance Program:

- is a convenient source of information and assistance,
- relieves you from the burden of handling issues alone,
- can help you problem-solve and troubleshoot,
- offers you encouragement and support during difficult times and situations, and
- is an easy way to get trusted, expert information.



How to access the Assistance Program

The services of your Assistance Program are available to you 24 hours a day, 7 days a week, in a variety of convenient ways and without needing a referral. You can access services:

- face-to-face,
- over the phone by calling our Client Services Centre, or
- online by visiting the protected Member Area of our website.

The choice is up to you and depends on your needs and your preferences. Simply give us call. International access is available for anyone working overseas or travelling for work or pleasure. And TTY lines are available for callers needing hearing assistance.

What happens when you contact us?

When you first contact the Assistance Program, you'll speak with a qualified Assistance Program Support Specialist who will assess your situation, risk, needs, and preferences, and guide you to the assistance best suited to resolving your issue.

The specialist will ask you a few brief questions, including the name of your organization and your date of birth so that they know they are talking to the right person and so they can confirm all of the services available to you as part of your benefit coverage.





Privacy and Confidentiality

Everyone who uses the Assistance Program is guaranteed complete confidentiality within the limits of the law and professional counselling guidelines.

You don't need to discuss your call with your supervisor or manager, and your participation is fully voluntary.

There are rare occasions in which these rules of confidentiality do not apply. These have to do with:

- legal mandates for information about child or elder abuse
- court orders, and
- issues relating to suspected harm to yourself or others.

These exceptions are rare and they are always explained to you before any counselling takes place.

A close-up photograph of several sharpened pencils in various colors (green, red, blue, yellow) lying on a white surface. The pencils are surrounded by a large pile of wood shavings and small colored shavings, suggesting a recent sharpening activity. The background is a solid white color.

About Assistance Program Services

There are three categories of services available to you, within which you'll find a complete range of options for any issue you may want to address:

1. Counselling
2. Plan Smart—
Lifestyle and Specialty
Counselling Services
3. Online Services

Counselling Services

Counselling is short-term and focused on problem-solving and finding solutions that are practical and improve the physical and mental well-being of you and your family.

Counsellors are professionally trained to help you deal effectively with many of life's problems, including:

- marital, family, and relationship issues,
- difficulty with stress, anxiety or depression,
- concerns related to addiction or trauma, and
- other personal issues.



Plan Smart— Lifestyle and Specialty Counselling Services

Your Assistance Program also offers Plan Smart Lifestyle and Specialty Counselling Services.

Whether you need to manage unexpected day-to-day life issues or you want to better understand the connection between physical health and emotional well-being, or you need to manage your career better, Plan Smart Lifestyle and Specialty Counselling Services help you tackle small issues before they become big concerns.

With Plan Smart, you can receive information and coaching related to:

- childcare and parenting
- elder and family care
- financial or legal concerns
- career planning
- workplace issues
- pre-retirement
- shift work
- nutrition
- weight management, and
- smoking cessation.



Online Services

Your Assistance Program is committed to creating and providing innovating programs to maximize your health and well-being.

You can:

- find answers to your questions in the online health information library,
- access a variety of specialized interactive online tools and health and wellness assessments.

Who is Homewood Health?

Homewood Health is a trusted company with over 30 years delivering a full suite of counselling, coaching, and information services.

Our focus is on helping employees and their family members achieve positive mental health and well-being.

We have offices from coast to coast, over 2700 counsellors in local neighbourhoods, official accreditation for our business operations and standards of care, and we offer all of our services to you in both national languages with additional languages available depending on your needs.



Next steps

Your Assistance Program can help you find solutions to personal, family, and work-related challenges. And we can suggest actions that you can take to help you achieve optimal health and well-being.

To learn more about your Assistance Program, or to take advantage of the services available to you, give us a call.

We're here 24 hours a day, 7 days a week to:

- book appointments,
- provide you with immediate support, and
- answer any questions about the program you may have.



About Homewood Health

Homewood Health offers the highest quality of clinical support and intervention available within the EFAP industry, and an unmatched continuum of services—spanning health promotion, mental health and addictions support, and prevention - focused work-life balance services.

Contact Us

For more information please visit:

homewoodhealth.com



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