

# Your Professional Assistance Program Orientation

Your Self-Care Program



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# Agenda

- About Homewood Health™
- Your Program
  - Counselling
  - Life Smart Coaching
  - Pathfinder & Homeweb.ca
- Confidentiality
- Accessing the EFAP





# Who are we?

- Homewood is a trusted Canadian company; providing EFAP services to clients like you since 1979.
- Homewood is Canada's leader in mental health and addiction treatment and is supported by a national network of over 4500 employees and clinical experts.
- Homewood's EFAP services are delivered by qualified professionals including registered coaches and certified counsellors.





# When do you call your EFAP?



# Your EFAP can help with:

## A wide variety of situations:

- Stress, anxiety, depression
- Life change and transitions
- Relationship concerns
- Family and parenting challenges
- Child care coaching and resources
- Elder care coaching and resources
- Grief or bereavement
- Alcohol, drug, gambling, smoking issues
- Legal concerns
- Financial worries
- Medical or health-related information
- Career development
- Healthy lifestyle changes



# Full Suite of EFAP Services

## Counselling

- Face-to-face
- Telephonic
- Video
- Online  
(*email or chat formats*)

## Life Smart Coaching

- Life Balance Solutions
- Health Smart Coaching
- Career Smart Coaching

## Online Resources

- Homeweb.ca
- Homewood Pathfinder
- Online Courses
- Child and Elder Care  
Locators
- Health Risk Assessment



# EFAP Highlights

- Accessible toll-free 24 hours a day, 7 days a week, 365 days a year
- In person, telephone, video, online (self-register at [homeweb.ca](http://homeweb.ca))
- Homewood Pathfinder
- Book an appointment or access help right away, including crisis support
- Multi-cultural and multi-lingual
- For employees, spouse/partner, eligible dependents
- Participation is voluntary
- Private and confidential
- No cost to the user





# Counselling Services



# About Counselling

- Short-term, solution-focused counselling
- Client-centred approach to goal setting and problem solving
- Bridging to community services, specialized referrals and treatment, if needed
- Professional standards include a minimum of Masters degree
- Multilingual, diverse clinical network; counsellors are experts across many areas





# Life Smart Coaching



### Practical and proactive resources that help people 'Life Smart'

- Telephonic assessment of needs by a specialist.
- Information and supportive coaching from an expert in the field.
- Customized searches for relevant resources.
- Up-to-date and tailored information including:
  - topical workbooks
  - current articles
  - referral to online tools and resources



# Life Balance Solutions



# New Parent Support

Coaching and information on what to expect and how to succeed as a new parent.

- Expert information/advice from a parenting specialist
- Package of information tailored for specific needs
- Post-delivery support





# Childcare and Parenting

Support for parents who face parenting or family challenges.

- Consultation with a childcare specialist
- Customized resources to match the need:
  - Child or daycare facilities
  - Adoption services
  - Special needs/gifted
  - Summer camps
  - and much more...
- Personalized package with resource information, as needed





# Elder and Family Care

Support for people caring for aging parents or loved ones.

- Consultation with a elder care specialist
- Customized resources to match the need:
  - Support options
  - Long-term care facilities
  - Seniors' residences
  - Mobility tools
  - and much more...
- Personalized package with resource information, as needed





# Financial Consultation

Helping people enjoy financial peace of mind.

- One-on-one consultation with a financial expert
- Guidance for a broad range of issues including:
  - Financial goal setting
  - Budgeting
  - Getting out of debt
  - Establishing or rebuilding credit
  - Financial challenges resulting from separation/divorce, disability, income loss
  - Estate and retirement planning





# Legal Advisory

Providing consultation and clarification on legal matters.

- One-on-one advice/consultation with a lawyer
- Guidance on a broad range of issues including:
  - Family law
  - Civil litigation
  - Real estate
  - Wills and estates
  - Criminal
  - Immigration law
- Lawyer referrals available





# Relationship Solutions

Support for people looking to revitalize their relationship connection.

- Self-directed resource
- Ideal for couples looking to:
  - Reignite the flame
  - Improve communication
  - Positively deal with conflict
  - Grow together as a couple
  - Prepare for cohabitation





# Grief and Loss

Grieving can be an overwhelming and complex process.

- Self-directed resource
- Ideal for individuals looking for help with:
  - Recently losing a loved one
  - Divorce or relationship loss
  - Job loss
  - Child grief
  - Emotional support





# Stress Solutions

Focuses on the cognitive aspects of stress, and connections between thoughts and feelings. Sessions will encompass stress management, lifestyle, priority management and tools such as meditation and relaxation techniques

- Expert information/advice from a qualified coach/stress specialist
- Addresses the nature of the concerns raised directing the client to the most appropriate and best-suited service to support the presenting issue(s) or concern(s)
- Includes a letter of resources and a welcome document, providing an overview of stress issues and stress management techniques





# Health Smart Coaching



# Nutritional Coaching

Helps to improve eating habits and understand how nutrition can positively impact some illnesses.

- Registered Dietitians provide:
  - initial assessment
  - step-by-step action plan
  - ‘how to’ advice and coaching
- Helpful for weight management, eating for energy, disease state management





# Jumpstart your Wellness

Support for people looking to achieve specific health and wellness goals.

- Participants receive access to a range of online tools and resources including:
  - A Readiness for Change questionnaire
  - Articles
- Includes coaching with a behaviour-change consultant with expertise in the ‘goal’ area
- Develop new behaviours to create positive and lasting lifestyle, productivity and work life changes





# Smoking Cessation

Support for quitting one of the most difficult addictions.

- Helps to address:
  - physical dependence
  - psychological dependence
  - foundations of successful behaviour change
- Specialists provide coaching incorporating the latest, proven behaviour-change techniques
- We help direct you to a comprehensive program of your choice





# Career Smart Coaching



# Career Coaching

Assists people in identifying and articulating skills, aptitudes, values, personality traits, and interests related to their career.

Depending on individual need, coaching is provided related to career areas, including:

- Problem solving and conflict resolution
- Change and transition management
- Time management
- Stress management and work-life balance
- Building cooperation with co-workers





# Pre-Retirement Planning

Advance planning can help ensure a worry-free retirement.

- Specialist complete a comprehensive assessment and provide coaching and strategies linked to the:
  - psychological
  - emotional

needs as one approaches retirement.





# Shift Worker Support

Assists in making shift work easier and shift workers healthier.

- Specialists conduct a full assessment of areas typically affected by working shifts, such as sleep, nutrition and diet, social challenges, home environment, etc.
- Coaching, tips, online, and other resources are provided depending on the needs highlighted in the assessment.





# Online Services



# Homeweb.ca and Homewood's e-AP

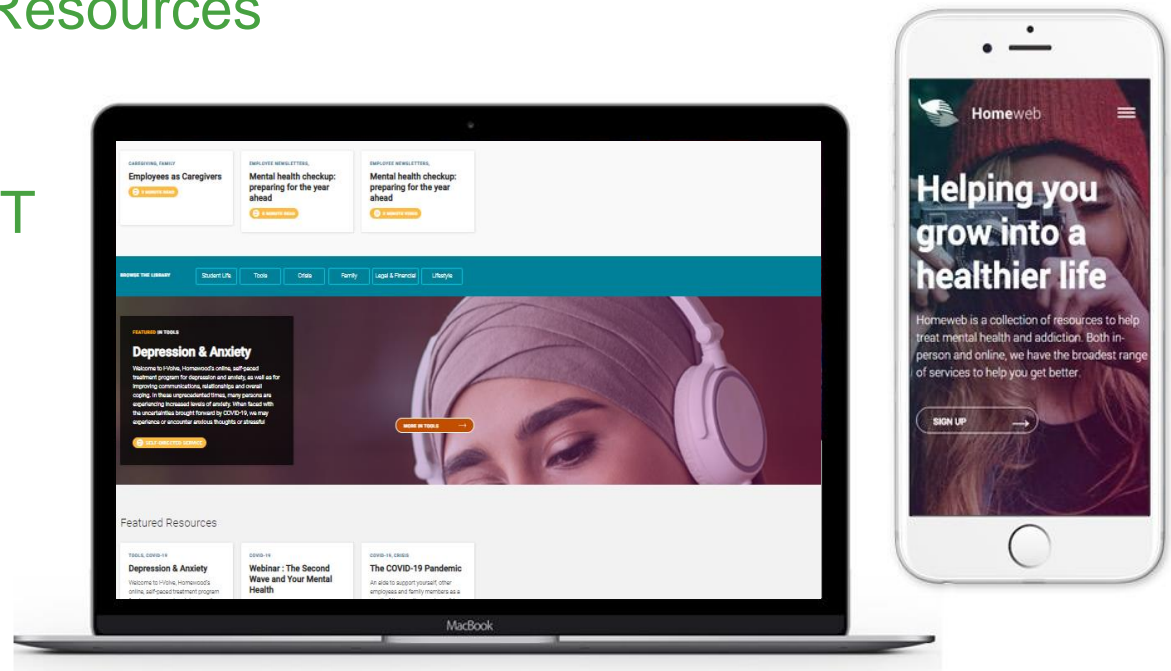
Homewood Pathfinder

Online Service Locators

Health & Wellness Resources

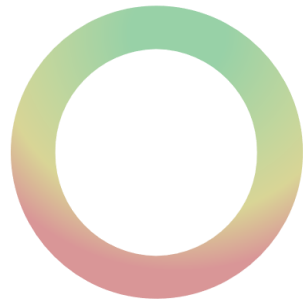
Online Courses

*I-Volve* – Online CBT





# Homewood Pathfinder Suite



Homewood  
**Pathfinder**  
P o w e r e d   b y   H o m e w e b



Homewood  
**MeetNow**  
P o w e r e d   b y   H o m e w e b



# Homewood Pathfinder Suite

## Homewood PulseCheck

- A simple slider when users visit that presents appropriate resources and looks at wellness over time

## Pathfinder Journeys

- Clinical assessments and future forward technology offer up the right service at the right time

## MeetNow & Online Booking

- Book a professional seamlessly, or when available, speak with one right away.

## My Dashboard

- Personalized jumping off point for guided journeys, resources, PulseCheck recommendations and counselling





# Child & Elder Care Locators



**LifeStage**  
for Children & Teens



**LifeStage**  
for Seniors

Immediate access to the most complete, impartial, and current information on personal and family care providers in Canada.

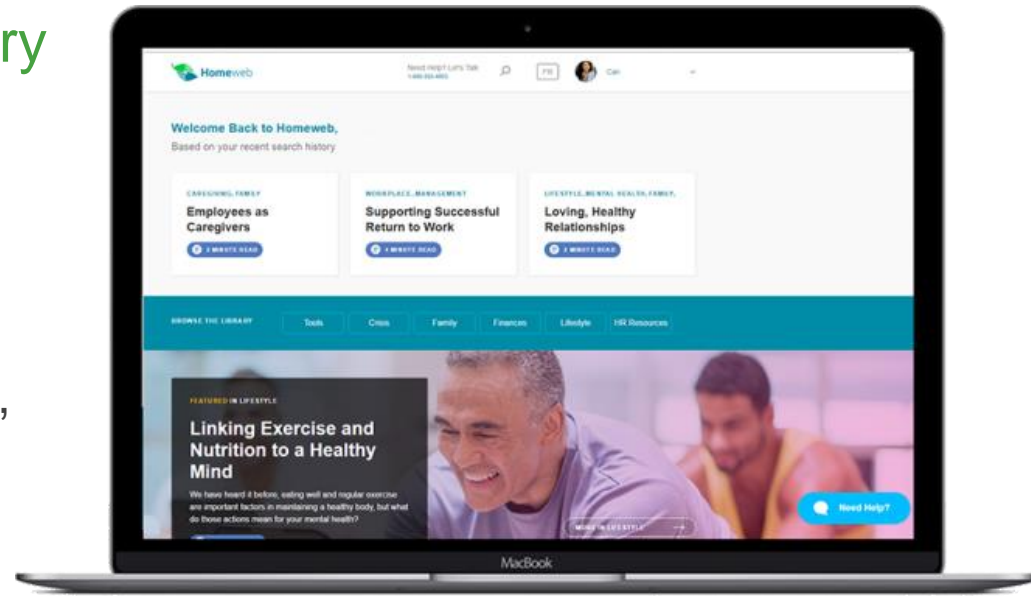


# Health-e Resources

## Online Health Risk Assessment & Comprehensive Health Library

### Health & Wellness Library

- articles and resources by qualified subject experts
- information on drugs, disease, natural products, tests, procedures, and general health
- exclusively Canadian content



### Comprehensive Health Risk Assessment

- extensive nutritional assessment tools, and overall readiness to change measures
- assesses four specific dimensions of emotional health: work-life balance, anxiety, depression, and stress



# Online Courses

## For Employees & Family:

- Taking Control of Stress
- Taking Control of Anger
- Resilience
- Taking Control of Your Mood
- Foundations of Effective Parenting
- Taking Control of Job Loss and Transition
- Resolving Conflict in Intimate Relationships
- Embracing Workplace Change
- Responsible Optimism
- Taking Control of Alcohol Use
- Taking Control of Your Career
- Taking Control of Your Money
- Stop Smoking: Get Your Life Back
- Preparing For Your Retirement
- Respect in the Workplace



## For People Leaders:

- Leading the Human Side of Change
- Values-Based Leadership
- Managing Sensitive Employee Issues
- Supporting Respect in the Workplace
- Fundamentals of Effective Supervision



# i-Volve - Online CBT

## i-Volve Online CBT for the treatment of depression, anxiety, and other mental health disorders.

- ✓ 24 self-guided, evidence based and clinically validated modules available on desktop or mobile devices
- ✓ Teaches coping strategies based on individual's challenges and experiences
- ✓ Empowers and enables individual to challenge their disorder while modifying their lifestyle
- ✓ Provides an alternative online solution versus traditional face to face and telephonic therapy
- ✓ **Accessibility**, removes barriers and limitations for those seeking treatment
- ✓ **Convenient**, at your own pace, available 24 hours a day, seven days a week no scheduling required with no geographic or location restrictions
- ✓ **Anonymity**, encourages openness and self-awareness, increasing self-honesty and empowers individual to pursue success





# Privacy and Confidentiality

## Our Commitment

- Information is confidential
- Appointments scheduled for privacy
- Private offices are offsite
- Clients contact us directly
- Phone messages are never left without prior permission
- Flexible scheduling
- Reports include group data only
- Secure record-keeping

***No identifying information is transferred to anyone without your known, written consent.***

*Exceptions are children at risk, risk to self or others, or subpoena.*



# Information Collected

Our questions are brief and respect confidentiality and privacy.

Name, address, organization, job  
*to determine eligibility and benefit coverage*

Immediacy of need

Relationship to employee  
*if a dependent or family member*

General nature of issue  
*to direct to appropriate counsellor or service*

Appointment time/location

# Questions?



## Connect to your EFAP

1-800-663-1142 (English)

1-866-398-9505 (French)

1-888-384-1152 (TTY/hearing impaired)

604-689-1717 International (call collect)

[homeweb.ca](http://homeweb.ca)



**LAW SOCIETY**  
Newfoundland & Labrador