



Key Person EFAP Orientation

Employee & Family Assistance Program



Agenda

About Homewood Health™

About the EFAP

- Counselling Services
- Plan Smart™ Services
- Online Resources

Leader and Key Person Services

- Symptoms of Distressed Employees
- Making Effective Referrals to EFAP Services and Resources Available to Support Key Personnel





About Homewood Health™

- Independent provider of your EFAP.
- Leaders in the employee and organizational health products and services.
- Providing services to Canadian employers since 1979.



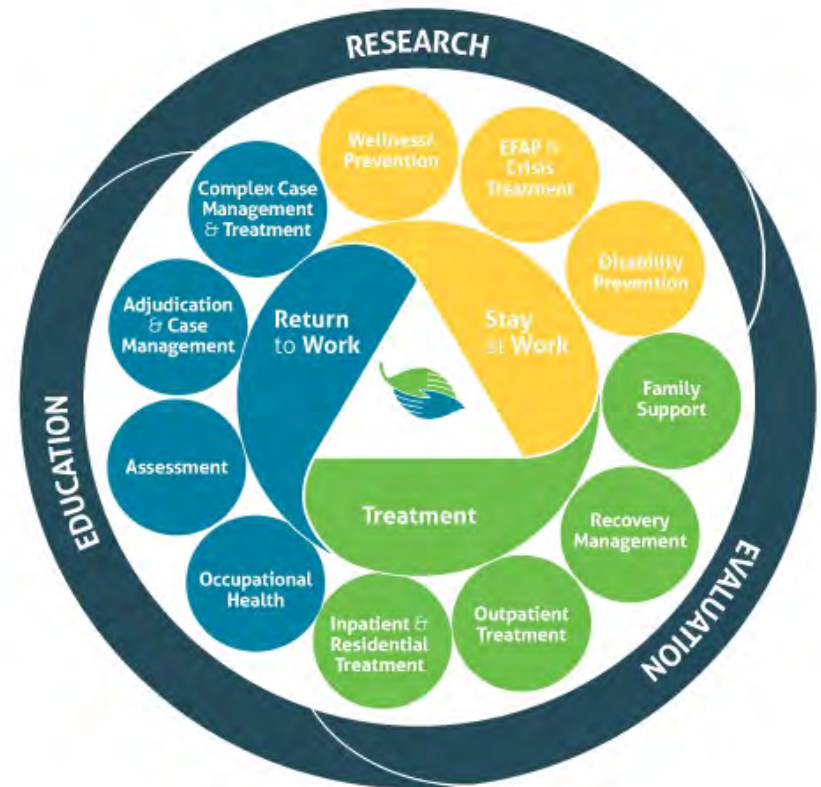
Homewood
Health | Santé



Unique Homewood Suite of Services

The most complete suite of mental health and addiction services:

- ✓ Redefining treatment in Mental Health and Addictions Services
- ✓ Customized solutions from wellness to recovery
- ✓ Anchored in research/evidence-based practices
- ✓ Outcome-focused
- ✓ National availability





EFAP Services





Key Elements of the EFAP

Features

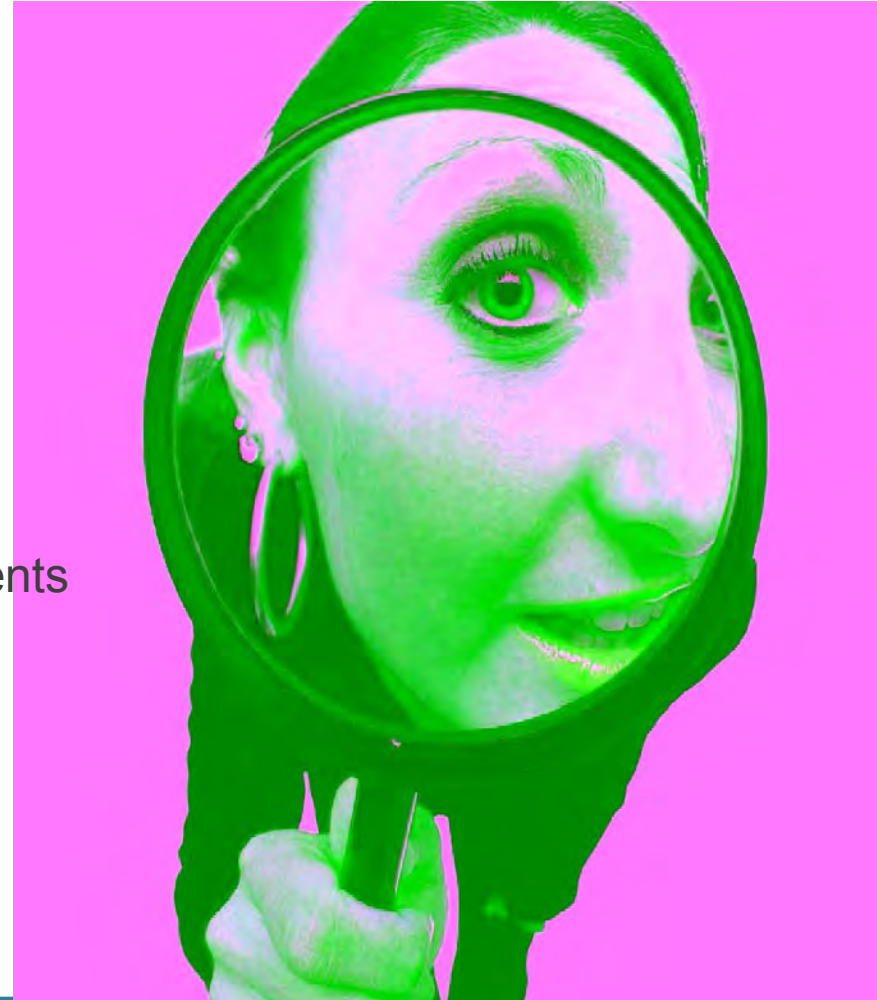
- Full Suite of Services
- Multilingual
- Private and confidential

Availability

For yourself, your spouse/partner & dependents

Accessible

In person, by phone (24/7), or internet





Full Suite of EFAP Services

Counselling Services

When life feels too overwhelming

Face-to-face Counselling

Telephonic Support

Online e-Counselling

....with your convenience in mind.

Online Resources

To learn at your own pace

Childcare and Eldercare Resource Locators

E-Learning Courses

Podcasts and Videos

Health Risk Assessment

Health and Wellness Library

Articles and Newsletters

...access any time.

Plan Smart—Lifestyle & Specialty Counselling

Life Balance Solutions

To manage everyday challenges

Childcare and Parenting/ New Parent Support

Elder and Family Care

Financial Consultation

Legal Advisory

Relationship Solutions

Health Smart Coaching

To be proactive with your health

Smoking Cessation

12 Weeks to Wellness

Nutritional Counselling

Career Smart Counselling

To take control of career choices

Career Planning/ Workplace Issue Counselling

Pre-retirement Planning

Shift Worker Support



When to use the EFAP

When you want...

- help to cope with daily stress and anxiety
- support to manage life transitions
- to better understand medical or health-related information
- childcare or eldercare information and guidance
- to improve the quality of your relationships
- advice on a legal or financial situation
- to address career development
- to improve your physical health
- to gain another perspective





Accessing Services

Call us toll-free

24 hours a day

7 days a week

Book appointments

Or access help immediately

1-800-663-1142





Privacy and Confidentiality

Our privacy commitment

Information is confidential.

Appointments scheduled for privacy.

Private offices off-site.

You can contact us directly.

Phone messages are not left without
prior permission.

Flexible scheduling.

Reports only on group data.

Secure record-keeping.

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

Exceptions:

Child or Senior at Risk
Risk to Self or Others
Legal Requirement



Counselling Services



Counselling Services

Counselling

Short-term, solution-focused.
Client-centred approach to goal setting
and problem solving.

Bridging to community services,
specialized referrals and treatment if
needed.

How many counselling sessions are provided?

Within the context of a solution-focused
model, you receive the right number of
sessions to reach resolution.





Professional Standards

Our Counsellors

- Experienced professionals
- Evidence-based treatment
- Masters educated (min.)
- 10 years training (average)
- 7 years experience (average)

If you need other assistance not covered within the EFAP, we will discuss your options.

If for some reason you are not comfortable with the counsellor assigned to you, call the toll-free number and we will reassign a counsellor to you. Your comfort is our goal.

Accountability
To their profession
To their supervisor
To their peers
To you, the client





Plan Smart Services



Plan Smart Lifestyle and Specialty Counselling

Life Balance Services

Childcare and Parenting/New Parent Support
Elder and Family Care
Financial Consultation
Legal Advisory
Relationship Solutions

Health Smart Coaching

Smoking cessation
Weight loss and weight management (via 12 Weeks to Wellness)
Nutritional counselling

Career Smart Counselling

Career Planning
Workplace Issue Counselling
Pre-retirement Planning
Shift Worker Support



EFAP as a Tool for Key Personnel



Whether you're dealing with someone's mental illness in the workplace from the perspective of a leader or a colleague, the question remains: how can mental health issues be addressed so that everyone succeeds, and everyone is treated with respect, and is given the support they need?

- 2013 Mental Health Works/CMHA



How do we learn there are issues?

- Sometimes difficult conversations happen without you initiating them
- They can be initiated by saying “Hello”
- Asking “How was your Weekend?”
- Or be something that you observe happening on it’s own





Personal Problems: Indicators

Physical

Change in normal habits
Pattern of minor illness
Stomach and intestinal difficulties

Behavioural & Psychological

Increased drinking, smoking, etc.
Inability to concentrate
Emotional sensitivity

Environmental

Negative feedback from colleagues
Consistently not getting work done within normal work hours
Fatigue at work which disappears when leaving work



Changes in Normal Behaviour

Patterns or trends of symptoms based on;

- Marked or distinct change in behaviour/performance
- Change over prolonged period of time
- Increasing frequency of symptoms





Barriers to Supervisor Intervention

- Belief that “problems work themselves out”
- Current workload
- Reluctance to involve oneself in “non-work related issues”





Making an Effective Referral

Common employee reactions to an offer of EFAP support

- Denial that an issue exists
- Concerns about EFAP confidentiality
- Belief in the stigmas associated with seeking help, (e.g. a sign of weakness)
- Heightened emotions

Best Practices

- Normalize the situation, (e.g. EFAPs are widely used today for all kinds of life challenges)
- Re-assure EFAP confidentiality
- Be prepared with EFAP literature and information
- Offer to make the call to EFAP together



EFAP Referral Types

Self-Initiated Referral

Employee takes initiative to access EFAP

Assisted Referral

Suggest that employee access EFAP

Formal Referral

Mandate that employee access EFAP





Key Person Resources





Key Person Advice Line (KPAL)

Assistance for key personnel dealing with everyday employee situations

- ❖ Employee conflict
- ❖ Unusual employee behaviour
- ❖ Suspected substance abuse
- ❖ Bullying in the workplace

KPAL provides:

Consultation and advice

Tips on how to provide assistance to employees

Help separating performance from personal issues

Strategies for assisted referrals to EFAP



Accessing KPAL

Process

Call the 24/7 EFAP client services centre
at 1800-663-1142
Ask for Key Person Advice Line

Who is on the line?

Senior level clinician with extensive
experience in workplace issues

On-call clinician after hours





Online Resources

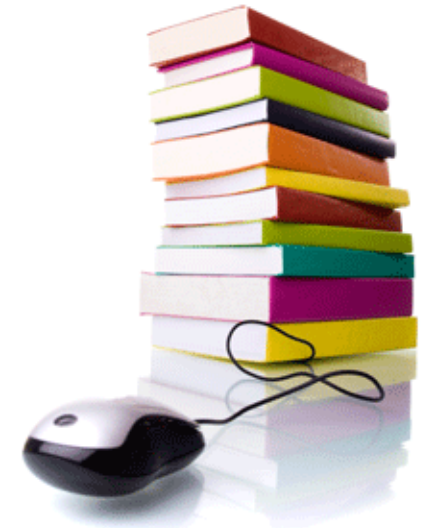
- **Key Person Orientation**
- **Key Person Wellness Articles**
- **Key Person E-Learning Courses**
 - Fundamentals of Effective Supervision
 - Leading the Human Side of Change
 - Managing Sensitive Employee Issues
 - Supporting Respect in the Workplace
 - Values-Based Leadership

Managing Sensitive Employee Issues



HOW DO YOU TALK ABOUT UNCOMFORTABLE ISSUES?

Certain kinds of workplace issues give rise to work performance problems and, when talked about, have the potential to cause embarrassment or create strong emotional reactions. This course is for key persons and supervisors and provides guidance on how to talk about, and help resolve, these sensitive issues.

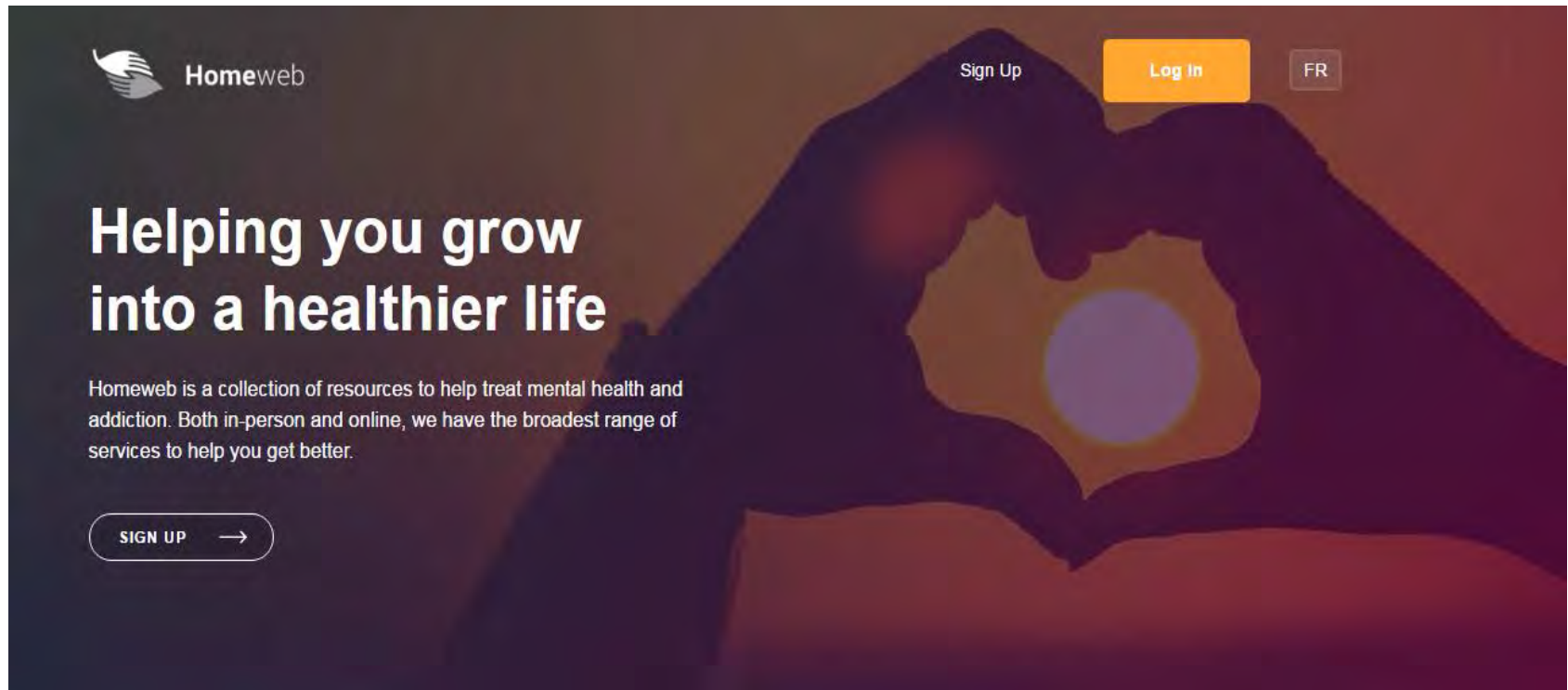




Accessing Online Services

Visit www.homeweb.ca and click on the “**Sign Up**” icon if you are a new user or click the “**Log In**” icon if you are a returning user

- Indicate that you are a ‘*Manager*’





Crisis Management Support

- 24/7 certified responder availability for sudden, overwhelming, or dangerous events (traumatic incidents)
- Preparedness consultation
- Training for key persons and peers
- Post incident counselling for individuals
- *Note: Crisis Management Support is fee for service*





Workplace Support Services

- Standard and Customized Seminars and Workshops targeted for both Management/Leadership and Employee audiences
- Coaching and Workplace Intervention Services
- *Note: Workplace Support Services are fee for service*





Thank you! Questions?

1.800.663.1142 (English)

1.866.398.9505 (French)

1.888.384.1152 (TTY)

604-689-1717 (International)
(*Call collect*)

www.homewoodhealth.com