

October 4, 2019

## HBT ADDING VALUE WITH PREFERRED EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP) PROVIDERS

Mental health and emotional well-being are areas of growing concern for employers. An estimated 10 - 15% of all employees experience deeply personal issues within a 12 month timeframe. It's been reported that depression and anxiety cost our economy a total of \$50 billion dollars every year.

An **Employee and Family Assistance Program (EFAP)** is a confidential and voluntary counselling support service that can provide your eligible employees and their family members with the help they need to resolve a wide range of personal, work, health or life issues. This employer-paid benefit supports not only the employees and leaders within an organization, but the workplace as a whole. Many EFAPs also provide extensive support and education for managers through orientation and training, and access to specialized e-courses like Cognitive Behavioral Therapy (CBT) that can work well for those who prefer to work online and at their own pace.

A proactive approach to supporting employees through work and personal life is an effective strategy to aid employees – and can help employers address the costs associated with absenteeism, presenteeism and lost productivity. Healthcare Benefit Trust has researched two EFAP Providers that we think could be of benefit to your organization:

- Pacific Blue Cross's EFAP, provided by **Homewood Health** is currently priced at \$3.50 per month, per employee. This is a special rate available to employers with benefits through Healthcare Benefit Trust. Please feel free to contact them directly for more information.
- EFAP provided by **Lifeworks** (by Morneau Shepell) is available at similar prices to Homewood Health, but can be influenced by size and experience. There is also an option to upgrade for an additional fee to the Total-Well Being Platform that includes access to an employee recognition program, well-being assessments and a perks program. Please feel free to contact them directly for a quote.

If EFAP is something that you have been considering for your organization, we hope this email helps you to find a provider that meets or exceeds the needs of your people. [For more information about Homewood Health and/or Lifeworks, please see the attached documents. Please direct all questions to the individual listed on the 2<sup>nd</sup> page of each attachment.](#)



**Homewood**  
Health | Santé

Overview

**Pacific Blue Cross and Healthcare Benefit Trust are excited to offer a comprehensive Employee & Family Assistance Program to your employees at an exclusive rate.**

Pacific Blue Cross has partnered with Homewood Health™ to offer EFAP services to your employees and their eligible family members.

Homewood Health™ is a private Canadian company specializing in employee and family assistance programs for over 35 years. This is a one-of-a-kind approach to EFAP—the highest quality of clinical support and intervention available—and an unmatched continuum of services that spans health promotion, mental health and addictions treatment, and prevention-focused work-life counselling services. Homewood Health’s™ services and educational tools are developed by psychologists and expert specialists to help employees and their families manage their own health and well-being in a way that fits their unique lives.

**Employee and Family Assistance Program (EFAP)**

Your Homewood Health™ EFAP provides your employees and eligible family members with completely confidential and professional counselling for a broad range of personal and family issues. Homewood Health’s™ extensive professional network provides access to over 700 counsellors and therapists in British Columbia with an average of 15 years of experience who can provide service in over 150 languages. While the program can be used for crisis intervention, the ideal time to use the program is before concerns get unmanageable. EFAP is your proactive option to help you promote and sustain your employees’ personal health and well-being.



**700** COUNSELLORS AND THERAPISTS  
IN BRITISH COLUMBIA



**15 YEARS** OF AVERAGE  
EXPERIENCE



**150+** LANGUAGES SERVICED

**EFAP**

24/7 access to confidential counselling services available:  
In-Person • By Phone • By Video • Online

EFAP provides your employees with counselling for any challenge:

- Relationship concerns in areas such as communication, separation, divorce
- Family issues including parenting difficulties, family conflict, aging parents
- Workplace concerns linked to conflict, stress, change, balance, career
- Financial and legal difficulties
- Alcohol and drug misuse or dependency
- Gambling and other addictions
- Depression and anxiety
- Bereavement and grief
- Anger management
- Sexual harassment and abuse
- Life transitions such as retirement, menopause, divorce

## Lifestyle and Specialty Counselling — Life Smart

Employees and their eligible family members can receive counselling and coaching for a variety of life balance and well-being concerns, or get expert support to better manage their career. Life Smart services are offered over the phone and often include a personalized package of information and useful tools, including tip sheets, articles, and software programs specifically selected to address your needs.

### Life Balance Solutions

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

### Health Smart Coaching

- Nutritional Counselling
- Smoking Cessation Program
- 12 Weeks to Wellness—a healthy lifestyle program

### Career Smart Counselling

- Career Counselling
- Pre-Retirement Planning
- Shift Worker Support

### Online Resources

In addition to core EFAP services, employees and eligible family members have access to a variety of online resources that provide self-help information, references, articles, and guidelines.

- Online Health Library: Educational resources with rich content, relevant topics, and easy navigation.
- Health e-Resources: Comprehensive self-guided, self-development program that provides a personal plan of action.
- E-Learning Courses: Self-paced, interactive, confidential learning courses developed by psychologists.
- Child and Eldercare Resource Locators: Customized searches that provide instant results which can be easily sorted.

## i-Volve: Online Cognitive Behavioural Therapy (CBT) for the Treatment of Depression and/or Anxiety

Unlimited access to Homewood Health's™ exclusive bilingual, web-based solution to treat employees and their families members who are struggling with mild depression and/or anxiety.

Did you know?

- One in five Canadians will experience a mental health challenge this year.
- Almost half (49%) of those who feel they have suffered from depression or anxiety have never seen a doctor for support.

i-Volve's three programs (Depression, Anxiety, and Mental Health) allow participants to identify, challenge, and overcome their dysfunctional thoughts, behaviours, and emotions. This program provides the following key advantages:

- Self-guided: Participants work at their own pace
- Accessibility: Available 24/7 and removes real and perceived barriers
- Convenience: No scheduling requirements or geographic/time restrictions
- Removes Exposure to Social Stigmas: Participate from where they're most comfortable
- Anonymity: Encourages openness and increases self-honesty and empowerment

### Organizational Support

Homewood Health™ provide all program support materials and activities including high impact EFAP launch materials, orientation sessions, webinars, brochures, posters, and ongoing creatively themed health promotions and events.

We offer the services of a dedicated Account Executive to fully support Human Resources and Occupational Health and Wellness Professionals. Your Account Executive provides expert advice, consultation, and problem-solving. They can assist with program review, report on trends, and help you understand how this investment is supporting your organization's health.

Homeweb also provides 24/7 access to a Human Resource online library, workplace health information, and manager and leadership e-learning courses.

Homewood Health offers additional support services and trainings outside of EFAP, including Organizational Wellness and Change, and Crisis Management Services.

## Contact Information

Please contact your Account Executive at Pacific Blue Cross **Annie Ni** at [ani@pac.bluecross.ca](mailto:ani@pac.bluecross.ca) or **604 419-2434** to learn more.

# The Total Well-being Solution that people everywhere love to use

LifeWorks by Morneau Shepell is focused on delivering holistic, meaningful well-being for employees by proactively building services and technology that employees will love to use every day. We provide integrated EFAP, work-life, and well-being services to more than 15,000 organizations and 37 million employees globally. For more than 50 years we have helped develop healthy work environments and tailor our approach accordingly, based on each organization's needs.

## Employee & Family Assistance Program (EFAP)

### 24/7 best-in-class counselling

Immediate telephone support from specialized professionals in counselling, social work, psychology or human services.

### Virtual counselling: Video, Chat, E-counselling, Group

Immediately access an EFAP counsellor through live chat and email for

### Face-to-face counselling

Referrals to the LifeWorks extensive network of master's level clinical counsellors and affiliates

### Employee Support (Emotional and Practical)

**Emotional Support** includes anxiety, depression, stress management, bereavement, personal relationship issues, addictive behaviors, anger management and sleep hygiene.

**Practical Everyday Support** includes elder care & child care matching, legal services, financial & debt support, education, relocation, parenting, midlife & retirement, career, and everyday issues.

### Management Support

Support for managing employees (suicide & depression, workplace-aggression/bullying, sexual harassment), employee referrals, employee performance, referrals, manager personal growth (training, stress/ absence management, appraisals), workplace safety.

### Critical Incident Support

Telephonic and on-site support for critical incidents (workplace violence, natural disasters, accidents, terrorist events and more).

### Digital EFAP Content

1,800+ articles, podcasts, infographics and toolkits with recommendations based on health risks with search capabilities.

### Workplace Learning and Development (Additional Fee)

Workshops and seminars on Respect & Harassment, Communication & Conflict, Addiction, Physical Health & Wellness, Organizational Change, Leadership & Career, Family, Mental & Emotional Health, Retirement and more.

### iCBT (Additional Fee)

Cognitive Behavioural Therapy (CBT) delivered by a therapist through the LifeWorks online platform.



### Family

- Parenting
- Couples
- Separation/Divorce
- Adoption
- Death/Loss
- Childcare
- Education



### Money

- Saving
- Investing
- Budgeting
- Managing Debt
- Home Buying
- Renting
- Estate Planning
- Bankruptcy



### Life

- Retirement
- Midlife
- Legal
- Relationships
- Disabilities
- Crisis
- Personal Issues



### Health

- Mental Health
- Addictions
- Fitness
- Managing Stress
- Nutrition
- Sleep
- Smoking Cessation



### Work

- Time Management
- Career Development
- Work Relationships
- Work Stress
- Managing People
- Shift Work
- Coping with Change
- Communication

## LifeWorks Well-being Solution



### World's Leading Employee & Family Assistance Program

- 24/7 Service Center access
- Video Counselling
- Face-to-face Counselling
- Employee Support (Emotional and Practical)
- Managerial Support
- Critical Incident Support
- Digital EFAP Content
- Workplace Learning, Development and Training (Additional Fee)
- Searchable online library of EFAP content

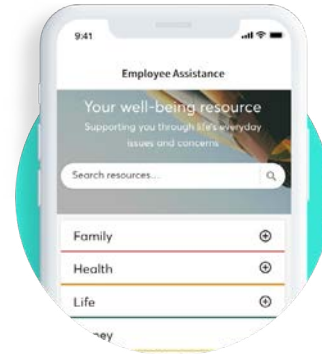
### Everyday Perks & Savings

- Digital Gift Card Discounts
- In-store and Online Coupon Codes
- Online Cashback
- Limited Exclusive Offers with Company Benefits


### Personalized Well-being News Feed, Recognition & Rewards

- Employee and Company Posts
- Featured Perks
- Personalized snackable well-being articles
- Company Directory
- Leaderboard

**Tech-enabled Solution** – The core and total well-being solutions are available without the Employee & Family Assistance Program



 **94%**  
of employees reach their goals after completing counselling with LifeWorks by Morneau Shepell  
LifeWorks 2017

 **80%**  
of employees would choose additional benefits over a pay raise  
Employment Confidence Survey, Glassdoor

 **15%**  
of employees are disengaged at work and poor communication is the leading driver  
Gallup, State of the Global Workplace report, 2018

For more information and how we can create a customized solution for your organization, please contact:

Rod Ezekiel, Regional Sales Director

rezekiel@morneaushepell.com

P: 604.349.5911

[LifeWorks.com](https://www.lifeworks.com)

Download the app now, just search for "LifeWorks".



Watch this video to learn more about LifeWorks



Read our blog!

# LifeWorks Well-being Solution – Canada

	Core	Total
<b>World's Leading Employee Assistance Program</b>		
24/7 Service Centre access	✓	✓
Virtual Counselling: Video, Chat, E-Counselling, Group	✓	✓
Face-to-face Counselling	✓	✓
Employee Support (Emotional and Practical)	✓	✓
Management Support	✓	✓
Critical Incident Support	✓	✓
Digital EAP Content	✓	✓
Workplace Learning, Development and Training (Additional Fee)	✓	✓
iCBT (Additional Fee)	✓	✓
<b>Wellness Program</b>		
Health Assessments (Stress level, sleepiness, alcohol use, blood pressure, financial, etc.)	✗	✓
Personal & Corporate Challenges	✗	✓
Participation-driven rewards and incentives	✗	✓
Wearable tech integration	✗	✓
Telephonic Health Coaching	✗	✓
<b>Everyday Perks &amp; Savings</b>		
Digital Gift Card Discounts	✓	✓
In-store and Online Coupon Codes	✓	✓
Online Cashback	✓	✗
100% Boosted Cashback	✗	✓
Limited Exclusive Offers with Company Benefits	✓	✗
Premium Exclusive Offers with Company Benefits	✗	✓
<b>Personalized Well-being News Feed, Recognition &amp; Rewards</b>		
Employee and Company Posts	✓	✓
Featured Perks	✓	✓
Personalized snackable well-being articles	✓	✓
Personalized snackable well-being videos and podcasts	✗	✓
Peer-to-peer recognition	✓	✗
Personalized company values tied to recognition	✗	✓
Sticky and Promoted Posts	✗	✓
Spot Rewards	✗	✓
Grouping	✗	✓
Directory	✓	✓
Leaderboard	✓	✓
<b>Tech-enabled Solution – The core and total well-being solutions are available without the Employee Assistance Program</b>		