



## Let us help

Morneau Shepell **Complete Care** provides your employees & family members with immediate and confidential help for any work, health or life concern

An Employee and Family Assistance Program (EFAP) is a support system that your employees and their families can turn to for confidential help with:

- HR processes and tools
- Consultation on dealing with sensitive employee situations
- Stress, anxiety and depression
- Family and relationship issues
- Addictions (drugs, alcohol, gambling and smoking)
- Legal worries and financial difficulties
- Health and nutritional concerns
- Problems in the workplace and career issues

The program is confidential and optional, providing support to employees and their immediate family members to address both daily challenges and significant issues that affect their work, health and wellness.

Employee support services for small and medium businesses make access to professional counsellors and resources available for employees and their families 24 hours a day, 7 days a week.

Nearly 10,000 organizations already trust us to keep their employees healthy.

### The benefits to your business:

- Overall program ROI of 8.7 to 1
- Support and encourage a healthy, high-functioning workplace
- Reduce costs related to absenteeism and employee benefits
- Solidify your position as an employer of choice
- Attract and retain talent
- Showcase your commitment to your employees by supporting them and their families
- Reduce the time managers spend dealing with employees' life challenges and work issues

## ACCESS TO HELP ANYTIME, ANYWHERE

- **The Care Access Centre** is available toll-free, 24/7 in over 100 languages. Your employees can speak with one of our thousands of qualified Client Care Representatives and master's level professionals to get the support they need to perform their best.
- **workhealthlife.com** allows you to access online resources and reach out for support anytime, anywhere.
- **My EAP App** is available worldwide, and offers on-the-go support with access to manager consultations, assessment tools and helpful articles and videos.

## RESOURCES TO SUPPORT YOUR ORGANIZATION

- **Manager Consultations** offer confidential coaching on workplace issues that may be interfering with your employees' individual or team performance.
- **Traumatic Event Support** offers specially qualified trauma team personnel that provide support and on-site intervention.
- **Human Resources Support Solutions** provides immediate and confidential access to advice and legal expertise of HR professionals.
- **Workplace Learning Workshops** (fee for service) run three hours to half day in length with topics such as violence prevention, stress, trauma and dealing with change.

## COMFORTABLE SUPPORT OPTIONS FOR YOUR PEOPLE

- **In-person** is our most popular session format, ideal for those who prefer physical interaction.
- **Telephonic** is convenient and often ideal for your time- restricted or travelling employees.
- **First Chat** is our secure, instant messaging software. Your employees can book appointments or message a professional counsellor immediately from any digital device.
- **E-Counselling** via written exchange with a counsellor is best suited for those most comfortable with written communication.
- **Video Counselling** offers real-time counselling using a webcam and Internet software.
- **Text-based Self-Directed** is offered through our Health & Wellness Resource Packages; a solution focused collection of resources and information that employees can consult at their own pace.

## SOLUTIONS FOR A WIDE RANGE OF LIFE'S CHALLENGES

- **Professional Counselling** is available in-person or through a variety of convenient delivery options designed to accommodate lifestyle and comfort level.
- **Family Support Services** include elder care, childcare and family planning assistance for your employees.
- **Financial Support Services** can provide expert advice and answers relating to debt and credit, budgeting, retirement planning, taxes, real estate and more.
- **Legal Support Services** are available for real estate, separation, divorce, bankruptcy, contracts, landlord and tenant issues, summons, warrants and subpoenas, as well as consumer protection.
- **Career Counselling** helps employees get the most out of their jobs and workplace opportunities.
- **Health Coaching and Nutritional Resources** help employees make lifestyle changes needed to improve their health and stay well.
- **Self-Directed Counselling/Health & Wellness Resources** solve life challenges with clinically based, self-guided resource packages; including books, assessments, fact sheets, and more.
- **Online Programs** are convenient and self-paced for those comfortable online. Programs include financial planning, stress management, separation and divorce, smoking cessation, and relationship enhancement.

## WE CAN HELP.

To learn more, email

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