



Canadian Dental Hygienists Association

# Your Member and Family Assistance Program



# Agenda

About Homewood Health Inc.™

About Your MFAP

Key Features (Privacy, When to Use)

Life Balance Solutions

Online Resources

Counselling Services

Professional Standards

Information Collected

Accessing the MFAP





# About Homewood Health Inc.™

- A **trusted** Canadian company, providing services to clients like you since 1979.
- An **independent** provider to ensure confidentiality.
- The combined resources and expertise of **industry pioneer** Wilson Banwell, PROACT and Homewood Employee Health, for the greatest convenience and quality.





# Why have an MFAP?

**65%** of employees experience **work/family life conflict**

**51%** of employees experience **high job stress**

**12%** of employees each year experience **mental health issues**  
(e.g. depression, anxiety, phobias, schizophrenia, or feelings of suicide)

**25%** of Canadians will experience a **mental health challenge**



# Key Elements of Your MFAP

## Features

Full suite of services

Multilingual

Private and confidential

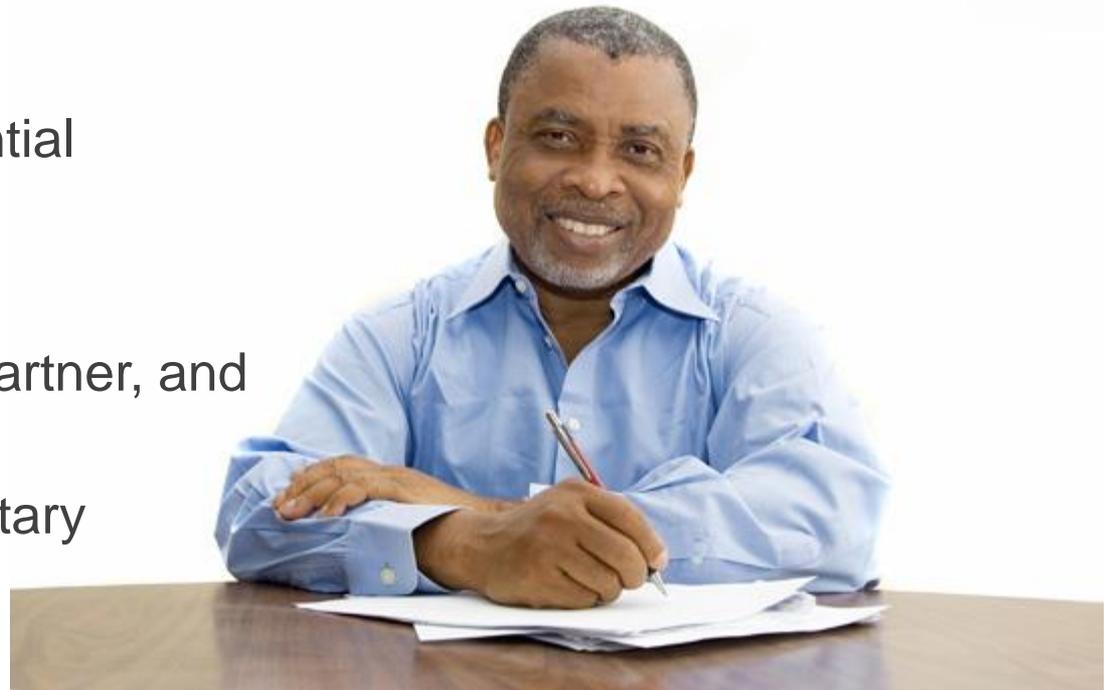
## Availability

For yourself, your spouse/partner, and dependents

Participation is voluntary

## Accessible

By phone (24/7), or internet





# What does the MFAP cost?

There is no cost  
to you,  
family members,  
or dependants

If your needs extend beyond the  
scope of EFAP coverage, we will  
help you explore your options.





# A Full Suite of MFAP Services

## Counselling Services

*When life feels too overwhelming*

Telephonic Support

Online e-Counselling

*....with your convenience in mind.*

## Online Resources

*To learn at your own pace*

e-Learning Courses

Health and Wellness Assessments

Interactive Tools

Library of health and workplace articles

*...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

Relationship Solutions

Financial Consultation

Legal Advisory

### Health Smart Coaching

*To be proactive with your health*

Smoking Cessation

Weight Loss and Weight Management

Nutritional Counselling

### Career Smart Counselling

*To take control of career choices*

Career Planning/ Workplace Issue Counselling

Pre-retirement Planning

Shift Worker Support



# Life Balance Solutions



# Childcare and Parenting

***Provides support for parents who may be struggling with any number of parenting or family issues.***

- Specialists complete a full needs assessment to address concerns.
- May receive a personalized package of information.
- Online services:
  - Access to research on personal and family care providers in Canada
  - Parenting articles
  - Parenting advice
  - Links helpful for the parent
  - Quality of care check lists





# New Parent Support

***Provides individuals who have recently become or are about to become a new parent a support process designed to empower them with knowledge and skills.***

- Package of information tailored to meet the specific need of the parent.
  
- Online services:
  - Access to research on personal and family care providers in Canada
  - Articles
  - Advice
  - Links helpful for the new parent.





# Elder and Family Care

## *Providing support for employees caring for aging parents or loved ones.*

- Specialists ensure employees unique family needs are taken into consideration when determining appropriate resources and solutions for their specific concern.
- Online services:
  - Access to elder and family care providers in Canada
  - Quality of care check lists.





# Relationship Solutions

## Providing support for members who need to revitalize the connection in their relationship

- Includes: a self-help resource kit and up to 3 hours of consultation/coaching
- Ideal for clients presenting with issues such as but not limited to:
  - spark is fading
  - conflicting priorities
  - conflict resolution
  - pre-marital/cohabitation preparation
  - desire for further growth as a couple





# Financial Consultation

## *Helping members enjoy financial peace of mind.*

- One on one consultation with an expert over the phone.
- Financial coaches can help with a broad range of issues including:
  - Financial goal setting and planning
  - Creating a spending plan and strategies to stick with it
  - Exploring debt resolution options
  - Establishing or rebuilding credit
  - Managing financial aspects of life transitions such as: illness/disability; job loss and workforce transitions; separation and divorce; retirement planning.





# Legal Advisory

## ***Providing sound advice and peace of mind on legal matters.***

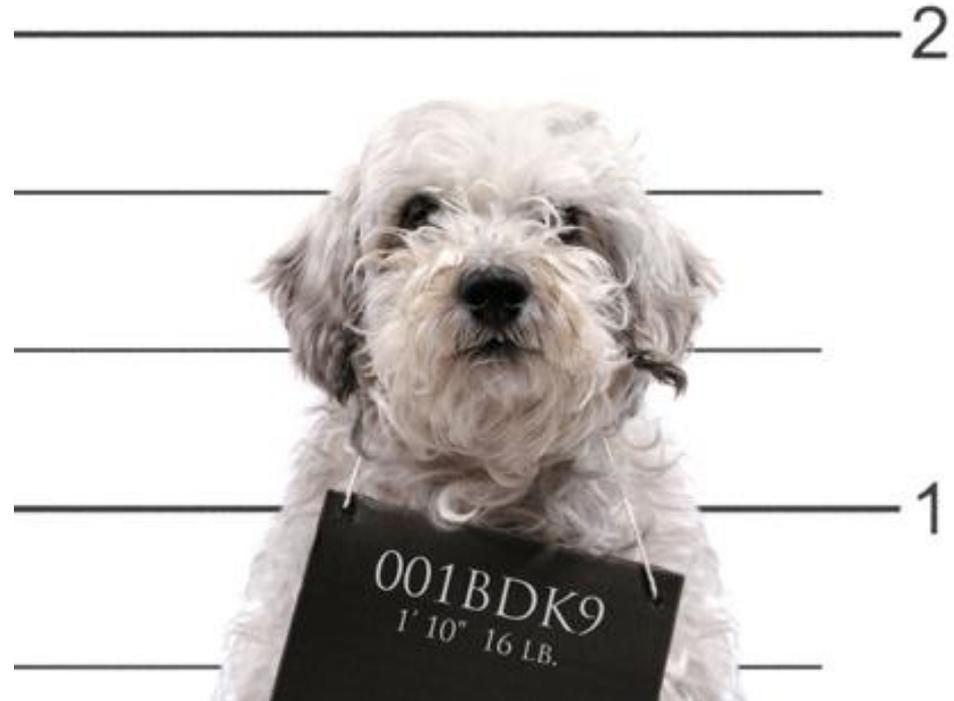
- One-on-one advice/consultation with an expert over the phone.
- Referral can be made to an attorney, and client may qualify for a preferential savings of up to 25%.
- Consultation on a broad range of criminal and civil issues including:

- Adoption/guardianship
- Auto-related matters
- Bankruptcy

- Child custody
- Consumer complaints
- Wills and trusts

- Divorce/Separation
- Landlord/tenant disputes
- Family law

- Repossessions
- Small claims court
- Traffic violations





# Health Smart Coaching



# Nutritional Counselling

***Assist members to learn healthy eating habits to improve weight, energy, and resistance to disease.***

- One on one nutritional advice provided telephonically from Registered Dieticians.
- Dieticians provide:
  - a thorough assessment
  - step-by-step action planning
  - “how to” advice and coaching.





# 12 Weeks to Wellness

## ***Health and wellness program to develop new habits that improve wellbeing.***

- Includes telephonic coaching with a weight loss and behaviour change consultant.
- As part of 12 Weeks to Wellness, participants receive:
  - the 12 Weeks to Wellness workbook;
  - a CD that compliments the workbook to enhance week to week changes;
  - Stress Map (stress management tool); and
  - optional nutritional counselling.





# Smoking Cessation

## *Improving the health of members*

- Addresses all facets of smoking, including:
  - physical dependence;
  - psychological dependence; and
  - foundations of successful behaviour change.
- Specialists provide:
  - coaching incorporating the latest proven behaviour change techniques; and
  - whatever ongoing support is required to support clients to quit their smoking addiction.





# Career Smart Counselling



# Career Counselling

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

Depending on individual need, you can receive coaching on any of the following:

- 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 will complete a comprehensive  
assessment of your:

- psychological
- emotional and
- financial

needs as you approach retirement.





# Shift Worker Support

## *Helping make shift work easier and shift workers healthier.*

- If a person is experiencing difficulties related to working shifts, our specialists may start by doing a full assessment.
- They may refer the person to one of our online resources, or if necessary, to an outside expert.





# Online Resources



# E-Learning Courses

***Empower learners to better manage personal health and expand work-related skill sets.***

Focus on health and wellness, life skills, and work related people management skills.

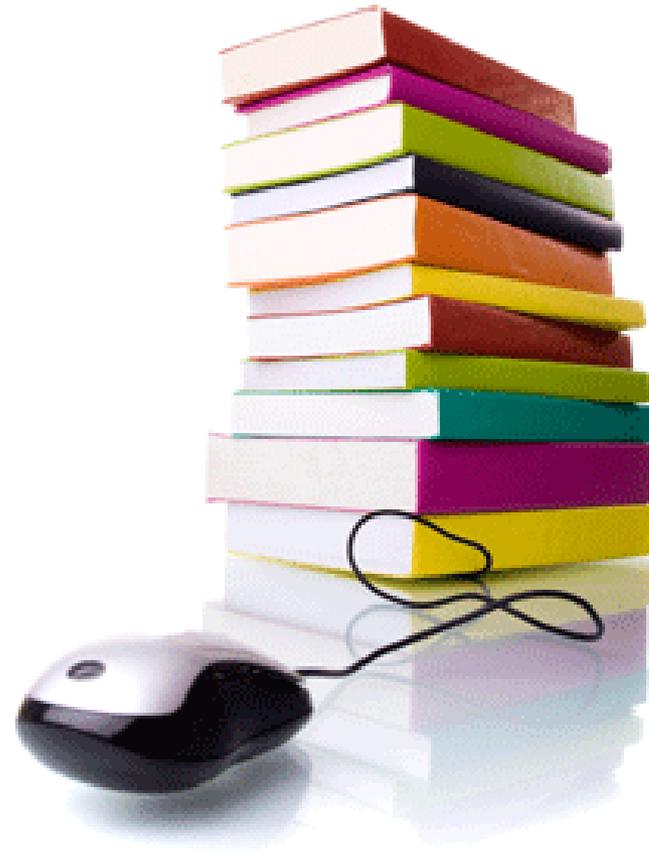
- Easy-to-use
- Quizzes and examples
- Personalized action plans
- Printable worksheets with step-by-step exercises and activities





# 20 E-Learning Courses!

Embracing workplace change  
Foundations of effective parenting  
Fundamentals of effective supervision  
Leading the human side of change  
Managing sensitive employee issues  
Taking control of your smoking  
Resilience  
Resolving conflict in intimate relationships  
Responsible optimism  
Taking control of alcohol use  
Taking control of job loss  
Taking control of stress  
Taking control of your anger  
Taking control of your career  
Taking control of your money  
Taking control of your mood  
Values-based leadership  
Respect in the workplace  
Supporting respect in the workplace  
Preparing for your retirement





# Health-e Resources

An online health risk assessment and comprehensive, contemporary health library.

## The Health & Wellness Library

- an updated collection of articles and other resources written by qualified experts in their subject field
- exclusively Canadian content and information on drugs, disease, natural products, tests, procedures, and general health.

## A Comprehensive Health Risk Assessment

- extensive nutritional assessment tools, as well as overall readiness to change measures
- looks at four specific dimensions of emotional health: work-life balance; anxiety; depression; and stress.

The screenshot shows the Homewood Health website. At the top left is the logo with the text "Homewood Health | Santé" and the URL "www.homewoodhealth.com". To the right is a search bar with a magnifying glass icon and the text "English | Français". Below the logo is a navigation menu with tabs for "Home", "Health Articles", "Drug Library", "Disease Library", "Test & Procedures Library", "Natural Products Library", and "Health Tools". The main content area features a large green banner with a photo of a man in a white tank top performing a plank exercise. To the right of the photo is the text "Keeping Fit" followed by a paragraph: "Fitness is very popular these days. We're here to give you some advice of what you need to do, where you need to do it, and what you need to eat and drink - or avoid - to maintain top form. >>". Below the banner are three columns of content. The first column has a heading "Sleep: Getting a Good Night's Worth" and a paragraph: "Like good nutrition and exercise, adequate sleep is part of a healthy lifestyle. Sleep deprivation is an unrecognized cause of many problems.... more >>". The second column has a heading "Weight Loss" and a paragraph: "Been meaning to lose a few pounds for a while? Read more about weight loss for optimal health, common dieting myths, and healthy lifestyle tips. more >>". The third column has a heading "Keeping Fit" and a paragraph: "We're happy to observe that fitness is very popular these days. There are a lot of ideas about what you need to do, where you need to do it, and... more >>". To the right of these columns is a "Health Tip" section and a "What's New?" section. The "What's New?" section lists two items: "+ March is Nutrition Month" dated "Mar 01, 2015" with the text "The Nutrition Month 2015 public campaign is dedicated to eating well at work. Eating 9 - 5!" and "+ February is Heart Month!" dated "Feb 01, 2015" with the text "Every seven minutes in Canada, a life is taken by heart disease or stroke. Heart Month".



# Counselling Services

Proven professionalism



# About Counselling

## 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 MFAP, 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*





# 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 member**

if a dependant or family member

**General nature of issue**

to direct to appropriate counsellor or service

**Appointment time/location**



# Privacy and Confidentiality

## Our Privacy Commitment

- Information is confidential.
- You can contact us directly.
- Phone messages never 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:*

*Children at risk;  
Risk to self or others;  
Subpoena*



# Accessing the MFAP

Call us toll-free

24 hours a day

7 days a week

Book appointments

Or access help right away

Immediate crisis support is available





# Accessing the MFAP

## Self-register online

Eldercare service locator

Childcare service locator

Health and Wellness Companion

e-Learning Courses



MAIN MENU ▾

### MEMBER SERVICES REGISTRATION

To register for Member Services, please follow the instructions below:

1. Enter company name
2. Provide employee information
3. Provide personal identification information

Are you Ready?

Please allow 1 to 3 minutes to complete the registration process. Upon completion of the registration process, you will be automatically logged in to the Member Services area.

To begin the registration process, enter your company name and then click Register now.

Company Name

# Thank you! Questions?



1.800.663.1142 (English)

1.866.398.9505 (French)

1.888.384.1152 (TTY/hearing impaired)

604.689.1717 International (call collect)

[www.homewoodhealth.com](http://www.homewoodhealth.com)

V-EN-COV1-11