

## SUMMARY OF MEMBER ASSISTANCE PLAN SERVICES

<p><b>Accessibility</b></p>	<p><b>24-hour, 7-days-a-week</b> toll-free confidential telephone access via the Care Access Centre to MAP for crisis counselling, risk assessment and matching to appropriate service(s). Our Intake Specialists are fully bilingual in English and French. <b>1-800-387-4765</b></p> <p><b>24-hour, 7-days-a-week</b> secure and confidential access to a range of MAP support services via <a href="https://workhealthlife.com">https://workhealthlife.com</a> with Online Access. Service fully bilingual in English and French.</p> <p><b>24-hour, 7-days-a-week</b> direct access via the Internet to Online Programs, E-Counselling and First Chat. Our trained counsellors fully bilingual in English and French.</p>
<p><b>Professional MAP Counselling Services.</b></p> <p>Counsellor Network of 3000 counsellors with masters-level training and 5-10 years of EFAP specific experience. Available in 147 languages and global capabilities.</p> <p>Counselling Services are ideal for short-term and goal-oriented outcomes.</p>	<p>A range of 8 counselling modalities to accommodate any client:</p> <ul style="list-style-type: none"> <li>• Face-to-Face</li> <li>• Telephonic</li> <li>• E-Counselling</li> <li>• Text-based Resource Packages</li> <li>• Video-Counselling</li> <li>• First Chat</li> <li>• Online Programs</li> <li>• Online Group Counselling</li> </ul> <p><b>Personal/Emotional</b></p> <ul style="list-style-type: none"> <li>• Stress</li> <li>• Depression</li> <li>• Anxiety</li> <li>• Suicidal Risk</li> <li>• Self Esteem</li> <li>• Anger Issues</li> <li>• Life Stages</li> <li>• Post Trauma support</li> <li>• Abuse</li> </ul> <p><b>Couple/Relationship</b></p> <ul style="list-style-type: none"> <li>• General Relationship</li> <li>• Relationship Breakdown</li> <li>• Separation/Divorce</li> <li>• Intimacy Issues</li> <li>• Communication/Conflict Resolution</li> <li>• Family Planning</li> </ul> <p><b>Addiction Related</b></p> <ul style="list-style-type: none"> <li>• Alcohol</li> <li>• Drugs</li> <li>• Other's Addictions</li> <li>• Smoking</li> <li>• Gambling</li> </ul> <p><b>Family</b></p> <ul style="list-style-type: none"> <li>• Parenting</li> <li>• Child Behaviour</li> <li>• Adolescent Behaviour</li> <li>• Blended Family</li> <li>• Communication</li> <li>• Elder Related</li> <li>• Extended Family Relations</li> </ul> <p><b>Work-Related</b></p> <ul style="list-style-type: none"> <li>• Workplace Stress</li> <li>• Work Relationships / Conflict</li> <li>• Career             <ul style="list-style-type: none"> <li>○ Planning</li> <li>○ Resiliency</li> <li>○ Retirement Planning</li> </ul> </li> <li>• Workplace Violence / Harassment</li> <li>• Work Performance</li> </ul>

Download My EAP app now at your device app store or scan the QR code.



<p><b>Work-Life Services.</b></p> <p>Timely professional assistance and support to help individuals manage all of life's complexities – be it issues with work, health or life.</p>	<p><b>Legal Support Services</b></p> <ul style="list-style-type: none"> <li>• Civil Litigation</li> <li>• Criminal Law</li> <li>• Landlord-Tenant</li> <li>• Property Law</li> <li>• Real Estate</li> <li>• Will/Estate</li> <li>• Child Custody</li> <li>• Child Support</li> <li>• Separation/Divorce</li> </ul> <p><b>Family Support Services</b></p> <ul style="list-style-type: none"> <li>• Planning a Family</li> <li>• Adoption</li> <li>• Daycare</li> <li>• Expectant and New Parents</li> <li>• Home Support Services</li> <li>• Parenting Resources and Info</li> <li>• Special Needs</li> <li>• Compassionate Care and Bereavement</li> <li>• Eldercare Resources and Information</li> <li>• Community Programs</li> <li>• Residential Care Options</li> </ul> <p><b>Naturopathic Services</b></p> <ul style="list-style-type: none"> <li>• Physiology</li> <li>• Diet</li> <li>• Lifestyle</li> <li>• Mental/Emotional Well Being</li> </ul> <p><b>Financial Support Services</b></p> <ul style="list-style-type: none"> <li>• Bankruptcy</li> <li>• Debt / Credit</li> <li>• Divorce</li> <li>• Estate</li> <li>• Insurance</li> <li>• Investment Planning</li> <li>• Real Estate/Mortgage</li> <li>• Retirement</li> <li>• Taxes</li> <li>• Employment Transition</li> </ul> <p><b>Nutrition Support Services</b></p> <ul style="list-style-type: none"> <li>• Disease State Management</li> <li>• General Healthy Eating</li> <li>• Weight Gain/Loss</li> <li>• Healthy Eating on the Go</li> <li>• Accommodating Shift Work</li> <li>• Regulating Diabetes</li> <li>• Preventing Heart Disease</li> </ul> <p><b>Health Coaching</b></p> <ul style="list-style-type: none"> <li>• Condition Management</li> <li>• Risk Reduction</li> <li>• Weight Management</li> <li>• Healthy Eating</li> <li>• Responsible Alcohol Use</li> <li>• Stress Management</li> </ul>
<p><b>Online Information Services</b></p>	<ul style="list-style-type: none"> <li>• Online Access provides users with secure &amp; confidential access to a range of MAP support services</li> <li>• First Chat is confidential online chat consultative service with a trained counsellor for immediate support</li> <li>• My EAP Mobile Device Application (for Blackberry, Apple and Android-based devices)</li> <li>• Client Resource Website <a href="https://workhealthlife.com">https://workhealthlife.com</a> featuring 700+ health/wellness articles, and a description of the services available.</li> <li>• E-Newsletters</li> <li>• Mental Health Microsites</li> </ul>

