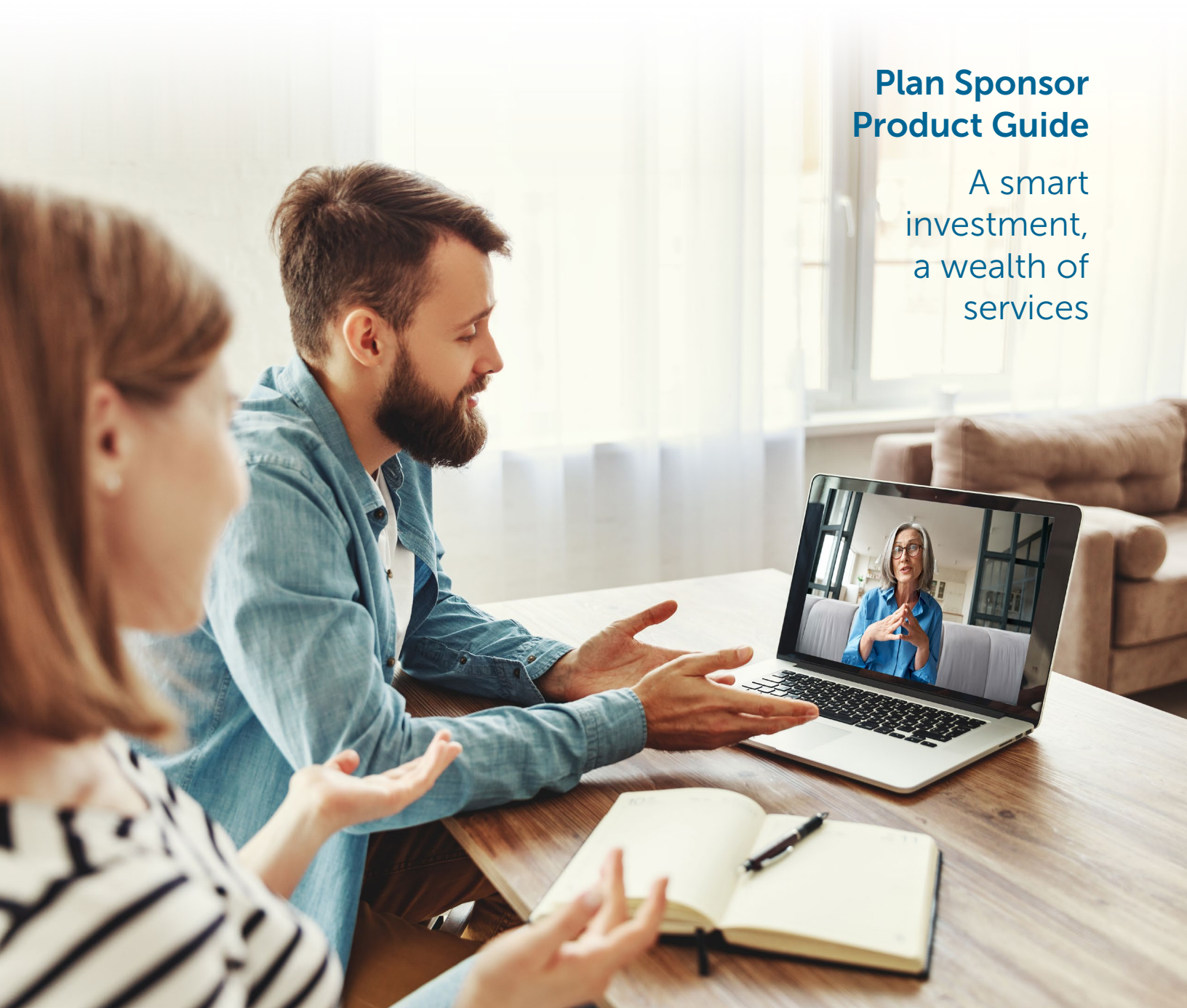


ASSISTNOW[®]

Employee Assistance Program

Plan Sponsor Product Guide

A smart
investment,
a wealth of
services





AssistNow: EAP delivered by HumanaCare

Empire Life is delighted to bring you AssistNow in collaboration with HumanaCare. Founded in 1978, HumanaCare has taken over 40 years of industry best practices and created an all-new service dedicated to helping Canadian businesses excel through the power of their people.

We chose HumanaCare for their:

- intense commitment to customer service and quality
- innovative spirit
- depth and breadth of experience—across all industries—in the assessment and treatment of people with addictions, mental health issues, and disabilities
- focus on small business and a personal touch, similar to our own
- reputation for transparency

And thanks to their powerful EAP management software and proprietary systems, HumanaCare has been able to keep costs down, enabling AssistNow to be offered at an affordable price.

AssistNow EAP delivered by HumanaCare



AssistNow EAP

A smart investment, a wealth of services

Going to work can sometimes be a great way to avoid thinking about a personal problem. But more often than not, trouble at home spills over into the workplace. One person's pain can affect the entire business—creating lost productivity, increased conflict and absenteeism.

AssistNow can help resolve issues early, so they don't grow into bigger problems that can be more difficult to deal with. It offers:

- Confidential counselling so people can get the help they need, when they need it.
- A wide range of wellness services to help employees manage their home life, health and well-being—so they can focus on their work while at work.
- A management consultation service to help leaders deal effectively with challenging employer-employee issues.
- A crisis response service to provide peace of mind to leaders, knowing that, in the unlikely event of a critical incident, expert support and crisis management is only a phone call away.

This document describes the features of AssistNow in detail, and includes:

- Services at a glance
- Optional services
- Billing
- Promoting AssistNow



AssistNow Services at a Glance

The following program features are included in AssistNow:

A 24/7, confidential, multilingual, toll-free, clinical response centre that can be accessed from anywhere in North America and that:

- provides crisis assistance
- coordinates counselling appointments
- provides information regarding the EAP to eligible employees and dependants

In-person or telephonic short-term counselling and consultation with a professional counsellor, to address issues, and use services such as:

• Addictions	• Harassment
• Aware mindfulness program	• Health coaching
• Anxiety	• Legal issues
• Bereavement/grief	• Marital issues
• Career issues	• Medical health and resource referral
• Child abuse	• Mental health problems
• Crisis	• Personal/emotional challenges
• Depression	• OnCallogic cancer support
• Domestic violence	• Stress
• Family and/or relationship problems	• Work & family life imbalance
• Family care: child, teenage, elder	• Workplace conflict
• Financial issues	

Life Coaching Wellness Service that helps employees to discover what they want in life and then unlock their potential to achieve it. Life Coaching Wellness Service provides a series of telephonic sessions with a certified coach. Employees can evaluate their life, engage in conversations that can help them generate answers, and create new possibilities.

Health Coaching is delivered online to employees that want to improve their health. Health coaches help them change in the ways they want to change—through goal setting, planning, taking action, measuring progress, motivation and support. Goals can be getting a better night's sleep, losing weight, drinking less, eating a healthier diet - or improving some other aspect of their health including access to a formal Smoking Cessation program.

Aware mindfulness program can help employees calm their mind and body, let go of negative thoughts, and feel more grounded in the present moment. An Aware specialist will guide them step-by-step, and help them learn the skills they need to reduce stress, focus on the present, and increase their overall well-being.

OnCallogic is a specialized workplace cancer support service for those who have been affected by cancer. It provides counselling sessions with cancer coaching specialists that can offer support about anything from pain management to communicating with children, as well as expert information on how to navigate the healthcare system.

Management Consultation Service that provides confidential advice and guidance to company managers, to address challenging employer-employee issues. Consultation can cover a range of issues including:

• Disgruntled employees	• Performance management
• Harassment	• Substance abuse
• Inappropriate or abusive behaviour	• Trauma
• Mental illness	• Violence
• Office gossip	• Workplace conflict
• Organizational change	• Workplace hygiene

Monitored Referral Program (MRP) that can be used when a manager has directed a troubled employee to the EAP and wishes to monitor the employee's motivation and counselling progress. Information regarding the employee's compliance and attendance in EAP and subsequent treatment is reported to the manager, with the employee's consent. No clinical content is reported.

Trauma Response Service that provides emergency response in the event of a traumatic event related to the company. Services include:

• 24/7, 365-day access to HumanaCare clinical response centre and to HumanaCare Clinical Director, for trauma consultation and development of a response plan.
• critical incident defusing/debriefing at the worksite by Trauma Specialist Team.
• debriefing session for affected employees and family members, to help normalize reactions and minimize post-traumatic stress, if required.
• individual counselling for employees who require additional support.

WorkLife and Wellness Web Portal that offers pre-recorded webinars and other self-administered tools and calculators. A comprehensive work-life consultation and referral program lets employees connect with consultants online 24/7 to receive advice, educational materials, and referrals. The portal also includes service provider locators, online articles, training, and other resources related to family & caregiving; emotional well-being; health & wellness—and more.

Customer Reporting that helps establish the value and return on investment of the EAP. Employers with 100 employees or less will receive an annual Impact Report measuring utilization, effectiveness, and outcomes of the AssistNow block. Employers with more than 50 employees will receive an annual individualized report. Confidentiality and anonymity are strictly enforced to protect the privacy of employees who use the service.

Optional EAP Services

The following optional program features are available on a fee-for-service basis.

Wellness Workshops

HumanaCare offers more than 25 titles to choose from. Content can be delivered in a one-hour lunch and learn format, or in a more in-depth seminar or workshop. The following are just a few examples of topics offered:

- Managing Change in the Workplace
- Teams: None of Us is as Smart as All of Us
- Communication: Do's & Don'ts
- Dealing with Difficult People
- Balancing Work & Family
- Grief: It Happens to Us All
- Consent for Care: Living Wills & Other Advance Directives
- Depression: Signs, Symptoms & Treatment
- Effective Parenting
- Stress Management in your Everyday Life
- Anger Management

Financial Education

HumanaCare can provide a variety of financial education workshops, covering the needs of people at all ages and stages:

- The Career Stages Program provides half-day workshops organized around the needs and financial challenges that people typically face at each stage of their career.
- The Customized Seminar Program is useful when circumstances in your business arise where only a specialized approach will do.
- The Lunch and Learn Program offers over 20 interesting topics, all formatted to fit within a lunch hour. Popular sessions include Identity Theft, Investment Planning, and Tax Planning.

Selected education modules are available online.

Manager and Employee Training

Designed to address issues affecting organizational productivity, the Manager and Employee Training program delivers in-depth workshops on issues such as stress, substance abuse, workplace violence, and harassment.

Professional Services

Designed to address issues affecting individual and team performance, Professional Services provides executive coaching, team leadership coaching, outplacement services, and mediation.

Enhanced Wellness Portal

The enhanced wellness portal offers an enriched wellness experience with a greater number of tools and a comprehensive health encyclopedia. For employers who are committed to promoting employee health and well-being, this visually appealing and easy-to-navigate site is a real plus.



Billing

You will receive an invoice for EAP services directly from HumanaCare.

Companies will be billed monthly. Fluctuations in the number of employees is accounted for in the next billing period.

Payment may be made by cheque or electronic transfer.

Promoting AssistNow

We recommend that companies promote AssistNow throughout the year, so that employees know they can get reliable help, when they need it. We've created materials to help you promote AssistNow to your employees:

- A letter to customize and send to all employees
- A three in one combination wallet card, postcard and fridge magnet
- Posters to display in the workplace

The Empire Life Insurance Company

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Kingston, ON K7L 3A8

The Empire Life Insurance Company (Empire Life) is a proud Canadian company that has been in business since 1923. We offer individual and group life and health insurance, investment and retirement products, including mutual funds through our wholly-owned subsidiary Empire Life Investments Inc.

Our mission is to make it simple, fast and easy for Canadians to get the products and services they need to build wealth, generate income, and achieve financial security.

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