

A SMART INVESTMENT, A WEALTH OF SERVICES

With confidential counselling, e-coaching, health information, self-assessments, interactive training modules, management consultation, and a crisis management service, AssistNow® provides a wealth of expert assistance to employees and their families, and to managers and company leaders—all in one affordable program. Provided by Aspira Corporation, AssistNow EAP is a key component of every employee benefits plan, delivering powerful support whenever it's needed.

| Features | Advantages | Benefits |
|--|---|---|
| Core EAP Services | | |
| State of the art response centre: <ul style="list-style-type: none"> • one number to call for all services • service 24/7/365 in 150 languages • live response by professional counsellors with master's level education and an average of 10 years' clinical experience* | <ul style="list-style-type: none"> • People get the help they need, when they need it, in the language of their choice. • Help begins the minute a caller picks up the phone, since staff are equipped to deal with all issues. | <ul style="list-style-type: none"> • Individuals experience relief and feel they're being taken care of, which frees them to focus on their work. • Businesses can minimize lost time. |
| Choice of in-person or telephone counselling, with Aspira encouraging in-person service | <ul style="list-style-type: none"> • People can get help quickly and over the phone if their schedule makes it difficult to meet in person. • With in-person sessions, counsellors can read nonverbal cues and better engage individuals, especially where a family member or co-worker is also involved. | <ul style="list-style-type: none"> • Individuals experience relief which frees them to focus on their work. • Businesses can maintain present and productive employees. |
| Number of counselling sessions determined by the individual's needs, and counsellors paid by the hour not by the case | <ul style="list-style-type: none"> • People receive the care they need to resolve issues. • Therapy isn't cut short by arbitrary rules about number of sessions or by counsellors needing to close a case. | <ul style="list-style-type: none"> • Increased likelihood that issues are thoroughly resolved and won't take a toll on the individual and the business in the future. |
| Review of 100% of files by Clinical Director | <ul style="list-style-type: none"> • All callers receive appropriate care, thanks to robust quality control. | <ul style="list-style-type: none"> • Individuals appreciate high quality service, which may build loyalty. • Businesses benefit from increased likelihood that issues are resolved and won't recur. |
| Worklife services: quick consultation with financial, legal, nutrition coaches | <ul style="list-style-type: none"> • People can get fast answers to straightforward questions and, where more help is needed, they benefit from referral to accredited service providers. | <ul style="list-style-type: none"> • People feel supported, which may increase loyalty. • Businesses can maintain present and productive employees. |
| Child care and eldercare referral services | <ul style="list-style-type: none"> • People are able to find care for their loved ones more easily, saving time and trouble. | <ul style="list-style-type: none"> • Individuals experience relief and are able to focus on their work. • Businesses can minimize lost time. |

*In a very small number of cases involving remote locations, Aspira Corporation engage counsellors with comparable skills to a Master's degree.



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|--|---|--|
| Wellness and Prevention Services | | |
| Health risk assessment questionnaire | <ul style="list-style-type: none"> • People can quickly assess their health risks. | <ul style="list-style-type: none"> • Individuals are empowered to improve wellbeing and reduce costs through effective health promotion. |
| Life Coaching | <ul style="list-style-type: none"> • Telephonic coaching helps individuals discover what they want in life and how to develop action plans to achieve their goals. | <ul style="list-style-type: none"> • Individuals experience the employer's commitment to wellness, which can boost engagement and loyalty. |
| Smoking cessation treatment | <ul style="list-style-type: none"> • Motivated individuals receive expert support in their attempt to quit smoking. | <ul style="list-style-type: none"> • Individuals who quit experience improved health and productivity. • Businesses enjoy more present and productive employees. |
| Work-life and wellness web portal: Tools, information, training on key topics: <ul style="list-style-type: none"> • Family & caregiving • Emotional wellbeing • Health & wellness • Working smarter • Daily living | <ul style="list-style-type: none"> • People are able to access reliable information in one convenient location. | <ul style="list-style-type: none"> • Individuals experience the employer's commitment to wellness, which can boost engagement and loyalty. • Businesses can minimize lost time. |
| Management Services | | |
| Trauma response service led by Aspiria CEO Charles Benayon, an expert in the field with 25 years' experience. | <ul style="list-style-type: none"> • Business leaders will respond effectively to a critical incident—protecting people and minimizing productivity loss. | <ul style="list-style-type: none"> • Business leaders enjoy peace of mind knowing they'll be well supported in the event of a crisis. |
| Management consultation: <ul style="list-style-type: none"> • Coaching and guidance • Employer newsletters | <ul style="list-style-type: none"> • Managers can deal with challenging employee-employer issues with greater confidence and skill. | <ul style="list-style-type: none"> • Businesses can save time and money. • Skillful management of employee issues can boost employee loyalty. |
| Monitored referral service | <ul style="list-style-type: none"> • Managers can refer troubled employees to EAP for therapy and, with employee's consent, can receive updates on his or her participation and progress in the program. | <ul style="list-style-type: none"> • Increases likelihood of issue resolving successfully, and employee remaining employed and productive. • Peace of mind for leaders—they have fulfilled duty of care obligations and minimized liability. |
| Optional Employer Resources | | |
| <ul style="list-style-type: none"> • A range of cost-effective optional services, including: <ul style="list-style-type: none"> • Enhanced wellness portal • Health and wellness programming • Mediation | <ul style="list-style-type: none"> • Business leaders can easily access services to enhance their employee benefits plan or get support. | <ul style="list-style-type: none"> • Leaders can focus on their business, knowing they have an EAP partner that can deliver effective people strategies. |

Why through Empire Life?

- Employees and their families get a top notch service when and where they need it
- Business leaders enjoy highly competitive pricing and rate stability thanks to a pooled approach

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