

CONSTRUCTION

EMPLOYEE &

FAMILY

ASSISTANCE

PROGRAM

DESCRIPTION OF PROFESSIONAL SERVICES

@ September 1, 2006 to August 31, 2011

Our program is described as an assessment and direct treatment service program. This means that members call directly to Wilson Banwell for assistance and are provided that assistance immediately by a Wilson Banwell counsellor. This process minimizes the number of people involved with the individual, allows for immediate service, and ensures a greater confidentiality and professionalism than is typically available under the traditional assessment and referral model. Approximately 95% of members who request services under their CEFAP receive those services directly from a Wilson Banwell counsellor. In our opinion, this allows Wilson Banwell to guarantee a higher quality of assistance and assures a continuity of care that provides optimal accountability. Furthermore, the direct assessment and treatment model allows members to begin treatment immediately. Any member can, at any time, (24 hours a day), call and either arrange an appointment, speak to one of our on call staff psychologists, or be seen immediately. There are no delays as a result of being placed on waiting lists for service and members do not have to wait for someone to get back to them. With all cases that we currently handle, counselling is guaranteed to be provided by a professional staff psychologist or associate counsellor within 48 hours of initial contact and any emergency situations will be seen immediately. In our view, early treatment enhances the likelihood of a positive outcome.

Immediately upon intake, one of our counsellors conducts a professional assessment which defines the nature, cause and likely outcome of the problem. Because all of our providers are registered counsellors who have been clinically trained, we are able to provide assessments and short-term therapy/counselling for a full range of psychological and stress-related disorders which affect work performance. Practical solutions are reviewed and a treatment program is formulated.

Problems dealt with include:

- Family Problems and Family Illness
- Substance Abuse including ACOA referrals
- Marriage Difficulties/Relationship Problems
- Communication Problems
- Separation/Divorce/Custody
- Single Parenting
- Special Needs of Children
- Career/Job Stress
- Financial/Legal Concerns
- Childcare and Eldercare Consultation
- Weight, Smoking & General Fitness/Health Problems
- Retirement Adjustment

- Addictions: alcohol, drug, gambling, food, sexual
- Aging Parents
- Critical Incident Stress Debriefing with individuals and groups
- Sexual Harassment
- Family Violence and Sexual Abuse
- Grief and Separation
- Stress and Stress Management
- Career Development
- Work Related/Employee Group Conflict
- Physical Health Concerns
- Personal and Relationship Issues
- Bereavement
- Anger Management
- Suicide Assessment
- Depression
- Shift Work
- Sleep Difficulties
- Workplace Violence and Threat Assessment
- A full range of psychological and emotional disorders.

Short-term assistance will be provided to a maximum of 12 covered sessions per case per year. The goals of short-term therapy and counselling are:

- a. to provide support and understanding;
- b. to train presenting members in the development of coping skills;
- c. to educate presenting members in self-management techniques, often including up to 10 hours of "homework" for every hour of therapy;
- d. to minimize the establishment of a dependent relationship on the therapist;
- e. to provide on-going management of cases referred elsewhere.

Wilson Banwell has found, as a result of 28 years' experience in providing CEFAP services, that an upper limit of 12 hours per case per year is an effective and realistic way to meet the CEFAP needs of individuals while at the same time not contributing to the development of a long term dependency developing counselling program. A benefit of this model is that it provides an adequate number of counselling sessions for the members and their families no matter how many family members actually use the program. Our experience shows us that approximately 95% of members who access this model of CEFAP have their needs fully met within the program. The remaining 5% of members are those who upon assessment are identified as requiring long term treatment or referral.

If upon assessment it is decided that long term treatment is required, a referral to community resources will be made. Until the member is in treatment, we will provide supportive counselling, and once treatment has been initiated, we will provide follow-up and case management. Our history of clinical involvement in the health care community and our network of community-based professionals can greatly expedite the referral process. All of our professional staff are capable of providing formal psychological assessments. When referred problems are not clear or clients may be unaware of or are denying significant dynamics, formal testing may become part of the interview process.

As mentioned above, we find that secondary referrals to community-based resources are required in approximately 5% of cases we are dealing with on a national basis. Once a client is referred to a community program, the Wilson Banwell counsellor monitors the progress the client is making through regular checks with the treating agency and then provides follow-up counselling after the client is discharged from the program. Types of problems which call for special treatment include:

- a. drug, alcohol and gambling problems which require residential treatment;
- b. serious psychiatric disorders;
- c. medical disorders; i.e., serious pain or migraine, serious eating disorder, serious sleep disorder;
- d. medication consultation.

However, while only approximately 5% of cases are referred to outside resources, our staff frequently orchestrate a treatment program which includes other community resources but in which the Wilson Banwell staff member remains the principal support.

Specialized Services

In addition to the counselling that is provided as part of the standard CEFAP response, Wilson Banwell also offers several unique specialized services that are intended to address specific member needs. These specialized services complement our standard CEFAP and are accessed directly through the regular CEFAP program. These are listed below:

1) Legal Counselling

Wilson Banwell offers two options under its legal counselling service:

a) Lawline - members can call Lawline, a national network of lawyers who offer legal advice by phone to any client who chooses to call. This service is immediately available to all members 24 hours a day, 7 days a week.

b) Lawyer - in each of our domestic service locations members are able to select from a list of lawyers who are under contract with Wilson Banwell to provide up to two hours of legal consultation at no cost to the member.

2) **Financial Counselling**

Wilson Banwell offers two options under its financial counselling service:

a) *referral to a government program.* Those members requiring counselling regarding budgeting and debt reduction are encouraged to enroll in the Financial Management Program offered by Consumer and Corporate Affairs.

b) *referral to a financial advisor.* Wilson Banwell has an exclusive agreement with a number of chartered financial counsellors by which members covered under the Wilson Banwell CEFAP are able to obtain two hours of financial counselling. This service is provided by Certified Financial Advisors and Chartered Accountants and is at no cost to the member.

3) **Childcare and Eldercare**

Wilson Banwell is able to provide the most innovative, state of the art childcare and eldercare service in Canada; Busy Family. Busy Family provides a complete list and extensive description of all services and resources which meet the client's needs, and provides this list within several minutes of calling Wilson Banwell. On request, the list can be faxed to the caller. The service provides an immediate needs assessment, an overview of local resources, (the client can decide to have all resources listed within 3 km, 5 km, 10 km or greater of their home or work place), guidance in selection of resources, including a checklist of key quality indicators to evaluate the service, and a built-in evaluation of Busy Family. Busy Family does not promote or sponsor one agency over another, and Busy Family only lists programs registered in the province. The list is reviewed and updated every four months. Busy Family also provides assistance in securing emergency help. For example, if a child becomes ill and therefore cannot attend regular child care facilities for a short while, Busy Family can locate and report all services and qualified individuals able to provide either in-home care or resource-based care immediately. Busy Family can assist with the assessment and the location of childcare and eldercare resources in all communities, as well as locating resources anywhere in Canada for elderly members of employee families as well.

4) **Health Risk Appraisal - Global Medic**

Accessed through the Wilson Banwell Manager on our web site, the **Health and Wellness Companion** provides a comprehensive self-guided, self-help program designed to provide the user with a Health Risk Appraisal and Personal Wellness Plan to improve and maintain their health. It includes the following features:

a) A series of questions across many areas of health and lifestyle result in a baseline profile which can then be used to track risk and progress over time.

- b) The program, through a strategic affiliation, incorporates programs designed by Global Medic.
- c) The program is personal and confidential and has several unique features including a personal record keeping system and hot links to other sites of value throughout the program.

Through this program an individual member can:

1. access the Health and Wellness Companion in the privacy of their own home or office.
2. engage in a personal assessment of their health across a variety of domains.
3. receive information to develop a personal wellness plan.
4. receive feedback from the Companion regarding progress over time.

While personal information is kept confidential, there is a capability to provide aggregate information to the sponsoring organization in the form of an Organizational Profile of Employee Wellness.

5) **On-line courses:**

Wilson Banwell, as an option of choice within the CEFAP, offers clients a variety of self-paced, confidential, self-learning courses. The following offers a brief description about each of these courses:

Embracing Workplace Change: An employee's guide to managing workplace change. Each day, new careers and new fortunes are created by people who don't just survive change, they embrace it. These are people who: learn continuously, manage thoughts and feelings, work well with others, take risks, and constantly add value. Does this describe you? This course is your roadmap to embracing change. Designed for any internet connection, the course features quizzes, personalized exercises, printable worksheets, and a course certificate.

Leading the Human Side of Change: A guide for managers, supervisors, and leaders. As a manager or supervisor, how do you help employees manage workplace change? This course is your roadmap for leading that process and focuses on communication plans, risk-taking, challenging incorrect assumptions, and even delivering unwelcome news and supporting troubled employees. The course is optimized for any internet connection and features several printable worksheets and checklists, along with interactive quizzes, personalized online exercises, and a course certificate. The course is based on multiple-award-winning, best-in-class concepts that are utilized by leading edge companies worldwide.

Responsible Optimism: Turning life's unwelcome events into welcome challenges. What if you could avoid feelings of depression, persist longer at challenging tasks, and face each day with hope and excitement? One proven key is to become an optimistic thinker. This course helps you identify negative and self-defeating self-talk, and teaches strategies to change that self-talk to something more positive and optimistic. The course is optimized for any internet connection and has interactive action-planning tools, self-scoring quizzes, and a variety of useful exercises and resources.

Resilience: Do you face challenges with courage and conviction? Can you 'bounce back' from adversity? This four-part course teaches the core concepts of resilience and features video segments of a psychology expert and four people learning to become more resilient. The course has printable workbooks with step-by-step exercises and many self-scoring quizzes. Recommended for higher speed internet connections.

Taking Control of Stress: Are you under pressure? Too much stress in your life? If so, this course is for you. The course uses a combination of audio (optional) presentations with interactive, printable exercises that focus on key stress management skills: managing thinking and feelings, time management, increasing positive experiences, getting active, and relaxation. The course is optimized for any internet connection, with optional audio, and is based on a best-selling and best-in-class stress management model.

Values-Based Leadership: The purpose of the course is to help you become a "Values-Based Leader" making the best ethical choices and helping your organization to achieve its highest standard for value decision-making. This text-based course features audio scenarios and examples, along with printable workbooks containing course exercises and step-by-step action planning guides.

Taking Control of Job Loss: Surviving job loss and transition is a difficult experience for anyone. This course will help you understand the normal process of mental and emotional adjustment that ensues, and help you and your family make some sense out of the experience.

It will also help prepare you for a changing workplace or whatever future path you choose. The course uses a combination of audio (optional) presentations with interactive, printable exercises that focus on managing thinking and feelings, eating and sleeping well, rebuilding self-esteem, getting active, stress reduction, reducing money worries, helping your family cope, and moving forward. The course is optimized for any internet connection, with optional audio.

Taking Control of Low Mood: Feelings of sadness are normal but sometimes they are so persistent and severe that they interfere with your life and responsibilities. This course is designed to help you decide whether your mood indicates a serious emotional problem, called depression, and offers self-care strategies for improving sad mood (of any degree), as well as information about professional treatment options. The course uses a combination of audio (optional) presentations with interactive, printable exercises that focus on improving mood: managing thinking and feelings, eating and sleeping well, increasing positive experiences, getting active, and tension reduction. The course is optimized for any internet connection, with optional audio.

Taking Control of Alcohol Use: The course will help you decide whether your drinking is problematic, borderline, or social in its usage patterns. If you drinking is problematic, or borderline, treatment options are presented (abstinence and moderation). The course is for anyone who is trying to control, cut down, or stop drinking. The course is also for the spouse, partner, child, sibling, co-worker, or employer or someone with a drinking problem because there are many ways that concerned others can help.

Resolving Conflict in Intimate Relationships: The task of achieving and maintaining a happy and stable relationship is not a mystery. While there are many potential pitfalls that can derail any relationship, it is possible to avoid these pitfalls if you have a reliable roadmap to follow. This course is part of that road map. The course will help you and your partner find friendship and fulfillment in your relationship. This can be achieved if you are willing to learn what happy couples do differently compared to couples who are headed to separation, and apply these principles in your relationship. The course is for married or cohabiting couples; heterosexual, gay or lesbian; younger or older; new partners or partners of many years. There is much that one partner can do separately to strengthen the relationship. However the ideal scenario is for both partners to complete the course concurrently.

Foundations of Effective Parenting: This course is about developing parenting practices that guide your child's healthy development and provide opportunities for learning and growth. The course is about building a strong attachment and connection with your child as well as developing skills that encourage appropriate behaviour and help you resolve parent-child conflicts. The course is for parents of children of all ages and stages of development: infants, toddlers, and adolescents. The course is also useful for parents-to-be.

Fundamentals of Supervision: Engaging employees in planning and decision-making activities that will affect their work bears a direct relationship to their sense of well-being and job commitment. Managers who facilitate teamwork are more likely to build a flexible, ready-to-learn work environment. There is good news: effective supervision and management skills can be learned! Fundamentals of Supervision presents these skills and helps move supervisors, or any person who manages and leads others, towards creating a workplace in which employees can succeed and excel.

6) Physical Fitness Counselling

At the present time the service is only available in Alberta. Members in Alberta are able to access fully qualified fitness consultants who are able to provide the most up to date exercise testing, fitness appraisals, exercise consultation and fitness prescription services. All of our contracted fitness consultants have university degrees in Physical Education and Sports Studies or related disciplines and are registered with the Canadian Society for Exercise Physiologists as either Certified Fitness Consultants or Professional Fitness and Lifestyle Consultants. Through the CEFAP each member will be able to access up to two hours of this consultation service at no cost to the member.

7) Nutrition Counselling

Wilson Banwell has under contract a number of certified, degree level nutritionists by which members covered under the Wilson Banwell CEFAP are able to obtain up to two hours of nutritional and dietary counselling. This professional service is provided at no cost to the member.