

CEFAP

Construction Employee & Family Assistance Program

an initiative by Construction Labour Relations – Alberta

207, 2725 – 12th Street NE, Calgary, AB T2E 7J2 (403) 250-7390 (780) 451-5444 (800) 450-7204

Website: www.clra.org

E-Mail: cefap@clra.org

NEWSLETTER - OCTOBER 2008

It has come to our attention that a periodic newsletter outlining things like Plan Rules and Eligibility Criteria, changes in qualification requirements, coverage updates, a guideline for procedures to follow when assisting with coverage access, information on requirements that will be necessary for specific coverage's as well as general info updates would not only be timely but beneficial to all our participating companies, unions, associations etc. **Items in green will indicate a fairly recent change.**

Our Plan Rules and Eligibility Criteria have been developed with Privacy Legislation in mind, something that is very important to us as well our service provider Wilson Banwell – Human Solutions.



Human Solutions – A New Name and Logo

Wilson Banwell – Human Solutions have recently changed their name. Effective September 2008 their new name is **Human Solutions™**. They have also restructured their organization by:

- Establishing three newly defined and separate business units:
 - EFAP (prevention-focused employee counseling and assistance)
 - Workhealth™ (organization health and consulting services)
 - Integrated Disability Management

- Reorganizing the Senior Management Team
- Promoting key managers
- Enhancing products and service offerings
- New name and logo.

We look forward to these exciting changes as Human Solutions continues towards a new level of service, structure and valuable professional expertise.

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CEFAP Plan Rules and Eligibility Criteria

Construction Employee & Family Assistance Program (CEFAP) is an initiative of Construction Labour Relations – Alberta that is intended to provide assistance to eligible employees and their families in dealing with problems that may be causing distress. Human Solutions (formerly Wilson Banwell – Human Solutions) is the service provider of the Employee and Family Assistance services under contract to CLR-A.

CEFAP receives advice and recommendations in establishing Plan Rules and Eligibility Criteria from an Industry Stakeholder Council, which consists of:

Greg Reid	<i>Building Trades of Alberta</i>	Brett Horan	<i>Jacobs Industrial</i>
Len Jacobs	<i>Boilermakers 146</i>	Gord Evers	<i>Millwrights 1460</i>
Martyn Piper	<i>Carpenters Regional Council</i>	Sean Casault	<i>Lockerbie & Hole</i>
Maureen Gander	<i>Carpenters Trust Fund</i>	Bruce Moffat	<i>Operating Engineers 955</i>
Ron Cherlet	<i>CLR-A (CEFAP Coordinator)</i>	Gary Truhn	<i>PCL Industrial</i>
Lynne Palumbo	<i>CLR-A (CEFAP Administrator)</i>	Sid Matthews	<i>Saskatchewan CODC</i>
Hugh Tackaberry	<i>Fluor Constructors</i>	Peter Wyatt	<i>Sheet Metal 8</i>
Joanne Moody	<i>HERE 47</i>	Dave Bennett	<i>Teamsters 362</i>
Harry Tostowaryk	<i>Ironworkers 720</i>	Ron Payne	<i>UA Trust Funds</i>

We are also fortunate to have the participation, guidance and input from representatives of Human Solutions.

Following is an outline of CEFAP benefits and eligibility criteria, all of which have been created with the input and consensus of the Advisory Committee and approved by the CLR-A Board of Directors.

1. Remittances – Bargaining Unit Employees:

- Employers will contribute one and one half cents (1.5¢) [+GST] per hour worked for bargaining unit employees [effective July 1, 2008]
- Employers are required to remit the CEFAP payments for bargaining unit employees covered by the scope of a collective agreement as negotiated by CLR-A which includes a provision for collection of CEFAP dues as a term of the collective agreement.
- Employers must also submit electronic employee data to the CEFAP Administrator to facilitate the confidential determination of eligibility by the service provider. See the Data Export Guide on our website for complete requirements and details

2. Eligibility - Bargaining Unit Employees:

- A bargaining unit employee will qualify for CEFAP benefits the month following receipt of employee data and remittances by CLR-A, from the Employer.
- Employee will remain in benefit if they are on the current eligibility list which consists of a compilation of data from the past five months.
- A candidate for employment that has failed a pre-access A&D test but had they passed the test would have become eligible for benefits. This individual must access services within four (4) months/ one hundred and twenty (120) days of being dispatched and provide a copy of the dispatch slip to Human Solutions to confirm eligibility.
- A employee that has recently come into the employ of a participating CEFAP employer and fails a test for cause or requires access to services within the first six weeks of employment, and therefore does not show on the eligibility list, will provide

Human Solutions with the name of employer to allow CEFAP Administration to collect an interim employee data table from that employer for the present month. This table will then be provided directly to the specific intake person only for verification of eligibility.

3. Remittances & Eligibility – Non-Bargaining Unit Employees (salaried staff):

- An Employer who has a collective bargaining relationship with one or more of the traditional building trade unions in Alberta, can apply to have their non-bargaining unit staff participate in the CEFAP.
- Employers will contribute two dollars & twenty-five cents (\$2.25) per month (+GST) per employee with the employee becoming eligible for benefit the month following CLR-A receiving employee data and remittances from the Employer.
- On a voluntary basis, organizations can contribute fifty cents (\$0.50) per month (+GST)

per individual that is presently a retired member of that organization with this member becoming eligible for benefit the month following CLR-A receiving employee data and remittances from the organization.

- Employers must also submit electronic employee data to the CEFAP Administrator to facilitate the confidential determination of eligibility by the service provider. See the Data Export Guide on our website for complete requirements and details.

4. Family Eligibility:

- Family members of an eligible employee are covered for CEFAP benefits.
- To access the benefit the family member need only provide the name and date of birth of the eligible employee and describe the relationship to the eligible employee (ie: son, daughter, spouse, etc.)
- Eligible family members include a legal or common law spouse if living together for six (6) months. Dependent children (includes step children, adopted children, legal ward, but not foster children) qualify for benefits up to age twenty-one (21) or if attending full time at a recognized educational institute to age twenty-five (25). Unmarried handicapped children (no age limit) who are living with or financially dependent on a parent(s) are also covered for benefits.

5. Eligibility – Geographic Location:

- Eligible employees will be those who are working in Alberta or Saskatchewan on whose behalf contributions and data are being received.
- Residency can be anywhere.
- Eligible employees and their eligible family dependents can access CEFAP globally

6. Confidentiality:

- Human Solutions will not advise any Employer, Union Organization, CLR-A or any person of the names of people who utilize this CEFAP.
- Eligible employees and their family members can contact this program confidentially.
- The only exception to this is where there is a legal requirement for disclosure or written consent has been obtained.

7. Benefits:

- Eligible employees and their dependents can access benefits for a broad range of personal problems that may be causing distress.
- Counselling services are provided by Human Solutions without charge to the eligible employee or their eligible family dependents.
- Should it be recommended that an eligible employee or their dependent need (as recommended by Human Solutions) to participate in a clinical rehabilitation program for an alcohol, drug or gambling problem then the CEFAP will pay for up to eight hundred & fifty dollars (\$850) per case for an employee and their dependents.
- This payment will be made for participating in an AADAC or equivalent program in Alberta or an equivalent program in other Provinces of Canada. Human Solutions will determine the equivalency of alcohol, drug and gambling treatment programs for purposes of qualifying for the payment per case.
- Please refer to our website at www.clra.org for a complete listing and “Description of Professional Services” found under our CEFAP tab.

8. Voluntary Participation Applications by Employers or other Organizations:

- Applications for voluntary participation will require acceptance by the CLR-A Board of Directors.
- Applications are invited for staff employees of participating Employers as well as groups of bargaining unit employees not employed pursuant to a collective agreement negotiated by CLR-A which include a provision for remittances to CEFAP.

PROBLEMS ENCOUNTERED BY INTAKE PERSONNEL - HUMAN SOLUTIONS.

CONFIDENTIALITY AND THIRD PERSON ENQUIRIES

Representatives of Human Solutions are not able, at any time, to discuss, disclose, confirm or deny any information regarding one of their clients (or potential clients) with anyone other than the individual themselves. Human Solutions is only to be contacted by the person ACCESSING services. This issue continues to occur - a supervisor, potential employer or union representative calls the Client Services Counselor (CSC), intake personnel at Human Solutions, expecting to discuss a third party client (or potential client) case. We require that you and all your staff continue to observe the Privacy Legislation in place that prohibits this practice. Human Solutions personnel are not being difficult, they are simply following the well established protocol of CEFAP and the legislation.

DISRESPECTFUL CONDUCT OF A CALLER

This is occurring far too often unfortunately. Please take a moment to discuss this with your staff and members when the opportunity arises. Intake Personnel are doing all they can to facilitate the provision of services AND compliance with PRIVACY Legislation. If you are attempting to access services – please be patient – they require all the information they are attempting to collect to ensure firstly, qualification for coverage, and secondly, accurate placement for services. When a third party call is placed it will be explained that they are unable to discuss any case with you other than your own. This is standard procedure, legislation

compliance and CEFAP protocol. All intake personnel have been instructed to terminate any call when an individual becomes belligerent, profane, rude or disrespectful. This protocol is supported by the Advisory Committee, CLR-A Board of Directors and CEFAP Administration.

PRE-ACCESS FAILURE PROTOCOLS

When an individual fails a Pre-Access screening they are to be instructed to contact Human Solutions. They will be asked to fax a copy of their dispatch slip to the intake personnel to begin determination of eligibility. The union local, company requesting employment and date employment is to commence will be used to determine eligibility. An individual is not automatically qualified if they have previously been working for a CEFAP participating company or union and presently are on a qualifying list. The company this individual has been dispatched to MUST be a participating CEFAP contributor in good standing for this individual to qualify. An individual will have 4 months/120 days to access this service from date of dispatch. [Effective September 1, 2008].

The Substance Abuse Evaluation (SAE) takes five (5) BUSINESS days to complete following the date of the actual assessment. The ONLY individual that can call regarding this assessment is the individual that was assessed and only after the 5 business days have expired. Repeated calls slow down the processes and efficiency of an already very busy call centre. They are working as quickly and diligently as they possibly can and will process all files at their earliest opportunity.

If problems occur that you are not able to rectified or address with Human Solutions, and you feel it absolutely necessary to do so, please contact either the CEFAP Coordinator or

Administrator for assistance. We are also not able to discuss third party specifics but may be able to address concerns regarding the processes.

POST INCIDENT OR TEST FOR CAUSE FAILURES

In the event an employee fails a post-incident or test for cause prior to becoming eligible for services, early coverage for the SAE can be provided, as this will be a condition to return to work. The individual simply calls Human Solutions indicating they have had a post incident or test for cause failure with a CEFAP employer and need early access in the plan. Human Solutions CSC will then contact the CEFAP administrator to begin the process of early confirmation.

Questions

Further information and questions can be directed to either our CEFAP Coordinator or Administrator.

Calgary 403-250-7390
Edmonton 780-451-5444
Toll Free 800-450-7204
