



Life Balance Solutions
Health Smart Coaching Services
Career Smart Counselling Services

Catalogue of service descriptions for employees

Plan Smart Lifestyle and Specialty Counselling



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New Parent Support



Having a baby is one of the most special times in a person's life. For both moms and dads, looking after that precious miracle of life is incredibly rewarding...and a little daunting. Most of us don't receive any formal training when it comes to parenting a newborn, but with some education and support, you can be confident that you are doing all the right things.

Be assured your baby's needs are being met!

- **Need practical advice?** Being responsible for a baby's many needs leaves some parents feeling overwhelmed. We provide answers for all your concerns.
- **Feeling a little blue?** Many women experience mood swings after giving birth. If you have the baby or postpartum blues, talking it over with a professional can be helpful.
- **New to fatherhood?** Because babies don't come into the world with a set of instructions, information and support can help new dads handle their new role with confidence.
- **Transitioning back to work?** Making a successful transition after maternity or parental leave is critical for parents. We can help make it a little easier for everyone.

One call is all it takes to get started.

Plan Smart empowers you with the information and support you need to be the best parent possible. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our childcare specialists to call you and walk you through the types of support you could benefit from—written materials, Internet resources, printed materials, and more.
3. We'll be in touch with you as much as you need when you're using the materials and help you build the confidence to solve almost any parenting challenge.

If you ever feel uncertain about your parenting skills or whether you're doing what's best for your child, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart can make being a new parent more rewarding!

Childcare and Parenting



As a parent, one of the most important and complex tasks a person can have—raising a child. Do you occasionally feel overwhelmed? Do you question whether you are doing the right things? With helpful tools, support, and guidance, you can be the great parent you want to be—and ensure your children grow up to reach their full potential.

Be the best parent you can be!

- **Looking for coaching and support?**
- **Need child-related resources?** We do the research for you (e.g. daycare, after-school care, school work assistance).
- **Blending families?** We'll assist you in creating a harmonious family structure.
- **Nurturing a child with special needs or gifts?** We'll help you to help your child excel.

One call is all it takes to get started.

Plan Smart empowers you with the information and support you need to be the best parent you can be. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our childcare specialists to call you and walk you through the types of support that you could benefit from—written materials, Internet resources, printed materials, and more.
3. We'll be in touch with you as much as you need when you're using the materials and help you build the confidence to solve almost any parenting challenge.

If you ever feel uncertain about your parenting skills or whether you're doing what's best for your child, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart can change your life—and your child's!

Elder and Family Care



Balancing career responsibilities with family responsibilities is the reality for most of us and generally we can manage just fine. But if you take on the extra demands of caring for an elderly or ill relative, or find you are carrying a particularly heavy load, having a professional point you in the right direction may be all that you need to relieve your stress and anxieties.

Be in control of your work-life responsibilities!

- **Need to resolve an elderly loved one's housing problem?** We do the research and work with you to develop a viable plan.
- **Worried about your parents' future?** Our eldercare specialists work with you to ensure you've planned for all possibilities.
- **Coordinating distant care?** We will track down the information you need whether your loved one lives across the country or across the world.
- **Need palliative or respite care?** We can source appropriate qualified care to help you out.

One call is all it takes to get started.

Plan Smart empowers you with the information and support you need to help your elderly or ill loved one and help you maintain work-life balance. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our caregiving specialists to call you and walk you through the types of support that you could benefit from—written materials, Internet resources, and printed materials, personalized for you.
3. We'll be in touch with you as much as you need when you're using the materials and help you build the confidence to solve almost any caregiving challenge.

If you ever feel too overwhelmed by your work and family responsibilities, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart can help you achieve work-life balance!

Relationship Solutions



Finding the time to care for and nurture our intimate relationships with others can be challenging. That is why we created Relationship Solutions. Relationship Solutions helps you take a proactive approach to enhancing your relationship. Included in the service is up front coaching, as well as a Relationship Solutions resource kit.

Enhance your relationship!

- **Need help communicating with your loved one?** We help you learn the importance of communication, honesty, and forgiveness.
- **Want to get the spark back?** We help couples relate to each other so they can keep the relationship fresh.
- **Juggling kids, work, and your love life?** Today's couples are busy. We provide tips to help you learn how to make time for each other.
- **Need help resolving a conflict?** Learn how to work out differences constructively, and how to appreciate and communicate each other's point of view.

The Relationship Solutions resource kit includes:

- A two-part educational workbook with information on how to enhance communication and a series of exercises designed to encourage you and your partner to re-engage with each other.
- One of the most recognized relationship self-help books, focused on improving relationship communication and resolving conflict.
- Other tools to support behaviour change in a fun and meaningful way!

If you ever feel too overwhelmed by the challenges in your relationship, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart can help you enhance your relationship!

Financial Consultation



Achieving financial peace of mind is possible. By taking the right steps you can maintain a positive cash flow, get out of financial trouble, and be financially prepared should difficulties or a crisis arise. Working with a financial expert can help you gain control of your money.

Ensure your financial house is in order!

- **Want to be in control of your money?** We help you assess your situation, develop a budget, and create strategies to improve your financial health.
- **In over your head?** We'll explore debt resolution options with you and establish an orderly payment of debts program.
- **Not sure what a FICO score is?** We work with you to improve your credit rating and ensure your credit file is accurate and working for you.
- **Coping with a life transition?** If you're struggling with an illness or disability, job loss or job transition, separation or divorce, or imminent retirement, we can help.

One call is all it takes to get started.

Plan Smart empowers you with the information and support you need to help you achieve financial peace of mind. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our financial experts to call you to discuss your financial situation.
3. We provide ongoing coaching to help you build the confidence to solve almost any financial challenge.

If you ever feel too overwhelmed by your financial responsibilities, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart can help you achieve financial peace of mind!

Legal Advisory



Who doesn't feel a little bewildered and overwhelmed when it comes to sorting out legal matters, or finding an affordable and helpful lawyer? Our Legal Advisory Service provides easy and convenient access to a network of experienced lawyers.

Manage your legal affairs with confidence!

- **Going through a separation?** We will help you work out child custody and visitation rights.
- **Want to take someone to small claims court?** It may be advisable to receive legal advice first!
- **Avoiding writing your will?** We'll help you so you can relax knowing your affairs are in order should the unexpected happen.
- **Wondering what your rights are in a landlord-tenant dispute?** Whether you are the tenant or the landlord, a legal opinion can be very helpful.

One call is all it takes to get started.

Plan Smart empowers you with the information and support you need to help you deal with your legal affairs. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for a lawyer (through a national service that we work with) to call you to discuss your legal situation.
3. A lawyer will provide telephonic advice to ensure your specific needs are met.
4. This service does not include legal representation or the preparation of legal documents. If you require an attorney to represent you, a referral can be made to someone in your area. Legal Advisory provides a preferential rate on most services of up to 25% off the quoted legal fees.

If you ever feel too overwhelmed by your legal responsibilities, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart helps answer all your legal questions.

12 Weeks to Wellness



Ready to take your health and well-being to the next level? Our *12 Weeks to Wellness Program* may be what you are looking for. It is a self-directed program that offers a comprehensive approach to behaviour change. You will have access to life coaching, nutritional counselling, and health risk assessment over a 12-week period.

Be fit, healthy, and feel great!

- **Not sure where to begin?** If you need to make changes in order to feel better, you can start with a health risk assessment to identify any health issues, and from there our experts work with you to develop a personalized plan.
- **Can't stick with 'get-fit' resolutions?** This program includes a workbook and a stress assessment, all geared to develop new habits you can stick with.
- **Want to focus on specific areas of need?** Our experts help you take a holistic approach to address your needs and improve your overall health and well-being.
- **Need to support other lifestyle changes?** Maybe you've just quit smoking or drinking, or made some other major change. Committing to a 12 week comprehensive program can be the boost you need to succeed.

One call is all it takes to get started.

Plan Smart empowers you with the information and support you need to take a comprehensive approach to behaviour change. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for a 12 Weeks to Wellness expert to set you up with a health risk assessment, coaching, counselling and personal training.
3. You also receive a 12 Weeks to Wellness Workbook, nutritional counselling (optional), and a self-assessment stress management tool.

If you ever feel overwhelmed or stressed out by the lifestyle challenges you face, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart helps you take a holistic approach to health and wellness.

Nutritional Counselling



Eating is one of life's greatest pleasures. It's also an area in life where we can get into trouble if we aren't careful. Working with a nutritional counsellor can help you sort through the conflicting information that's out there and develop a dietary plan that works for you.

Eat right and feel great!

- **Struggling with your weight?** Losing weight and keeping it off can mean changing what you eat. Our Registered Dietitians provide up-to-date, evidence-based nutrition information to help maintain a consistent approach to weight loss.
- **Need to eat a more heart-healthy diet?** There's no doubt that eating a heart smart diet can stave off heart disease. We work with you to develop a personalized food plan.
- **Want to boost your energy levels?** Making simple changes to your diet can increase your energy and help you feel better. We help develop a nutrition plan that can be easily integrated into your lifestyle.
- **Have special dietary needs?** Sometimes we need to develop specialized diets to avoid problems (e.g. high cholesterol, Type 2 diabetes, lactose intolerance, irritable bowel). Working with a dietitian makes planning the right diet easier.

One call is all it takes to get started.

Plan Smart empowers you with information and support to ensure nutritional plans are easily integrated into your lifestyle. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for a Registered Dietitian to conduct an assessment of your dietary needs, and work to develop personalized food plans, provide nutritional information, and provide 'how to' advice and coaching, all by phone.
3. A dietitian will provide one-on-one coaching as needed.

If you ever feel overwhelmed or stressed out by the challenges you face, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart helps you eat healthy and improve weight, energy, and disease-resistance!

Smoking Cessation Program



If you are a smoker who has tried quitting, you know how difficult it can be. Smoking is very addictive and quitting requires considerable planning, determination, and courage. Our program addresses the psychological and physical dependence and creates a foundation for successful behaviour change.

Be a healthy, happy ex-smoker!

- **Need a personal coach?** We can help you decide to quit, figure out when to start, what method or combination of methods to use, and be there if you are tempted to pick up a cigarette again.
- **Dealing with withdrawal?** If you are feeling depressed, have trouble sleeping or concentrating, or have developed an increased appetite, we can help with suggestions and support.
- **Need to 'unlink' from your triggers?** If smoking has become linked with everything you do—from drinking coffee to watching the evening news, we can help you overcome the mental challenges of quitting.
- **Ready to make lifestyle changes?** If you want to make other changes such as starting an exercise program, eating healthy, or taking up meditation in order to feel better, we can make recommendations that will support you moving forward.

One call is all it takes to get started.

Plan Smart empowers you with the information and support you need to help you quit smoking and remain smoke-free. We make it simple to start and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our counsellors to call you and walk you through the types of support that you could benefit from—an online smoking cessation e-Course, printed materials, and more.
3. We'll be there to provide one-on-one coaching as needed.

If you ever feel overwhelmed or stressed out by the challenges you face, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart helps ensure you are taking the right steps towards quitting smoking!

Career Counselling



Ready to take your career to the next level... but not sure what that might look like? Working with a career specialist can help you identify and articulate your skills, aptitudes, values, personality traits, and interests as they relate to career choice, and undertake career planning that fits your goals.

Be in the right job for you!

- **Dealing with career-related problems or conflicts?** If you have a conflict with a co-worker or supervisor, then some professional advice may be just what is needed.
- **Concerned about starting a new job?** Stepping into a new role or taking on a new responsibility at work? Our career counsellors can help you make a successful transition.
- **Struggling to manage your time effectively?** If you feel you are being pulled in all different directions and not accomplishing much, we can help you develop an effective time management system.
- **Want to advance your career?** We can help assess your skills and interests, determine what would be good options for you, and put together an action plan.

One call is all it takes to get started.

Plan Smart empowers you with the information and support you need to help you make your career more rewarding and successful. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our counsellors to call you and walk you through the types of support you could benefit from—online assessment tools, Internet resources, printed materials, and more.
3. We'll be there to provide one-on-one coaching as needed.

If you ever feel overwhelmed or stressed out by the career-related challenges you face, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart helps you overcome job hurdles—and take your career to the next level!

Pre-Retirement Planning



Are you excited or apprehensive about retiring? Chances are you are a little of both. Fortunately, with a little advance planning, your retirement years can be everything you hoped for and more. We can make sure you are as prepared mentally, emotionally, and financially as possible.

Be prepared for your retirement years!

- **Is your retirement plan in place?** We help you figure out what's important to you, set goals, and take action steps well in advance, so you can ensure a satisfying and productive retirement.
- **Will your relationship remain strong in retirement?** We help you both prepare psychologically to make sure you'll have relationship security in retirement.
- **Can't decide whether or not to keep working?** We can help you sort through all of the options if you're thinking about launching a second career.
- **Want good physical and mental health in later years?** If you want to maintain good health, making changes now can make a difference later on.

One call is all it takes to get started.

Plan Smart empowers you with the information and support to help you prepare so you can enjoy your retirement years. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our retirement counsellors to call and walk you through the types of support you could benefit from—written materials, Internet resources, financial software, printed materials, and more.
3. We'll be in touch with you as much as you need when you're using the materials and help you build the confidence to solve almost any pre-retirement planning challenge.

If you ever feel uncertain or anxious about your upcoming retirement, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart can help you make the most of the golden years.

Shift Worker Support



If you are one of the millions of workers who work at times other than those between 7:00 a.m. and 6:00 p.m., then you know first-hand the challenge of fighting the body's natural wake-sleep pattern, and the strain shift work can put on your health, well-being, family, and social life. We help you find solutions to your unique challenges.

Stay healthy and safe while working shifts!

- **Not getting enough sleep?** We might be able to help because sometimes making small changes can make a big difference.
- **Stressed out trying to manage family and social life?** We help you develop strategies to help manage your responsibilities and your health.
- **Frustrated family members?** If you are looking for ways to keep your family relationships harmonious, we can offer suggestions.
- **Are you a woman working shifts and caring for a family?** Female shift workers have almost three times the number of accidents as male shift workers. We can help you stay safe... and sane.

One call is all it takes to get started.

Plan Smart empowers you with the information and support you need to help you make shift work a part of a healthy and rewarding personal and work life. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our counsellors to call you and walk you step-by-step through all the types of support that you could benefit from—Internet resources, printed materials, and more.
3. We'll be in touch with you as much as you need when you're using the materials and help you build the confidence to solve almost any work-life challenge.

If you ever feel overwhelmed or stressed out by the challenges you face, we can easily arrange counselling (face-to-face, over the phone, or through the Internet).



Plan Smart can help you make shift work easier and safer!

About Homewood Health

Homewood Health offers the highest quality of clinical support and intervention available within the EFAP industry, and an unmatched continuum of services — spanning health promotion, mental health and addictions support, and prevention-focused work-life balance services.

Contact Us

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