

CEFAP CONSTRUCTION EMPLOYEE & FAMILY ASSISTANCE PROGRAM

Updated September 2020

Launched in July 2001, CEFAP is the first industry-wide Employee and Family Assistance Program benefit for the unionized construction industry. Funded by Employer remittances for all trades employed pursuant to the terms of the collective agreements negotiated by Construction Labour Relations – An Alberta Association (CLRA), CEFAP provides a fulsome suite of benefits.

CEFAP Consists of:

- **Employee and Family Assistance (EFAP) Services**
 - Comprehensive services initiated by the client
 - A direct and private relationship between the client and counsellor
- **Alcohol & Drug (A&D) Services**
 - Arise in respect to a breach of the Canadian Model or a reference pursuant to 4.2.3(c)(iii) of the Canadian Model
 - Only from a referral, diagnoses and recommendations shared with the referring party, whether an employer, or a case manager, or a union authorized by CLRA to refer a client
 - ✓ **Substance Abuse Expert (SAE) Assessment:** initiated by e-referral, completed (via telephone) with the booking of the service by the client.
 - ✓ **Bridge, Post Assessment, Residential Readiness Counseling:** initiated & completed by the SAE Team or Third-Party Case Administration, booking of the service by the client.
 - ✓ **Intensive Outpatient & Residential Treatment:** recommendation of SAE Assessment, initiated & completed by SAE Team, booking of the service by the client.

Our Provider of Professional Service



Homewood Health is a leader in mental health and addiction services, combining more than 40 years as an EFAP provider and 137 years of experience in treating mental health, with a strong focus on research and innovation. More than 4,500 staff and clinical experts deliver our services connecting Employee Assistance and Substance Abuse Expert services to in-patient and out-patient programs. Our internal processes and practices provide clients with a simple road map to finding the right path to your wellness goals. Homewood Health is accredited, with distinction, by COA (Council on Accreditation).

Description of Professional Services

CEFAP provides the following EFAP services:

- **Core Counselling, Short-term In-person, telephonic, video and e-counselling**
- **Life Smart Coaching Services**
 - **Life Balance Solutions**
 - Childcare and Parenting Services*
 - New Parent Outreach Service*
 - Elder and Family Care Services*
 - Legal Advisory Services*
 - Financial Advisory Service*
 - Relationship Solutions*
 - **Career Smart Coaching Services**
 - Career Planning*
 - Pre-Retirement Planning Service*
 - Shift Worker Support*
 - **Health Smart Coaching Services**
 - Smoking Cessation Coaching*
 - Nutritional Coaching*
 - Jumpstart Your Wellness*
- **i-Volve Online CBT Program**
- **Online Services**
 - Live intake through Chat*
 - 20 e-Learning Courses*
 - BusyFamily Childcare Service Locator*
 - BusyFamily Eldercare Service Locator*
 - Health Risk Assessment (HRA)*
- **Online Resources**
 - E-AP Mobile Application*
 - Health and Wellness Library*
 - Key Person Health Library*
 - Health-e Multimedia (Podcasts & Videos)*
 - Grief and Loss Coaching*
 - Stress Solutions*
- **Client Orientation and Promotion**
- **Manager Training and 24/7 Support**
- **Crisis Management Services (CMS)**

Core Counselling Services

Counselling Model, Approach, and Services

Homewood Health’s clinical service delivery model has been customized to meet client-expressed needs in a responsive and respectful manner, using Cognitive Behavioural Therapy (CBT) and other solution-oriented therapies. The client is treated as a unique individual with a set of personal resources and competencies that will help him or her to cope with the problematic situation.

Short-term counselling is a solution-focused approach enabling individuals, couples, and families to develop the skills necessary to solve their life problems. The cornerstone of our short-term counselling model is to:

- help each client focus on goal setting and behaviour change.
- enable clients and their families to develop coping skills.
- educate clients and their families in self-management techniques.

Counselling is provided for a full range of personal and family-related issues or life events including, but not limited to:

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| ■ Addiction: alcohol, drug, food, gambling, sex, smoking, internet | ■ Communication problems | ■ Personal adjustment issues |
| ■ Adolescent issues | ■ Domestic violence | ■ Relationship difficulties |
| ■ Aging and care giving | ■ Depression | ■ Sexuality |
| ■ Anger management | ■ Family issues | ■ Stress |
| ■ Anxiety | ■ Grief and bereavement | ■ Separation/divorce/custody |
| ■ Child development | ■ Marital issues | ■ Special needs of children |
| | ■ Parenting | ■ Trauma |

Prevention Focused Approach

We recognize the connection between physical and mental health. We work in collaboration with our multi-disciplinary network of psychologists, social workers, dieticians, career coaches, and other professionals. This way, we can better address the potential complexity clients may experience from troubles in the personal domain, the workplace, or both. The range of services available through CEFAP – from quality counselling, to work-life coaching, to online self-help services and resources – can help clients and their families deal with their issues early and prevent problems from escalating into those that affect their ability to work and their home life.

Intake Process for Counselling

All clients are provided with a 1-800 telephone number for direct access to assistance throughout North America. Phones are answered 24/7/365 by Homewood Health employed intake counsellors, in Canada. During these calls, information can be given to clients on a range of services. After assessing the client's needs and preferences, the counsellor determines the most effective service for resolution.

New - Intake via HomeChat: Clients can now access counselling via live online chat intake (where communication with the intake counsellor is via instant chat service for immediate online response). An intake counsellor will carry out assessment and triage of a client via live chat.

We have four designated levels of triage for calls received at our Client Services Centre: Emergency Call, Crisis Call, Urgent Call, Non-Urgent Call. Our screening process requires that the intake counsellors administer a series of questions that are decision-tree driven. All symptoms are rated for severity and risk.

Face-to-face counselling can be offered as soon as 24 hours after initial contact. Most appointments are booked at point of first contact. Same day or next day appointments are also offered for telephone or e-counselling. **In an urgent or crisis situation, callers are connected to a senior clinician who is available 24/7/365 for immediate intervention and crisis management.**

Matching the Client to the Right Counsellor

We have developed a proprietary two-part screening process that provides advanced assessment tools to intake counsellors and professional counsellors, ensuring that clients who access CEFAP are:

- matched to the counsellor who best meets their individual needs (e.g. clinician with a particular area of expertise, gender, religious sensitivity, Ph.D. versus MSW clinician); and
- accurately assessed to ensure that the most clinically appropriate and effective treatment plan is designed and executed.

Counselling Service Modalities

We offer a range of counselling modalities to accommodate the ever-changing needs of today's clients, giving them the ability to choose how they receive counselling. In allowing the client to choose the modality of engagement, they begin early to take ownership of the way in which they will work to resolve the issue.

Face-to-Face Counselling*

The majority of treatment is delivered face-to-face, the most requested mode of counselling by our clients, guaranteeing responsive local service and support wherever our client and their family members might be working or travelling.

**To ensure everyone's safety during the COVID 19 pandemic, clients have received uninterrupted access to counselling while staying at home, through the following alternate modalities:*

i-Volve – Online CBT for the Treatment of Depression and Anxiety

Our Online Cognitive Behavioural Therapy (CBT) program is available to clients seeking support for Anxiety and/or Depression. Clients can register for I-Volve online at Homeweb (www.Homeweb.ca).

Unlike traditional programs, i-Volve is available to clients 24 hours a day, 7 days a week. The program is divided into specific modules and designed to allow clients to work at their own pace, guiding them through exercises that examine how they interpret and perceive external stimuli. These insights will look to change the ways in which they think, feel, and react in various situations and scenarios.

Telephonic Counselling

This delivery method is especially valuable to those clients who prefer the added anonymity of a telephone appointment, are time-challenged, or for whom face-to-face is not convenient or possible. Single parents, shift workers, people with disabilities or people in remote communities can receive professional counselling in the privacy of their own home.

Chat e-Counselling (Synchronous)

Chat e-Counselling is an option that allows for real time interaction with a counsellor in a chat room environment. Once the client has registered, he or she will be scheduled to meet with a counsellor in an online private chat room, where they communicate via a secure web board. As with all modes of counselling, exchanges between the client and the counsellor are completely confidential.

Private Conversations e-Counselling (Asynchronous)

Private Conversations e-Counselling enables clients to communicate with a counsellor via a confidential secure site. Clients can compose their thoughts, edit what they write, and stop their writing if they wish – returning to the exchange when they are ready. Private conversations between the counsellor and the client are carried out through an independent, enclosed application (similar to, *but not* email), which is highly secure.

Video Counselling

With video counselling, clients can access personal face-to-face contact with a counsellor, no matter where they live. Private video visits are offered via a secure technology service, accessible through desktop, iOS, and Android devices.

CEFAP provides the following A&D services:

A Leader in Substance Abuse Expert (SAE) Assessments and Treatment

Homewood Health has two decades of Substance Abuse Expert (SAE) experience and capability. Homewood Health was a leader in the development of Substance Abuse Assessments as required in the Canadian Model, and the only Canadian provider that developed a national substance abuse assessment treatment training program. We have customized delivery of substance abuse treatment coordination to conform to CLRA's unique safety program requirements.

Homewood Health has the highest trained assessment professionals in the industry with 95 SAE certified professionals supported by more than 900 alcohol/drug and substance abuse counsellors across Canada. Our substance abuse counselling service assists clients through education, cognitive-behavioural change therapy, and motivational interviewing provided by one of our skilled counsellors.

SAE Services

SAE Services are for organizations with workers in safety-sensitive positions with the goal to ensure the safety and health of clients, co-workers, and the worksite by providing professional, standardized alcohol and drug assessments, as well as appropriate recommendations for monitoring and treatment. An SAE assessment request may occur pre-site access, with reasonable cause or post incident.

Additional services include relapse prevention, recovery management (after care), as well as psychological assessment and depression treatment (recognizing the co-morbidity of substance abuse and depression).

Referrals to Specialized Services

Experience indicates that approximately 96% of clients have all of their needs fully met within CEFAP services. The remaining 4% represents those who, upon assessment, are identified as requiring referrals for specialized or longer-term treatment with community resources.

Until the client is in treatment, supportive counselling is provided. Types of situations that call for referral treatment include:

- alcohol, drug, gambling, sex, and food addictions, which require residential treatment;
- serious psychiatric disorders;
- serious sleep disorders; and
- medication consultations.

Clinical Program Features

Multilingual intake counsellors provide 24-hour assistance throughout North America from one of our three integrated Client Service (Intake) Centres, located in Vancouver, BC, Guelph, ON, and Montreal, QC.

Culturally Competent Services are provided through an infrastructure in place that enables us to offer services in more than 200 different languages as well as sign language. Our regional recruitment specialists ensure our provider network meet the local, cultural, ethnic, and linguistic needs of clients. All populations including visible minorities, aboriginals, gay, lesbian, bisexual, transgender and two spirited individuals, persons with disabilities and the hearing impaired are accommodated. Homewood Health is also one of the largest providers to First Nations peoples in Canada.

Online Services, Resources and Tools

In addition to core CEFAP services, clients have access to a variety of online resources that provide them with self-help information, references, articles, and guidelines.

Homeweb

Homeweb is the online and mobile platform available to all CEFAP clients and their families. Through secure, single sign-on clients can access innovative online services on any device. Features include:

- Ability to create a personal profile
- Enhanced user experience with content recommendations
- Real time intake through chat
- Easy access to support services
- Specialized information for Managers, HR, and Plan Administrators
- Targeted e-courses and articles

E-AP Mobile Application

Homewood Health has launched a brand-new iOS and Android mobile application called E-AP to provide all clients with instant access to our expertise while they are on the go. E-AP has been designed to give clients one click access to the following:

- Expert articles, tools, e-courses, and assessments on Homeweb
- Online CBT Program
- Homechat live chat
- Other help and contact resources
- Future tools and resources developed by Homewood Health

Whether it is accessing tools using the Homeweb site or using the E-AP mobile app, clients and their families have quick access to all that CEFAP has to offer.

Online Health and Wellness Library

The health and wellness library is an up to date collection of articles and other resources written by qualified experts in their subject field. It includes information designed to improve health, wellness, personal and work-life balance. The library provides clients with a wealth of exclusively Canadian content and has information on drugs, disease, natural products, tests, procedures, and general health.

The Health Risk Assessment

The health risk assessment (HRA) is more comprehensive—allowing clients to input biometric data—and offers more extensive nutritional assessment tools, overall readiness to change measures that help clients identify their health and wellness barriers and help them get back to being their best. Additionally, the HRA looks at four specific dimensions of emotional health: work-life balance; anxiety; depression; and stress. The updated interface improves the user experience—providing clients with easier access to year to year comparisons.

BusyFamily Child and Eldercare Resource Locators

Clients and family members can search for daycares, homecare, respite care, child services and childcare, schools, day camps, overnight camps and residential facilities for kids with special needs. The eldercare function provides clients and family members access to national resources for older Canadians, including homecare assessments, long-term facilities, assistive care facilities, day care facilities and facilities geared towards the elderly with health needs or cultural preferences. Only Homewood Health offers fully interactive services online through the bilingual BusyFamily Program.

e-Courses

Self-paced, interactive, confidential learning courses target personal issues (e.g. stress, mood, alcohol use, relationships, resilience, money matters) and workplace issues targeted to managers and supervisors (e.g. change management, supervision training, job transitions, ethics in business). The content is based on award-winning concepts that are utilized by leading-edge companies worldwide.

Homewood Health is the only provider in the industry that offers online learning developed by psychologists specialized in e-learning and health promotion. Each e-Learning course is self-directed, and presents clear, printable information, quizzes, and exercises. Some have printable action planning guides that can be customized to allow clients to input their own scenarios and goals.

Health and Wellness Materials Accessible via Social Media

We have forged a unique footprint with an integrated presence on Facebook, Twitter, and LinkedIn, using these tools to provide CEFAP clients with updates on health and wellness initiatives from Homewood Health.

Health-e Multimedia Centre (Enhanced Audio Podcasts and Videos)

We provide value-added health and wellness content to our clients on various topics (e.g. stress reduction, anger management, parenting tips, alcohol use etc.). Audio podcasts give clients the freedom to carry on their daily activities while listening to the message.

Life Smart Coaching

Whether you need to find a nursing home for an aging parent on the other side of the country, obtain help getting finances under control, receive advice on how to raise a gifted child, or help stop bullying at school, we help clients to help themselves!

Clients utilizing Life Smart are provided with an overview of the service by the intake counsellor, who will initiate support with the appropriate specialist. Clients have access to the specialist within 24 hours, and depending on client availability, specialists can provide an assessment of his or her needs upon first contact. Assessment outcomes, including additional support and resources, are customized for each individual.

Our comprehensive suite of Life Smart Coaching services includes 3 major components with service options for each area. These services are delivered by phone or online and often include a personalized package of information and useful tools, such as software programs that have been selected with the client's best interests in mind.

Life Balance Solutions

Childcare and Parenting Services: Working directly with clients to ensure their unique family needs are taken into consideration when determining appropriate resources and solutions for their childcare concerns. The specialist will complete a comprehensive needs assessment to ensure all the issues are addressed.

New Parent Support Services: Providing those who are, or are about to become, new parents with a unique support process designed to empower them with knowledge and skills. Our childcare specialist will speak with the client pre-birth and post-birth if possible, to discuss any concerns the new parent might have. After the first call, the specialist will provide a package of information tailored to meet their specific needs.

Elder and Family Care Services: Working one-on-one with clients balancing the (often overwhelming) responsibility of providing elder and family care while managing a career, a needs assessment is completed to ensure their unique family needs are taken into consideration when determining appropriate resources and solutions. Where necessary, the specialist can provide information on how to obtain an in-home assessment for those in need of home care support.

Legal Advisory Service: Qualified lawyers provide national legal advice and coaching service over the telephone. Clients speak directly with lawyers who reside in the province governing the location of their concern. If a client requires legal representation, he or she can obtain a referral to a local attorney through CEFAP, which will also include a preferential rate on most services.

Financial Advisory Service: The focus is assessment, budgeting, and short-term financial coaching. Financial advice can be provided through individual telephone and/or email consultation and may include planning sessions, as well as budgeting exercises and homework.

Relationship Solutions: Developed as a fresh approach for couples to take a proactive and fun approach to enhancing their relationships. The service includes up-front coaching, and a Relationship Solutions Resource Kit, consisting of an educational workbook, a recognized relationship self-help book and other tools to support behaviour change in a meaningful way.

Grief and Loss Coaching: Assists clients understand the grieving process by providing coaching support and resources to help manage the range of emotions and difficulties one experiences when faced with a significant loss such as loss of a loved one or other forms of loss such as job loss, divorce, or ending of a relationship.

Stress Solutions (New!): Stress is a natural reaction and may result when life or work-related demands stretch us to new levels of functioning. Sessions encompass coaching on stress management, lifestyle, priority management and tools such as meditation and relaxation. Once an intake questionnaire is completed, a plan is devised by the coach and shared with the client during the first session. (Note: all calls are screened for risk and general questions are used to determine the appropriate care)

Career Smart Coaching Services

Career Development. Designed to assist a person who is planning or considering a career transition or change, starting with an analysis of interests, values, and personality traits. We provide feedback and coaching, and help the client develop a plan to for taking steps toward their ambitions and career aspirations. Coaching is provided by clinicians with expertise in career counselling.

Shift Worker Support. Homewood Health specialists can help individuals who are struggling to make working shifts a part of a healthy and rewarding family and social life. Our specialist starts by completing a full assessment to ensure all concerns are addressed, then puts together a package of information, customized for the client's needs. Our shiftwork package is provided as needed. The specialist will also provide ongoing telephonic coaching as required to assist with any health, relationship, or psychological challenges the client may be experiencing.

Pre-Retirement Planning. Provides clients with a package of customized information and coaching with a career or financial counsellor as appropriate. The specialist will complete an assessment of the client's psychological and emotional needs as he or she approaches retirement. In most cases, the client will be empowered to build and implement a plan to shift gears into retirement. The specialist will provide a personalized information package and follow-up support as required.

Health Smart Coaching Services

Nutritional Coaching. Services include telephonic coaching and a robust, online platform, which includes tools and resources covering a variety of topics that deal with a variety of questions or problems. Clients can translate the latest nutritional science and information into practical strategies, healthy eating advice, and tools they can use. Consultation can be provided on a range issues related to nutrition.

Smoking Cessation Program. Provides one-on-one telephonic consultation for clients wishing to quit smoking. Our Smoking Cessation Program addresses all facets of smoking, including both the physical and psychological dependence, and is built on evidence-based, behaviour-change methods.

Jumpstart Your Wellness. ‘Jumpstart Your Wellness’ provides healthy solutions for ongoing lifestyle, productivity, work life, wellness and weight loss challenges. The program delivers valuable tools and coaching, creating positive and lasting behaviour change.

Quality Assurance

At Homewood Health, all aspects of service delivery adhere to or exceed the EFAP industry and COA/EASNA standards. We have embedded several key components and protocols through our operations to monitor and ensure continuous quality improvement.

Quality Assurance for Intake

Homewood Health closely monitors the quality of program functional operations including the quality of service provided at intake through a variety of means:

- random audit calls performed on a monthly basis that evaluate intake response and procedure;
- written confidential client survey that allows for client evaluation of the intake process;
- telephone follow-up with clients to evaluate the intake process.

Quality Assurance for Clinical Services

Clinical supervision is provided to counsellors by trained and experienced Clinical Managers in strict adherence to the clinical standards set out by our accrediting body, the Council on Accreditation (COA). Review and follow-ups are conducted regarding the Client Counselling Surveys.

Confidentiality

Homewood Health is legally responsible for all personal information in our custody and under our control and operates within the Federal Privacy Legislation requirements. **This includes information about all clients who access Homewood Health services.** We will protect that information, collect only that which is necessary and will not disclose information without the client’s proper consent.

Wellness Together Canada



In response to challenges brought about by the global pandemic, Health Canada selected Homewood Health – in partnership with Kids Help Phone and Stepped Care Solutions – to deliver a full range of free mental health counselling and support to people of all ages across the country. Homewood Health’s commitment to fulfilling this service included the hiring, on-boarding and training of more than 100 additional intake consultants and service providers.

Wellness Together Canada is available in both English and French as an online portal website : www.wellnesstogethertcanada.ca