

# Volunteer Firefighter Member and Family Assistance Program (MFAP) Solutions

Harness the power of full-scale member/firefighter and workplace support solutions through an exclusive MFAP arrangement through VFIS of Canada a division of CVIS, Inc.

## DID YOU KNOW?

Mental and nervous disorders have replaced musculoskeletal conditions as the top conditions causing long-term disability.

Source: Canadian Council on Integrated Healthcare

The mounting costs of maintaining unhealthy members, coupled with the expense and disruption associated with staff turnover, is leading many employers to implement a health promotion strategy. Thanks to a growing body of evidence, today's workplace health programs are no longer viewed as just a good idea, but rather a crucial investment in an organization's long-term success.

Source: The Case for Comprehensive Workplace Health Promotion, Centre for Health Promotion, University of Toronto



Member and Family Assistance Programs (MFAPs) are employer paid benefits that support both the members and the workplace. These services are designed to enable members to resolve personal and work issues so that optimal productivity is maintained. They include health, wellness and other strategic solutions for employers.



Homewood Health offers Volunteer Fire Departments the same services as some of Canada's largest employers at a preferred VFIS of Canada member rate of \$2.00 per member per month (non-member rate \$3.00).



## Ease of Use

1 All of our services are simple and intuitive to use, so all staff can benefit (e.g. online solutions allow easy and secure access anywhere and anytime, clinical response is fast and available 24/7 in both official languages, counselling is short-term and solution-focused, and we have counselling offices across the country).

## Prevention Focused

2 Homewood Health takes a comprehensive and prevention-focused approach to member well-being and productivity. Our healthy workplace strategy targets the member, workplace and organization. Our prevention focus strengthens the resiliency of your workforce.

## Appealing and Relevant Messaging

3 We craft our messages to appeal to members in different stages of their life and career, ensuring that promotion efforts are relevant, appealing, and successful.

## Member Support Services



Our unique solution-focused Cognitive Behavioural Therapy approach focuses on teaching individuals, couples, and families the skills necessary to solve their life problems without creating a long-term dependent counselling relationship. Confidential counselling is offered in the local community. Our counselling is delivered through various modalities (face-to-face, telephonic and web-based). Their focus is on specific goal attainment, behaviour change, accurate diagnosis of complex problems, and the best possible outcomes. Counselling is provided for a full range of personal or work-related issues including, but not limited to:

- addictions;
- adolescent issues;
- aging and care giving;
- anger management;
- anxiety;
- child development;
- communication problems;
- domestic violence;
- depression;
- family issues;
- grief and bereavement;
- marital issues;
- parenting;
- personal adjustment problems;
- relationship difficulties;
- sexuality;
- stress;
- separation / divorce / custody;
- special needs of children; and
- trauma.

## Life Smart Lifestyle and Specialty Coaching

### Life Balance Coaching Services

**Childcare and Parenting Services:** Our childcare and parenting specialists work directly with your members 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 of the issues get addressed as much and as quickly as possible.

**New Parent Support Services:** As a component of our Childcare/Parenting Services we also offer the New Parent Support Services. Our childcare specialists will speak with the member pre and post-birth if possible, in order to discuss any concerns the new parent might have. After the first call, our specialist will assemble a full package of information tailored to meet their specific needs and assess their post-partum coping.

**Elder and Family Care Services:** We have elder care specialists on staff to work one-on-one with members, providing an immediate needs assessment and follow-up with customized information. The specialist completes a comprehensive needs assessment to ensure all concerns are addressed as much as possible. Where necessary, the caregiving specialist can provide information on how to obtain an in-home assessment for those in need of home care support.

**Legal Advisory Service:** Our MFAP includes a national legal advice and coaching service that is provided by qualified lawyers who reside in the province governing the location of the client's concern. Clients speak directly with a lawyer and receive advice and consultation on the legal matter of concern to them. 30 Minute face to face consultation with a lawyer available.

**Financial Coaching:** Financial coaching can be provided through individual telephone and/or email consultation and may include planning sessions, as well as budgeting exercises and homework for each user.

**Relationship Coaching:** Relationship Solutions provides a fresh approach for couples needing to address relationship issues. The service helps couples take a proactive and fun approach to enhancing their relationships, and includes up-front coaching, and a Relationship Solutions Resource Kit.



**Grief and Loss Coaching:** Grieving can be an overwhelming and complex process. Every individual reacts and experiences grief and loss in unique ways. Our program helps you understand the grieving process by providing you with coaching support and resources to help you manage through the range of emotions and difficulties one experiences when faced with a significant loss.

**Stress Solutions:** consists of one to three telephonic sessions. Sessions include but are not limited to discussions surrounding psychoeducation, information about the cognitive aspects of stress, and connections between thoughts and feelings. Additionally, sessions will encompass coaching on stress management, lifestyle, priority management and tools such as meditation and relaxation techniques. In addition to coaching supported by a registered counselor or clinician with specialized expertise in stress, members will also receive a letter of resources with information specific to their source or primary stress indication.

### Career Smart Coaching Services

**Career Development.** These services were developed to assist a person who is planning or considering a career transition or change. Our career coaching service provides a thorough analysis of interests, values and motivations. Feedback and coaching is provided and a plan is developed to assist an individual to take the steps toward realizing his or her aspirations.

**Shift Worker Support.** Homewood Health specialists can help those individuals who are struggling to make working shifts a part of a healthy and rewarding personal and work life. Homewood Health can also facilitate one-day workshops for groups of members. As applicable, services can include assessment, information package and ongoing telephone consultation.

**Pre-Retirement Planning.** Our Pre-retirement Planning Service provides the opportunity for members speak with a specialist who will complete a comprehensive assessment of their psychological, emotional, and financial needs as they approach retirement. The member can receive a package of customized information and/or speak directly with a career or a financial coaching as appropriate.

### Health Smart Coaching Services

**Nutritional Coaching.** Our Nutritional Coaching Services cover a full range of topics that help clients change nutrition-related behaviour, answer questions, and manage nutrition challenges. Clients can translate the latest nutritional science information into practical strategies, healthy eating advice and tools they can use. Uses Registered Dietitians.

**Smoking Cessation Coaching.** Homewood Health's Smoking Cessation Program is designed to address all facets of smoking, including the physical dependence (*i.e. nicotine*), as well as the psychological dependence (*i.e. smoking habits and the desire to smoke*). This personalized process is built on proven, evidence-based, behaviour-change methods.

**Jumpstart Your Wellness.** Our 30-day *Jumpstart your Wellness* program provides health solutions for ongoing lifestyle, productivity, work life, wellness and weight loss or low exercise challenges. The 30-day program delivers tools and coaching designed to create positive and lasting behaviour change.





## Online Resources and Services

**i-Volve, Online CBT (Cognitive Behavioural Therapy):** i-Volve is available 24-hours a day, seven days a week, on both desktop and mobile devices for the treatment of Depression and Anxiety. There are two streams of treatment with i-Volve.

- The first is 100% self-guided web-based experience.
- The second has a potential option for coaching if deemed clinically appropriate. Option for a coach if pre-screening questions identify harm or risk to themselves or others.

**Health Risk Assessment (HRA):** The comprehensive HRA allows users to input biometric data, offers more extensive nutritional assessment tools, and overall readiness to change measures that help users identify their health and wellness barriers, to 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.



**E-Learning Courses:** Homewood Health offers self-paced, confidential, and interactive online courses. Each confidential e-Learning course is self-directed, and presents printable information, quizzes, and exercises. Some have interactive, printable action planning guides that can be customized to allow clients to input their own scenarios and goals.

*\*These courses come with a certificate of completion and could be used as a professional development tool.*

Topics include:

- Embracing workplace change
- Respect in the workplace
- Values-based leadership
- Supporting respect in the workplace
- Managing sensitive member issues
- Leading the human side of change
- Preparing for your retirement
- Foundations of effective parenting
- Fundamentals of effective supervision
- Resilience
- Resolving conflict in relationships
- Responsible optimism
- Taking control of alcohol use
- Taking control of job loss
- Taking control of stress
- Taking control of your smoking
- Taking control of your anger
- Taking control of your career
- Taking control of your money
- Taking control of your mood

**Child and Eldercare Locator:** Your members can conduct customized searches by keying in specific requirements. They can search for daycares, homecare, respite care, child services and child care, schools, day camps, overnight camps and residential facilities for kids with special needs. The eldercare function provides access to national resources for older Canadians. This includes: homecare assessments, long-term facilities, assistive care facilities, day care facilities and facilities geared towards the elderly.

**Health and Wellness Library:** An updated collection of articles and other resources written by qualified experts in their subject field. It includes information designed to improve health and wellness, and assists individuals in improving their personal and work-life balance. Users are provided a wealth of exclusively Canadian content including information on drugs, disease, natural products, tests, procedures, and general health.



## Organizational Services

**Key Person Advice Line (KPAL):** Designed for key personnel and supervisors, the advice line allows key persons to contact a Homewood Health counsellor at any time for consultation should a situation arise at the workplace which requires a professional opinion. These consultations are available on an immediate, as-needed basis.

**Formal (Mandatory) Referral:** The Formal Referral Process outlines the requirements and documentation required where a customer wishes to refer a client to Homewood Health for treatment and/or services. Members referred to Homewood Health as a Formal Referral will receive counselling focused on issues identified by the employer. Process updates are provided after the first and fourth session.

**Promotion:** As part of our highly effective promotional plan, we will assist your organization in promoting the MFAP through brochures, articles, posters, pre-launch promotions as well as orientation sessions for members and managers.

**Reporting:** We offer the services of an Account Executive who provides an annual report of the number of members accessing the program. Your Account Executive also provides expert advice, consultation, and problem-solving.

## Additional Fee for Service Support Available



**Substance Abuse Experts (SAE) Counselling:** Substance Abuse Counselling is provided as part of Homewood Health standard MFAP response. Homewood Health has established an intervention protocol that meets many industry standards. As a result, many of Homewood Health counsellors are designated as approved Substance Abuse Experts. Customers receive a court defensible clinical report that includes: formal diagnosis, recommendations regarding fitness to beat work or stay at work, workplace accommodations, treatment required and random testing recommendations to support member health and protect the safety of the workplace

**Crisis Management Service (CMS):** Our CMS involves a multi-faceted, resilience-based approach to crisis intervention, and is designed to offer assessment and emotional first aid to members after a critical incident. Referral services to support crisis intervention can also be arranged following the initial intervention, as well as post-traumatic stress counselling (through the MFAP) for impacted individuals.

**TEAMcare™:** Our unique TEAMcare™ solution employs a multi-faceted, resilience-based approach. The service is designed to offer consultation, psychological first aid, and psychoeducation on reactions, coping and self-care strategies to team members. TEAMcare™ proactively addresses the range of emotions, reactions and psychological impacts at a group and/or individual level through an ongoing crisis or sustained change to what teams consider normal.

**Depression Care and Trauma Care: (12 to 20 sessions) :** Both of these programs use Cognitive Behaviour Therapy (CBT) as a main therapeutic approach, as well as incorporating elements of Dialectical Behavioural therapy (DBT). On average, clients attend 10 to 12 face-to-face sessions in which they proactively address their symptoms as well as their level of functionality in both the personal and professional spheres of their lives.

### Organizational Wellness:

The Organizational Wellness team at Homewood Health has access to a wealth of materials and systems that can be used to support customers with people management and health and wellness initiatives. We will customize workplace support approaches to meet the unique and specific needs of your organization.

- Health Promotion
- Specialised Member / Leader Wellness Sessions
- Member Wellness Webinars
- Half Day / Full Day Member Wellness Workshops
- Leadership Workshops
- Health Challenge Event
- 360 Evaluations / Aptitude Tests
- Nutrition Clinics / On-Site Health Kiosks
- Health Risk Assessments
- Health Coaching
- Online Cognitive / Mental Health Games & Self – Help Modules
- Workplace Interventions / Health Scans
- Selection and Succession



## SUMMARY OF SERVICES INCLUDED:

### Counselling Services

24/7 Access to Client Services Centre  
Short-term Counselling  
Case Management and Referrals to Specialized Services  
Access to Crisis Management Response (\$225 per hour - minimum 2 hours)

### Life Smart Coaching

#### Life Balance Coaching Services

- Childcare and Parenting
- Elder and Family Care
- New Parent Support
- Legal Advisory
- Financial Coaching
- Stress Solutions
- Grief and Loss Coaching

#### Career Smart Coaching Services

- Career Development
- Pre-Retirement Planning
- Shift Worker Support

#### Health Smart Coaching Services

- Smoking Cessation Coaching
- Nutritional Coaching
- Jumpstart Your Wellness

### Online Resources

20 e-Learning Courses  
Busy Family (Online Child/Eldercare Services locators)  
Health Risk Assessment  
Health and Wellness Library  
HR Resource Tool Kit  
Key Person Health Library  
Health-e Multimedia (Podcasts & Videos)  
**Online Cognitive Behavioural Therapy** for Depression and Anxiety

### Value Added

Organizational Support  
Dedicated Customer Relations  
Statistical Reports  
Data/Trend Analysis  
Key Person Advice Line and Training  
Formal (Mandatory) Referral  
Electronic Program Promotion

- Promotional Materials
- Member Orientation Sessions
- Key Person Orientation Sessions

Homewood is different. Our dedication to research, innovation and evidence-based treatment has remained constant throughout nearly 140 years of delivering mental health and addiction treatment and support.

Some of the key factors that differentiate us from other EAP providers are the following:

- **Mental health is our only business.** Period. It's who we are and what we do. We have over 4500 counsellors and started our journey in 1883.
- We are a **private, family-owned organization** that is not beholden to shareholders or the quarterly reporting cycle of publicly traded companies. Our owners are committed, involved, and patient.
- **We are a health care organization.** Always have been, always will be.
- Our services are **clinically-focused and research-based** though our partnership with the Homewood Research Institute.
- We offer transparent program utilization calculation and pricing model. **No surprises.**
- **Canada's newest digital EAP platform and mobile app,** Homeweb.ca
- Our formalized Feedback Management Program registers **fewer than 4 complaints per 1000 open cases.**
- We measure outcomes measured using Goal Attainment Scoring methodology. **Over 90% of participants experience improvement** as a result of contacting Homewood.
- We offer access to stepped care through **Homewood's unique Mental Health Continuum**, the only one in Canada.

## THANK YOU FOR CONSIDERING HOMEWOOD HEALTH!

MFAP Solutions—supporting member well-being, capability and effectiveness.

Learn more about other solutions offered through your Member and Family Assistance Program (MFAP).  
1.800.461.8347 | [Canada@vfis.com](mailto:Canada@vfis.com)

