



A GUIDE FOR OWNERS AND MANAGERS

Your Arive[®] Employee Assistance Program

What is Arive and why do we need it?

Business owners and managers know high absenteeism and low productivity develops when employees become preoccupied with issues affecting work and life. Unexpected events or daily stress can build to the point where motivation, attendance, engagement and contribution to the organization's success start to decline.

The Arive[®] Employee Assistance Program (EAP) provides support for your employees to work through these challenges and complements the work of any human resources department.

It's also a good solution for businesses without internal HR support to help employees resolve complex issues with the assistance of accredited professionals.

Through Arive, you and your staff now have access to expert advisors and professional guidance. This includes a component especially designed to help your organization build expertise in handling human resource issues.

Encouraging your employees to take advantage of the services and support offered through Arive helps employees stay on the job, improves the work environment, reduces absenteeism, promotes a culture of engagement and

accountability, and prevents extended disability incidents – all which positively impact costs, productivity and the health of your organization.

Who is eligible and how much help can be accessed?

The Arive EAP is available as a benefit to all insured employees and their eligible dependents, as defined in your organization's group insurance employee benefits plan.

Insured employees and their eligible dependents can access up to a total of twelve (12) combined hours of face-to-face counselling each calendar year. This means employees can share their allotted hours with eligible family members. Telephone counselling is also available for certain situations.

What issues are covered?

Assistance is available for a wide range of situations. In-person counselling sessions mainly involve family challenges, work-related difficulties, personal problems, dependency concerns, and eldercare issues.

Telephone consultation is available for nutritional counselling. Personal legal or financial issues, up to a maximum of three hours each per calendar year, are also covered by telephone, as are problems associated with childcare. More detailed examples of issues covered are found in the Arive brochure.

Unlimited Human Resources telephone coaching is offered to help managers address challenging employee management situations; maximum two hours per issue.

What's the cost?

The Arive EAP is a benefit included in your company's group insurance plan. Insured employees incur no out-of-pocket expenses when accessing services and are not required to complete any claims forms, since the cost of the program is based on your fixed monthly premium, assessed annually.

This approach simplifies program administration and keeps paperwork to a minimum. For more information on premium rates for your specific group, please contact your group insurance advisor.

How confidential is this?

The success of any employee assistance plan is built on privacy. Arete manages a national network of professionals, ready to assist you and your employees in a respectful, confidential manner.

These professionals belong to accredited associations, abide by Canada's Access to Information and Privacy Act, and to provincial laws and codes of ethics governing their professions.

Arete will never disclose personal information without the expressed written consent of the individual involved, unless a threat to life exists, as required by Canadian law.

All calls for assistance (employee/management) are directed to a trained intake specialist through a confidential toll-free number:

1-877-412-7483

What management tools are available?

- **Comprehensive reports**, such as average rate of usage and average counselling hours spent, are available to help organizations monitor service statistics and build an effectiveness evaluation program.
In order to protect user confidentiality, a written report will not be issued when low overall company usage could expose identity.
- **Independent research** studies confirming the effectiveness and value of employee assistance programs to organizations are commissioned by Arete Human Resources on a regular basis.
- **Unlimited calls from managers** (maximum 2 hours per issue) provides confidential telephone coaching to address challenging human resources issues, including performance management, absenteeism, conflict and difficult behavior, short/long term disability leave, and return to work strategies.
- **Critical incident Stress Debriefing (CISD)** offers immediate help in the event of an armed robbery, unexpected death of a coworker, major occupational injury or other critical incident.

A trained professional helps you design communications, a support plan and employee information sessions to best suit the situation. Support may be in-person or by telephone, as determined in the initial discussion.

- **Extra support and guidance** is available several times a year through the *Managing Excellence* series of bulletins, offering solid suggestions and thought-provoking topics.

Written by experts who understand the stresses and complexities of employee management, these short articles offer advice on issues such as: mental wellness in the workplace, dealing with addiction, managing absenteeism, introducing change, and more.

A second series, *Health Sense*, offers tips and suggestions for work and life issues, and although written for employees, are applicable to anyone.

