

Canadian Benefits Consulting Group

Union Members Assistance Program (UMAP)

24/7 live answer via toll-free phone, e-mail, SMS text, and instant messaging

- Intake and assessment with a master's level clinician
- Eligibility for Members and their family
- Short-term counselling – available modalities include: telephonic, face-to-face, and online
- Access to a credentialed provider network of >3,100 affiliates

Workplace Options' emotional support services assist Members with a range of personal and professional issues for which short-term counselling is appropriate. The primary counselling method we use is short-term solution-focused therapy. This involves a move away from the analysis of problems to the discovery of solutions that are already at work in an individual's life. The therapy concentrates on helping individuals identify the skills, strengths, and resources that are already present and moves them towards a solution.

All clinical calls begin with an assessment, which determines the appropriate intervention. The assessment includes identification of the presenting issue, investigation into support systems, coping strategies, background information, and a risk assessment. The outcome is a plan that covers the short-term focus including goals agreed upon with the participant. We provide the Member with the selected provider's contact information within two workdays of his initial contact with the program. The counsellor will have availability for the first session within five days of the initial assessment. Face-to-face counselling takes place at a location convenient to the Member's home or work address.

Work-life consultation, resource, and referral support for topics including but not limited to dependent care, household services, and health services

Members receive counselling, educational information, and qualified referrals to support their more practical work-life balance challenges. When a Member contacts the service, the intake counsellor conducts an assessment to understand the support required. Once this information is collected, a work-life specialist contacts providers in the local area to screen them against the Member's criteria. Within two business days, the work-life specialist emails the Member three to five confirmed, matched referrals for providers that meet all criteria outlined during the initial assessment, and who are licensed and registered with the appropriate bodies relevant to their line of work (where applicable).

Legal Support – Workplace Options contracts with a nationwide network of attorneys to provide consultation to Members or family regarding their legal concerns. Callers can obtain support for any legal matter, with the exception of those involving disputes or actions between an employer/dependent and their employer or for business reasons. Legal Assist includes two services options: telephonic advice and local referral. In both options, Members receive a free 30-minute consultation with an attorney. With the local referral option, in many instances, Members receive a 25% discount on attorneys' hourly fees if additional assistance is retained by the Member directly.

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Financial Support – free telephonic consultation with qualified financial counsellors and educators

These specialists are available with an appointment Monday through Friday between 8:00 am and 8:00 pm local time. Members are called at the prearranged time and consultations are available in English and Canadian French.

The service covers topics such as money management, debt, credit, home purchase, and student loan counselling; education on common tax issues, investment and retirement strategies. The financial specialists are also qualified to provide information and educational tips on preventing ID theft and/or how to proceed when ID theft is suspected. Members receive one free 30-minute consultation with a financial professional, per topic, per year.

iConnectYou – smartphone application offering access to informational resources and instant video, text, or phone chat with a counsellor.

Aware – a six-session telephonic mindfulness-based stress reduction (MBSR) program to improve wellbeing, focus, and engagement; includes individualized coaching and resources

Our unique research-based MBSR program, Aware, is an alternate modality of support for Members experiencing life stress, pain, and challenges with focus and concentration, as well as individuals who want to increase their awareness of and commitment to intentional living.

With a personalized approach to applying mindful practices to life, **Aware teaches Members how to be engaged, diminish distractions, and counteract stress.** The program cultivates focused and resilient Members, who are more engaged and productive in the workplace. Through six weekly telephonic sessions, MBSR-trained health and wellness professionals provide one-on-one support and supply electronic resources for self-guide individual practice. Assessments conducted at the start of the program and upon completion provide measurable outcomes to demonstrate personal progress.

Virtual Group Counselling – An eight-session group counselling modality for participants with similar presenting issues led by clinicians via telephone.