



# Your Arive<sup>®</sup> Employee Assistance Program

Arive...with a healthy outlook



# What is Arive®?

*Sometimes personal and work-related issues can affect you and how you perform your job. The Arive Employee Assistance Program (EAP) is designed to provide you with support and guidance when you need it most.*

Arete® Human Resources Inc. manages this program and has been retained through your organization's group insurance provider to help you deal with the stresses and challenges you face.

## How does it work?

Simply call the toll-free number listed on the back of this brochure to reach Arete Human Resources. (Have your group insurance number and certificate number handy when you call).

A professional will ask you some basic questions to identify how best to help you. Contact with a professional counsellor or expert is then arranged for either face-to-face or telephone counselling.

You will always be treated with dignity and respect, and confidentiality is assured. You do not need to ask your employer's permission to use this service, nor will they be advised of your call.

## Am I eligible?

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 booklet.

## What kinds of concerns are covered?

Assistance is available for a wide range of situations through in-person counselling sessions or telephone consultation. The next page lists examples of common issues.

# In-Person Counselling

## Family challenges

- Relationship or marital concerns
- Separation/divorce problems
- Conflict and communication issues
- Parenting problems, blended family

## Work-related difficulties

- Stress, burnout
- Adjusting to change
- Interpersonal problems with supervisors or co-workers
- Conflict, harassment, bullying

## Personal problems

- Fatigue, sleep disturbances
- Depression, anxiety and isolation
- Loss of self-esteem, motivation
- Coping with bereavement

## Dependency concerns

- Excessive use of drugs, alcohol
- Compulsive gambling and gaming
- Internet/electronic device dependency
- Coping through self-medication

## Eldercare issues

- Assessment of needs
- Custom care strategies
- Support accessing local resources

---

# Telephone Counselling

## Legal issues

- Divorce, child custody, domestic violence, adoption, family law advice
- Criminal and employment law explanation
- Trusts, wills, estates, probate

## Financial struggles

- Personal money management
- Debt reduction, budgeting

## Childcare information

- Input regarding childcare options
- Special needs consultation

## Nutritional counselling

- Support/education on chronic and digestive disorders
- Healthy eating pre-and post-pregnancy
- Weight management and sports nutrition options

## How many hours of counselling can I access?

As an insured employee, you and your eligible dependents can access up to a total of twelve combined hours of face-to-face counselling within each calendar year.

This means you can share your hours with eligible family members for issues such as family challenges, work-related difficulties, personal problems, dependency concerns, eldercare issues and nutritional guidance.

Telephone consultation is also available to you for assistance with legal or financial issues, to a maximum of three hours each per calendar year, and for problems associated with childcare.

## What does this cost?

Your Arive EAP is a benefit offered under your organization's group insurance plan. There are no out-of-pocket expenses for you, and no claims forms to fill in when using this service.

## Confidentiality

The success of any employee assistance plan is built on privacy. Arete Human Resources Inc. manages a national network of professionals, ready to assist you 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.

Contact us toll-free:

1 877 412-7483

Have your group insurance and certificate numbers handy when you call:

Group Insurance Number:

Certificate Number:

