



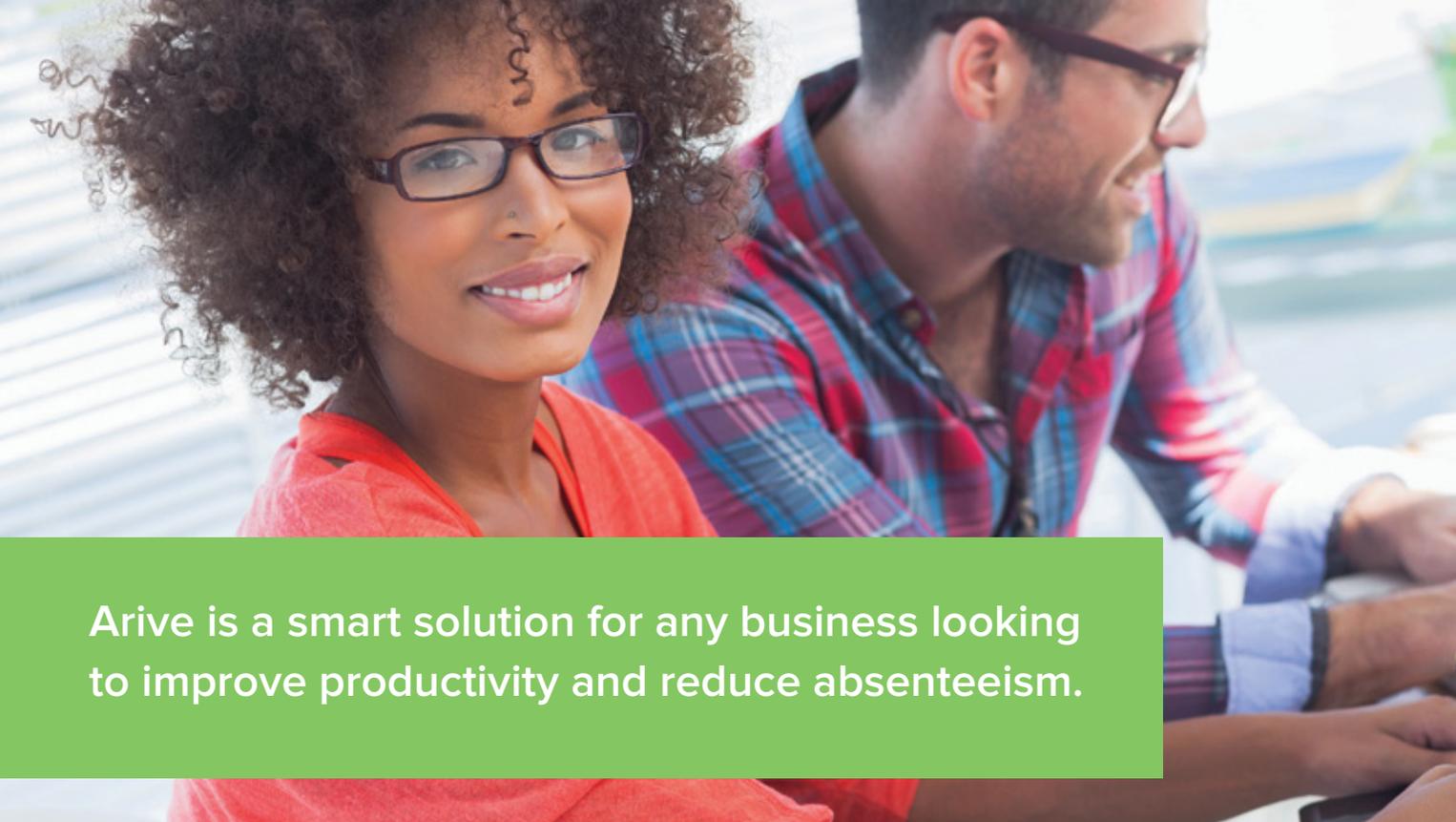
ANSWERS FOR ADVISORS

The Arive[®] Employee Assistance Program

The Right Solution

www.aretehr.com

 **Arive[®]**
Employee Assistance Program



Arive is a smart solution for any business looking to improve productivity and reduce absenteeism.

The Arive® Employee Assistance Program (EAP) provides businesses with support for employees as they work through challenges affecting productivity and focus on the job.

Personal challenges, life issues, and stress all strike close to home and close to the office. The result: Increased absence, less productivity and reduced quality of life. Rarely does a personal or work-related problem stop at the door when a person finishes their work day. And issues at home easily carry over to the workplace - at a genuine cost to employers.

The Arive® EAP is designed to help address and avoid this negative impact. It focuses on providing confidential assistance directly to the business' biggest asset – its people.

Insured employees and their eligible family members can share up to 12 hours* of face-to-face professional counselling to help address issues affecting productivity and psychological health. Most common concerns discussed through this self-referral service involve:

- Personal issues
- Work-related challenges
- Family and marital problems
- Dependency concerns

Up to three hours of telephone consultation can be accessed for personal legal issues, and another three hours for financial concerns, per calendar year. Nutritional guidance, plus childcare and eldercare consultation is provided by telephone.

Telephone coaching for managers helps the organization build expertise in handling people management issues. Maximum 2 hours per issue, unlimited issues.

* An all source maximum of 12 total hours is available per insured. This limitation is in keeping with the purpose of these programs, which is to provide short-term support. Special circumstances authorized by the insurer can be accommodated.



How Arive benefits an organization

One of the most expensive problems a business can face is when an employee is frequently absent or underperforming on the job. Arive focuses on helping people stay at work and return to work, if they are absent. Arete® Human Resources Inc., manages this program and takes pride in helping your clients find the best solution for each situation.

Arive's Return to Work approach is not always a focus found in EAPs, however it is highly beneficial to employer and employee alike. Arive helps keep things on track.

Another often overlooked issue which impacts the bottom line is known as *presenteeism*. This occurs when an employee is on the job, but not fully engaged while work-related or personal issues occupy their energy and attention.

Working with a professional counsellor not only helps a person to resolve these concerns, but also assists them to refocus back to the job and their productivity.

Arete is committed to evaluating the true value of all our programs. Each year, effectiveness research is conducted by an independent institute. Groups with more than fifty employees and where no risk of a confidentiality breach exists, have access to data highlighting usage trends and other valuable statistics - useful when calculating the real cost of absenteeism.

New Canadian research shows when employees access Arive, businesses save an average of \$900 per month, per employee: \$10,800 per year.

Real dollars, real savings.

Expert guidance is also available for unexpected or traumatic situations through Arive's Critical Incident Stress Debriefing (CISD) service.

Arive is a perfect complement to the Acumin® Business Assistance Program, adding an extra dimension of fuller coverage for employees and their families.

Arive is different than other EAPs

Arete offers simplicity, value, accessibility and support, plus high-touch service for you and your clients.

- We never turn away insured callers if they don't have identification credentials at hand. We find them in our secure database and get them the help they need.
- Detailed brochures for managers and employees outlining the features and benefits of Arive are available. You'll find them clearly written and helpful in discussions with your clients.
- Arete makes it clear each insured individual can access a total of 12 hours of counselling per calendar year to use themselves, or share with eligible family members. There's no hidden print or misinformation giving the false impression of unlimited access to counselling.
- Our skilled clinical intake specialists and handpicked network of top counsellors and specialists take pride treating each caller with dignity and respect. It's what makes us different.
- You can assure your client no out-of-pocket fees will ever be charged for services covered by Arive.
- Whenever you have questions or need assistance assessing a client's needs, a dedicated Arete Business Consultant is available to help you.
- Extra support for your client is available several times a year through two popular bulletins: *Managing Excellence* for managers and *Health Sense* for employees. Both bulletins provide helpful tips and advice in an easy-to-read format.
- Arete guarantees fit. Callers are offered a change in counsellors if ever not satisfied.

What's in it

for me?

Promoting Arive as the EAP solution for your clients can provide you with:

- Increased compensation
- Your client's respect and appreciation
- Referrals from your satisfied client
- Repeat business
- A reputation as a problem solver

Contact us! We're here to assist you and provide solutions.

1-888-255-5196 | www.aretehr.com

