



Work-Life Employee Assistance Program

An RBC Insurance® extensive employee support program assists individuals in managing their work and family lives. There are several components of the program that offer different types of assistance. Each user is assessed by a clinical counsellor as to their type of case/request and the resources most appropriate for their situation.

The Work-Life Employee Assistance Program, through Ceridian, is a standard part of the RBC Insurance long-term disability offering. The program provides telephone as well as face-to-face counselling with a counsellor in the caller's area. It is based on a short-term issue resolution model (up to three 1-hour counselling sessions), where an employee or family member contacts a counsellor by telephone and may then be referred to a highly-skilled Ceridian affiliate (an experienced therapist with a minimum Master's-level degree in counselling) for face-to-face short-term issue resolution counselling.

Short-term issue resolution counselling is usually focused on the present and has a fixed or pre-determined process. Components of this counselling model are:

- › Foreseeable steps for the counselling process; beginning, middle and end
- › Identifiable goals and timeframes to meet those goals
- › Clearly defined issues with expected short-term resolution

Short-term issue resolution counselling may also deal with current crisis resolution. Examples include:

- › Work-related issues
- › Stress management
- › Dealing with separation/divorce
- › Self-esteem issues
- › Parenting issues
- › Sexual orientation (ie. Coming out issues)
- › Anger management
- › General Health/Disability issues
- › Dealing with addicted spouse/family member
- › Communication issues
- › Mid-Life concerns

Neither the RBC Insurance program, nor most other Employee Assistance Program models, are designed/developed to provide long-term (ongoing) counselling services. If an employee is assessed and requires ongoing and/or specialized counselling, they will be referred to community resources to meet the need that is beyond the provisions of the program. In these cases, Ceridian may act as the liaison, or offer support until the first appointment with the community resource.

Long-term ongoing counselling components are:

- › Multiple and overlapping issues
- › Historical and longstanding issues
- › Candidates who require greater dependency on counselling assistance to make significant change
- › Complex issues
- › Family of origin or childhood issues
- › Vague difficulties that may require concentrated focus to develop insight

Examples for long-term ongoing counselling are:

- › Adult survivor of childhood abuse
- › Psychiatric issues
- › Lengthy history of counselling

HOW DOES IT WORK?

1. Short-term issue resolution scenario:

- › The Ceridian counsellor will, at the time of the initial call, assess the level of intervention that is required for each employee. If the employee requires counselling within a short-term issue resolution model, and if this is clinically appropriate given the type of issue presented, the employee may choose to work with the counsellor over the telephone – then counselling is provided by telephone from the counsellor.
- › If the issue is more complex or includes emotional content – the counsellor will refer the employee to a highly-skilled Ceridian affiliate counsellor for a face-to-face assessment session. After this assessment the affiliate counsellor will determine whether the employee requires short-term counselling or long-term intervention. If the employee requires counselling within a short-term issue resolution model, the affiliate counsellor will then inform Ceridian of this need and gain approval to commence the counselling process. Each employee's situation is viewed individually. Employees may receive one or two additional sessions (for a total of three in-person visits) depending on the situation.

2. Long-term ongoing counselling scenario:

- › The counsellor may, at the time of the initial call and through the detailed assessment, determine that the employee requires long-term intervention and support. The counsellor will then research community-based counselling resources to assist the employee and provide support by telephone as required. Thereafter, any face-to-face counselling would be outside of the program, since the presenting issue cannot be resolved within the up to three session model.
- › If the appropriate approach to counselling cannot be determined during the initial call with the counsellor, the employee would be referred to an affiliate counsellor for a face-to-face assessment session (this would be included in the up to three sessions available). The affiliate counsellor may determine that the employee requires long-term intervention and will research community-based counselling resources to assist the employee. Again, any additional face-to-face sessions would be outside of the RBC Insurance program.

3. Work-Life Services available regardless of type of counselling:

The RBC Insurance program also provides an extensive range of work-life services to assist employees in managing work and personal responsibilities. The program helps insured employees and family members deal proactively to manage everyday issues by providing unlimited access to services on subjects such as: parenting, childcare, education, resources for the elderly and teenagers, finances and legal issues, health and wellness and many other work-life matters. These services are provided by telephone and include a complete consultation with the consultant, research on specific community services and educational materials such as workbooks, booklists, booklets, audiotapes, and CDs.