



Resilience[®] our full-service Employee Assistance Program (EAP)

offers support to help businesses and employees thrive. The program is delivered by our exclusive service provider **Human Solutions[™]**.

The **Resilience[®]** program offers unlimited access to short-term counselling to help employees, and their eligible family members, cope with a broad range of issues from psychological problems to addictions, or family and marital concerns.

New statistics provided by the Canadian Institute of Health Research report that one in five Canadians will suffer from some form of mental health issue in their lifetime. For plan members that are diagnosed with certain types of clinical depression, a specific **depression care** service is available*. It's an integrated response, using proven counselling techniques, and is designed to effectively target the disease symptoms.

The Plan Smart[™] Services were designed to allow the plan member to take a proactive approach in managing every day challenges and life transitions, and to receive the information and support needed for their unique situation. These services are typically delivered by phone or online and often include a personalized package and useful tools such as software programs.

The Plan Smart[™] Services include:

- **Childcare and Parenting Caregiver Support Service** – to help parents who may be struggling with any number of parenting issues.
- **Elder and Family Care Service** – provides a needs assessment and follow-up that includes customized information.
- **Legal Advisory Service** – provides access to a network of lawyers, through Lawline, a national legal advice service.

- **Financial Advisory Service** – information and/or consultation to assist with decisions relating to money and debt management.
- **Nutritional Support** – access to nutritional counselling through certified dieticians. The program offers customized information from four major lifestyle themes including: weight management, heart health, disease prevention and eating for energy.
- **Career Counselling Service** – provides coaching with the plan member to identify and articulate skills, aptitudes, values, personality traits and interests relating to career choice, and also on issues such as problem solving, conflict resolution, change and transition management, and time management.
- **Pre-Retirement Planning Service** – consultation with a career or financial expert to help the plan member prepare for retirement.
- **Smoking Cessation Service** – a personalized support process to help address all facets of smoking, including physical and psychological dependencies.
- **Shift Worker Support** – assist plan members who work shifts in putting together a plan to help provide a healthy and rewarding personal and work life.
- **Online Courses** – Topics include but are not limited to:
 - o Leading the human side of change
 - o Value-based leadership
 - o The fundamentals of effective supervision
 - o Embracing workplace change
 - o Taking control of stress
 - o Taking control of job loss & transition

**Human Solutions[™] counselling is available in most major centres across Canada. Contact Human Solutions[™] to determine if this service is currently available in your area.*

- o Resilience – facing life challenges with courage & conviction.
- o Taking control of your mood
- o Responsible optimism
- o Taking control of alcohol use
- o Foundations of effective parenting
- o Resolving conflict in intimate relationships
- o Taking control of your career
- o Managing sensitive employee issues
- o Taking control of anger
- o Taking control of your money

Additional **Resilience** features include:

- **Orientations** that explain the value of taking advantage of an EAP as well as outlining all aspects of **Resilience**, including confidentiality, eligibility, issues covered and how to access the services,
- **Health eLinks®**, a credible e-health resource.
- ****Health Promotion/Wellness Challenge events** – an online service that helps to promote healthy lifestyles to employees through fun competition
 - o designed to encourage and motivate employees to make healthy lifestyle choices
 - o each event typically lasts five weeks.

- ****Lunch 'n Learn sessions:**

- o designed to accommodate one hour lunch periods
- o delivered by a professional counsellor
- o topics range from Stress Management, Time Management, and Humour and Laughter, to Communication In Family Life.

- **Trauma Response Service:**

- o helps employees through the recovery process in the case of a traumatic workplace event.

- **Key Person Advice Line:**

- o provides direction for managing difficult circumstances with employees.

- **Employee Usage Reports:**

- o provides aggregate utilization reports for the Resilience program.

⚡**Additional fees may apply

We encourage you to share this news about enhancements to the **Resilience** product with plan administrators and plan members. For more information or to order brochures, please contact your Manulife representative.

About Human Solutions™

Human Solutions™ is a recognized leader in the field of Employee Support, Workplace Support, and Organization Support services. The firm provides EFAP, Crisis Management, e-Health, Leadership Development and other services in Canada and around the globe.

The **Human Solutions™** mission is to provide behavioural health, productivity and performance solutions to ensure greater employee and organizational effectiveness.

Plan Smart™ Services is a registered trademark of **Human Solutions™**.

Encourage health and embrace the benefits!

Resilience® and Health eLinks® are offered through Manulife Financial (The Manufacturers Life Insurance Company).

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 **Manulife Financial**
With you every step of the way®