

A GUIDE FOR OWNERS AND MANAGERS

HumanaCare Business Assistance Program



Designed exclusively with smaller organizations in mind, the Business Assistance Program (BAP) focuses on providing owners and managers with the tools needed to keep their business on the right track. No matter how great the business idea or passion and enthusiasm, every owner eventually faces a challenge not easily solvable without outside expertise.

This confidential service provides access to professional accounting, counselling, legal and human resources experts who understand the business challenges you face. One-on-one consultation is often financially out of reach for many businesses, however, you now have access to expert advisors able to help your business grow.

Here's what's included:

Legal advice

When faced with a business legal dilemma, this service provides practical and current interpretations of common corporate, labour and employment law issues. Receive professional guidance on employee terminations and employer rights and obligations, and access opinions on legal suits involving consumers, the community or the environment. Maximum 2 hours per group per calendar year

Financial advice

When the numbers don't add up, advice from a professional enables owners and managers to strengthen management and control functions through expert counsel. Obtain answers and recommendations to solve business accounting challenges, make informed compliance decisions and better manage company finances. Maximum 2 hours per group per calendar year

Human resources advice

Confidential telephone coaching helps you address a wide range of challenging people issues, including performance management, absenteeism, conflict and difficult behavior, managing sick leave, and return-to-work strategies. This service fills a gap for businesses without internal HR support, and complements the work of any HR team for those that have one. Maximum 2 hours per group per calendar year.

Confidential referral for employees

When an employee is consistently absent from work or underperforming, there's a strong probability a personal issue is the cause. You now have the resources available to help employees deal with situations affecting their performance:

- Work-related difficulties
- Personal problems
- Dependency concerns
- Eldercare issues
- Marital and family challenges
- Bereavement

Help your staff get back on track - and back to work - by referring them to this service. Up to 3 hours of counselling with a trained professional, per calendar year, per insured employee, is available.

Extra support for owners & managers

- As a manager or business owner, you also have access to support for issues causing you stress through the confidential referral service. You'll be matched with a counsellor and receive up to 3 hours of professional guidance for any of the issues listed above.
- Critical Incident Stress Debriefing offers immediate help in the event of an armed robbery, unexpected death of a coworker, major occupational injury or other critical incident. A trained professional helps you design communications, a support plan and employee information sessions to best suit the situation. Support may be in-person or by telephone, as determined in the initial discussion.

The fine print

What's the cost?

The Business Assistance Program is a benefit included in your company's group insurance plan. Insured owners, managers and employees incur no out-of-pocket expenses when accessing services and are not required to complete any claims forms. This approach simplifies program administration and keeps paperwork to a minimum.

Who manages this?

HumanaCare, a Canadian Employee Health Service provider, with more than 40 years of experience, supports this unique program to help strengthen and support your business, and manages it on behalf of your group insurance provider. For more information about the Business Assistance Program or the Employee Assistance Program, please contact your group insurance advisor.

How confidential is it?

The success of any assistance plan is built on privacy. HumanaCare manages a national network of professionals, ready to assist you and your employees 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. HumanaCare 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.

All calls for assistance are directed to a trained intake specialist through a confidential toll-free number:

1-800-661-8193 humanacare.com/bbd

