

**EMPLOYEE ASSISTANCE PROGRAM (EAP) PRODUCT INFORMATION**

EMPLOYEE ASSISTANCE PROGRAM (EAP)	
<b>Provider</b>	Solareh
<b>Product overview</b>	<p>An Employee Assistance Program (EAP) provides guided problem-solving services to help improve your health and well-being.</p> <p>Employees and their eligible dependents get free access to qualified professionals, including face-to-face psychosocial counselling to help you resolve personal, family, or work-related problems, and telephone counselling services to help with legal or financial matters, or support for childcare or eldercare</p>

PRODUCT SPECIFICATIONS	
<p><b>Services - Face-to-Face Counselling (hours limited to pre-determined number per year as stated in the contract)</b></p>	<p><b>Family Problems</b></p> <ul style="list-style-type: none"> <li>• Relationship issues</li> <li>• Problems caused by a separation or divorce</li> <li>• Family communication problems</li> <li>• Parenting problems</li> <li>• Difficulties associated with a blended family</li> <li>• Difficulties associated with being a caregiver, etc.</li> </ul> <p><b>Work-Related Problems</b></p> <ul style="list-style-type: none"> <li>• Stress, burnout</li> <li>• Problems adapting to change or to certain duties</li> <li>• Interpersonal problems and conflict with co-workers or supervisors</li> <li>• Loss of interest in work, etc.</li> </ul> <p><b>Personal Problems</b></p> <ul style="list-style-type: none"> <li>• Sleep disturbances</li> <li>• Anxiety</li> <li>• Demotivation</li> <li>• Loss of self-esteem</li> <li>• Stress, fatigue, overwork</li> <li>• Depression, isolation</li> <li>• Bereavement, etc.</li> </ul> <p><b>Dependency Problems</b></p> <ul style="list-style-type: none"> <li>• Abuse of alcohol, drugs or medication</li> <li>• Compulsive gambling, Internet or video game addiction</li> <li>• Sexual addictions, etc.</li> </ul>

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<p><b>Service – Telephone Assistance (unlimited hours)</b></p>	<p><b>Legal Questions*</b></p> <ul style="list-style-type: none"> <li>• Information on matters of family law, divorce or child custody</li> <li>• Legal information on third party liability, assets and property, wills, successions</li> <li>• Consumer protection information, etc.</li> </ul> <p><i>*This service does not include criminal or tax law. The lawyers do not accept documents for interpretation or requests for representation.</i></p> <p><b>Financial Problems**</b></p> <ul style="list-style-type: none"> <li>• Debt or bankruptcy assistance</li> <li>• Budget planning</li> <li>• Financial aspects of divorce, etc.</li> </ul> <p><i>**Asset management, retirement planning and accounting services such as the preparation of tax returns are not covered by this service.</i></p> <p><b>Eldercare</b></p> <ul style="list-style-type: none"> <li>• Researching retirement homes or long-term care facilities</li> <li>• Assistance finding nursing care, home care, etc.</li> </ul> <p><b>Childcare</b></p> <ul style="list-style-type: none"> <li>• Assistance researching daycares</li> <li>• List of home resources for sick or troubled kids, etc.</li> </ul>
<p><b>Confidentiality</b></p>	<p>Confidentiality is a key component of the employee assistance program. All network counsellors are members of a recognized professional association and, as such, must comply with Canadian and provincial legislation regarding the protection of personal information. They are also bound by the code of ethics of their profession. No information regarding the use of these services may be disclosed to anyone without the user's express authorization.</p>

Coverage Provided by:  
 Solareh  
 1-844-556-1774  
[workhealthlife.com](http://workhealthlife.com)

Benefits are administered through:  
 Sirius Benefits  
 1-800-663-8833  
[siriusbenefits.peoplecorporation.com](http://siriusbenefits.peoplecorporation.com)

