



# Programs and Services Guide.

April 2024





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Our Programs and Service Support for People Leaders can help you connect employees to the right care based on their unique needs.

Whether addressing an acute health crisis or seeking ongoing ways to optimize your team's total well-being, our spectrum of care is built to help your workforce feel their best.

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# EAP Programs and Services.

GreenShield Health provides accessible care across the health spectrum with easy-to-access, innovative mental health support, services and resources for your workforce. We know that mental health programs aren't one-size-fits-all, so we built our Employee Assistance Program (EAP) offerings to allow any organization to scale their mental health solutions up or down. This section outlines the details of our EAP and the additional services that can further support your needs.

- EAP Counselling Services
- Assisted and Mandated Referral Treatment
- Online Mental Health E-learning Courses
- Employee Mental Health Training
- Mental Health Training for Managers
- Wellness Hub
- HR and Management Consultation



EAP Programs and Services

# Employee Assistance Program (EAP) Counselling Services.

## Individual Counselling

Employees and their family members have access to the GreenShield Health video counselling platform. Using our unique matching algorithm, users can have sessions virtually, via video, phone, or in person after they have matched with a counsellor who can meet their personal and therapeutic needs.

The initial 15-minute individual consultation (optional) is complimentary, following which appointments can be booked for 30, 60 or 90 minutes.

## Couples Counselling

Couples counselling is available to all EAP users. Appointments can be booked for 60 or 90 minutes.

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**Note:** Once the sponsored hours have been utilized for individual and couples counselling, any additional cost of counselling is reimbursable through the employee's paramedical benefit coverage, health spending account (HSA), or is paid privately.

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EAP Programs and Services

# Assisted and Mandated Referral Treatment.

## Mandated Referral Treatment

These services, offered as part of our EAP, are available to employers to support employees who are at work but struggling with mental health issues impacting their work performance and threatening their position in the workplace. This program includes five hours of counselling, with the option of employer/employee extended coverage. It has summarized reporting.

Our Mandated Referral Treatment provides work-focused and goal-directed cognitive behavioural therapy (Digital CBT) aimed at helping employees who are facing corrective action and those where discipline or termination may be imminent. It allows employees to return to a mentally healthy state by learning how to cope with life's challenges. CBT is one of the most established and researched psychotherapies for emotional, psychological and psychiatric concerns. It is a highly effective and evidence-based therapeutic model.

## Benefits of Mandated Referral Treatment:

- Utilizes a CBT approach with an integrated focus on work and the process of remaining at work
- Integrates work-focused strategies within the treatment session
- Addresses work issues early on in treatment
- Provides reporting on attendance, compliance and progress; and provides treatment recommendations upon closure
- Treatment provided by minimum Masters-level counsellors
- Delivered over our secure, encrypted platform

### **The focus of each CBT session includes:**

- Goal setting and review
- Symptom monitoring
- Behavioural monitoring

### **Service standards of our Mandated Referral Treatment services:**

- Employer submits a mandated referral to GreenShield Health clinical services at [workhealth@greenshield.ca](mailto:workhealth@greenshield.ca) (please include a copy of any employment contracts or "Last Chance Agreement" letters)
- The referral package will include the referral form and the initial client consent form
- Upon receipt of the referral information, the clinical services team will review all documents, ensuring that all necessary forms, signatures, and dates are correct and included, and assess the clinical appropriateness of the referral to this program
- An Assessment and Treatment Case Manager will communicate with the referring agent if deemed clinically inappropriate to discuss other options

- Upon receipt of signed referral package documents, the Assessment and Treatment Case Manager will contact the employee within two business days to schedule the initial treatment session
- Employer will be notified of attendance/ non-compliance within 24 hours of appointment time
- A report will be sent to the employer within 36 hours of the fifth session, including information regarding attendance, compliance and participation, and any additional treatment recommendations

The GreenShield Health mandated referral treatment aligns with the objectives of the mandatory referral and provides regular communication with the employer. The program ensures employee accountability and maximizes positive outcomes with continued engagement in counselling and continuity with the assigned counsellor promoting further accountability and deters against relapse.

Note: Mandated referrals are not appropriate for employees presenting with severe mental health or substance use concerns which have resulted in them going off work.

## **Assisted referral treatment**

Our Assisted Referral Treatment program provides work-focused CBT for employees who may be facing mental health challenges that are impacting their workplace performance. Engagement and completion of this program are not a requirement of the employer, and the employee is not mandated to participate.

This program is offered by the employer who identifies a need or concern within their employee's functional work ability and wishes to offer facilitated support. There is no reporting component to this program, and the employee is welcomed to continue engagement in treatment upon completion of sponsored sessions.



EAP Programs and Services

# Online Mental Health E-learning Courses.

GreenShield Health offers online e-learning for managers and employees to support your workplace mental health strategy and objectives.

Leveraging the latest education research findings, each curriculum has:

- A combination of mandatory and elective models
- Multimedia and interactive components
- Embedded testing and certification
- Scheduled online interactive group sessions with a professional facilitator to promote learning, discuss case examples, and share experience (manager training only)





EAP Programs and Services

# Employee Mental Health Training.

Raising awareness of mental health concerns, including signs and symptoms and the role of resiliency in maintaining good mental health, supports employees by reducing the stigma often associated with getting help. Offering mental health training to employees demonstrates your recognition and commitment to this vital aspect of the employee's overall health and well-being.



Employees completing all five modules receive a certificate of completion.



EAP Programs and Services

# Mental Health Training for Managers.

Managers are often the first touchpoint for employees experiencing distress or mental health challenges, playing a critical role in their access to care. However, many managers find it challenging to engage with struggling employees due to the sensitivity of the issues that impact mental health or simply because they don't know how to do it. Left unchecked, such employees are at high risk for persistent workplace absence (e.g., short-term disability and long-term disability), reducing productivity and increasing organizational costs.

As part of our training program, managers can learn a framework and develop the skills necessary to support those with mental health challenges. Managers can feel confident in addressing these situations by understanding how to communicate and demonstrate care. GreenShield Health offers this training to managers, supervisors, team leads, HR, or anyone who might come into contact with an employee experiencing distress and can, under their role, make a difference.

→ Request training through your account manager



Managers completing all nine modules receive a certificate of completion.



EAP Programs and Services

## Wellness Hub.

Mental health support doesn't have to end when your session is over. Gain access to additional resources and support materials on the GreenShield Health Wellness Hub.

The Wellness Hub is a resource centre that provides healthcare professional-driven health and well-being topics led by our diverse network of nurses, clinicians, practitioners and career and lifestyle coaches. We help bridge the gap between work and mental health needs by offering a wide selection of articles across the mind, body, relationship and work categories.



**Below is a sample of the topics available to explore:**

- How Can I Tell if Therapy is Working?
- 8 Tips for Dealing with Financial Stress
- How To Stay Active During the Work Week
- Understanding the Warning Signs of Caregiver Burnout
- Mindful Listening: Understanding Its Role in the Workplace
- Mental Health Support for the Emotional Impact of Climate Change
- Transgender and Non-Binary Youth: Support Tools and Tips for Parents



EAP Programs and Services

## HR and Manager Consultation.

As part of your GreenShield Health EAP, you receive complimentary HR and management consultation regarding employee mental health, specific complex situations and building and sustaining your mental health strategy. These consultations are voluntary and confidential and are not counted within program utilization. We encourage managers to consult their manager or HR representative and refer to internal company policies and procedures where applicable.

Manager consultations help provide an extra layer of support for managers, in an effort to support them, in supporting their teams. Organizations need their managers operating at their best in order to get the best out of their teams.

### **Situations where consultations would be appropriate include:**

- Concerns related to an employee's declining workplace performance or behavioural concerns that are different from previous functioning
- Threats of self-harm or violence
- Bullying
- Suspected concerns related to substance use
- Organizational changes
- Traumatic events affecting employees

To access a consultation, direct HR representatives or managers can make the request by contacting [consultation@greenshield.ca](mailto:consultation@greenshield.ca).

These consultations can be arranged by either using the dedicated outreach email or toll free line that you will have access to, or by contacting your account manager directly.



## Programs and Services Guide

# Digital CBT.

GreenShield Health uses internet-based cognitive behavioural therapy (Digital CBT) to help people experiencing mild to moderate anxiety and depression take control of their mental health. Using a CBT framework, this self-guided digital program helps individuals develop positive coping strategies and reduce life-disrupting symptoms through psychoeducation, goal setting, cognitive skill building, behavioural skill building, and problem-solving.

This program consists of two nine-session programs for anxiety and depression, which can be combined into one 12-session program for individuals wishing to address both. Employees begin by learning more about their anxiety and depression and creating personalized goals to work towards throughout the program. Employees then go through a series of modules related to learning how to challenge their thoughts and have more balanced thinking.

Employees in the anxiety program will learn behavioural skills related to exposure therapy (or facing their fears), and employees in the depression program will learn activity tracking and behavioural activation skills. All employees will complete the program with a module on further problem-solving skills and a module encouraging reflection and planning for the future. Employees are encouraged to complete a weekly module for approximately 9–12 weeks. However, the material is designed to be flexible to accommodate employees' varying needs and schedules.

This self-guided program also includes digitized motivational interviewing throughout the program to help employees harness their internal motivation to continue with the program weekly. Designed for adults over the age of 18, the program is accessible both by desktop and mobile companion app.

# Specialized Clinical Services.

Our specialized clinical services are available to provide your workforce with more support at any moment. The supplementary services expand beyond traditional counselling and employee assistance program (EAP) offerings to ensure your employees get the help they seek when they need it.

- WorkHealth/Disability Management Assessment and Treatment Services
- Substance Use Assessment and Treatment Services
- Combined WorkHealth and Substance use Assessment and Treatment Services
- Specialized Group Trauma Interventions and Wellness Support Groups
- Critical Incident Stress Debriefing
- On-site Support During Terminations and/or Organizational Announcements
- Specialized Anxiety Treatment
- Specialized Depression Treatment
- Specialized Trauma Treatment
- Supported Referral Treatment



Specialized Clinical Services

## WorkHealth/Disability Management Assessment and Treatment Services.

GreenShield Health offers WorkHealth/Disability Management Assessment and Treatment Services that partner with employers and insurers to provide personalized and coordinated care to employees struggling to remain at or return to work. Our services include WorkHealth/Disability Management Psychological Assessment, and WorkHealth/Disability Management Treatment.

These services facilitate expedited psychological assessment and treatment for those currently off work or at risk of leaving due to mental health concerns. Psychiatric assessment is also available when deemed clinically appropriate. This program includes comprehensive interval reporting as well.



# WorkHealth/Disability Management Psychological Assessment

A WorkHealth/Disability Management Psychological Assessment (mental health concerns) may be conducted at the request of an employer or an insurance carrier and is designed to obtain an independent opinion of the clinical psychological status of an employee. It represents an objective, impartial assessment of an employee's diagnosis, prognosis, and treatment recommendations.

## **The purpose of a WorkHealth/Disability Management Assessment is to:**

- Obtain comprehensive information regarding the employee's global level of functioning
- Identify mental health concerns that are, or could be, impairing the employee's ability to conduct their work-related tasks effectively
- Establish/confirm a diagnosis based on the Diagnostic and Statistical Manual of Mental Disorders (DSM-5) when diagnostic criteria are met
- Understand/identify the barriers to remaining at work or returning to work
- Establish the employee's functional limitations and restrictions to provide appropriate workplace accommodations based on the employee's position and work-related tasks and responsibilities
- Provide treatment and psychopharmacological recommendations as needed

## **The benefits of a WorkHealth/Disability Management Assessment to the employee, the employer, and the insurer include:**

- Helps the employee obtain best practice treatment recommendations
- Provides information regarding the treatment services required to help the employee recover, remain at work, or return to work
- Provides the referring agent with the information required to determine appropriate next steps regarding psychological fitness to work, workplace accommodations and recommended gradual return to workplans, which support the employee's safe and productive return to work and relapse prevention
- Yields information needed to support insurance claims, as appropriate

## **WorkHealth/Disability Management Assessment Outline**

Each WorkHealth/Disability Management Assessment begins with a triage process, followed by a two-hour assessment with a WorkHealth assessor (registered psychologist and/or psychiatrist as determined through the triage process).

The appointment follows the extensive clinical interview format, with a detailed and comprehensive review of the employee's history, additional psychological testing through empirically validated assessment scales, and a review of health records (if available). When it is deemed clinically appropriate, a review of existing or new psychopharmacological treatment may be conducted through a case consultation with a psychiatrist. The final product of the WorkHealth Psychological Assessment is a highly detailed, informative and supportive assessment report which includes a diagnosis, best practice treatment recommendations, and a fitness-to-work statement. Our service standard for this referral aligns with our commitment to supporting mental health, employees and employers. Upon receipt of a referral, an assessment appointment is offered within three to five business days.

A WorkHealth/Disability Management Psychological Assessment typically leads to WorkHealth treatment which is made available to the employee within three to five days of receipt of referral.

## **WorkHealth/Disability Management Treatment**

Our WorkHealth/Disability Management Treatment provides work-focused and goal-directed cognitive behavioural therapy (CBT) aimed at helping employees return to a mentally healthy state by learning how to cope with life's challenges and providing tools and strategies needed to manage better and reduce mental health symptoms. CBT is one of the most established and researched psychotherapies for emotional, psychological and psychiatric dysfunction, and it is a highly effective and evidence-based therapeutic model.

## **Our WorkHealth/Disability Management Treatment:**

- Utilizes a work-focused CBT approach with an integrated focus on work and the process of returning to work/ remaining at work
- Integrates return-to-work strategies within the treatment session
- Addresses work issues early on in treatment
- Uses work and the workplace as mechanisms or contexts to improve the employee's mental health by reinforcing that work offers structure and self-esteem-building opportunities, which are beneficial to recovery and relapse prevention
- Provides regular reporting in the format of preliminary, progress (monthly) and closure treatment reports

## **The focus of each CBT session includes:**

- Employee functional status
- Behavioural health symptom monitoring
- Behavioural monitoring

To support employees in their mental wellness, treatment sessions will be provided to the employee in an expedited, priority schedule.

This streamlined process allows the treatment sessions to be made available to the employee within two to three business days of authorization, and subsequent sessions will be scheduled at regular intervals of three to five business days. With no gap between assessment and treatment, GreenShield Health ensures timely access to treatment and supports therapeutic progress.

## **Reporting**

Our commitment to timely treatment extends to our reporting practices. Reports will be generated every month. The treatment and reports are work focused and contain information relevant to functional ability, motivation and readiness to return to work. The reports are reviewed and monitored by our clinical services team to ensure progress, symptom monitoring, recommendations to support return-to-work and clear reporting. Progress updates and case consultations with a clinical manager can also be provided as needed to the referring agent or designate through phone or video conference.

## **There are different assessment/treatment options available with this specialized service.**

- Assessment only
- Assessment + number of sessions (recommend minimum of eight sessions to begin) as pre-approved by the referring agent. Recommendations for the number of treatment sessions will be based on the findings of the WorkHealth Psychological Assessment report.



Specialized Clinical Services

## Substance Use Assessment and Treatment Services.

**Substance Use Assessment and Treatment Services (SUAT) aims to help ensure the safety and well-being of employees struggling with substance use issues, as well as that of co-workers and the work environment.**

The substance use assessment is conducted by a registered psychologist or addiction physician with specialized training in substance use disorders. It produces a court-defendable assessment report that provides the employer with clinical conclusions and recommendations around diagnosis, treatment, fitness-to-work and monitoring needs through unannounced substance screens.

It helps guide the employer's duty to accommodate employees while assisting employees struggling with substance use concerns to access the treatment required to return to health. Our SUAT Services adhere to the public health and medical models, and use the American Society of Addiction Medicine (ASAM) criteria to determine best practice treatment recommendations.

# Substance Use Assessment

Substance use assessments can be initiated in the following situations:

- Positive (non-negative) substance screens
- Coming to work smelling of alcohol or cannabis and the employee occupies a safety-sensitive position
- Concerns related to job performance, such as missed deadlines, unusual or suspicious excuses for behaviour that is out of the ordinary for the employee, decreases in productivity, etc., where the possibility of substance use concerns has been raised
- Attendance concerns, such as being late regularly, taking time off without prior approval, not showing up for work, leaving early or excessive absenteeism, and the possibility of substance use concerns may have been contributing factors



**The Substance Use Assessment includes:**

- Review of referral information and previous history
- Administration of objective assessment measures
- Detailed structured clinical interview which validity measures completed by a registered psychologist or addictions physician specialized in substance use concerns
- Quality assurance review completed by a Clinical Manager/Registered Psychologist for quality assurance purposes and consultations with an addictions physician as needed

Upon receipt of the referral from the employer, the referral information is reviewed by a Clinical Manager. Upon approval by the Clinical Manager, the assessment appointment is scheduled within three to five business days. The finalized assessment report is issued to the employer five business days from the assessment appointment's date (complex cases requiring additional data collection and review may require additional time).

Upon receipt of the Substance Use Assessment report, the employer will have the option to initiate the Substance Use Treatment offered by GreenShield Health. The employee will then be assigned an Assessment and Treatment Case Manager who will help facilitate implementation of the assessment recommendations.

## Substance Use Assessment

The Assessment and Treatment Case Manager helps facilitate access to treatment (including access to a Residential Treatment Centre or Intensive Outpatient Treatment Program) for employees as per the substance use assessment treatment recommendations and serves as the contact person between the employer, employee, treating clinician, and Clinical Manager. Thorough oversight of treatment is conducted to monitor employee attendance, compliance, and participation in the treatment. Progress update reports are issued to the employer monthly, and risks of relapse or non-compliance issues are flagged to the employer immediately upon receipt of this information by the assessment and treatment case manager. Next-step treatment recommendations are issued by the Clinical Manager as needed in cases of non-compliance or signs of lapses or relapse.



### Our Substance Use Treatment includes:

- **Substance use psycho-educational counselling** for recreational use with negative consequences
- **Substance abuse counselling** for those individuals with mild to moderate substance use diagnoses; four to six sessions with the aim of preventing escalation to a severe substance use disorder
- **Bridge counselling** for those individuals in preparation of entering into a residential treatment program to facilitate advancing from a pre-contemplative or contemplative stage of change to an action stage of change
- **Relapse prevention counselling** for those individuals who have a diagnosis of moderate to severe substance use disorder and are either coming out of a residential or outpatient treatment program or in the midst of a relapse

### Relapse prevention counselling is offered as follows:

- **Two years of sessions and case management**  
This option offers access to 26 sessions spread out over two years (three months of weekly sessions, two months of biweekly sessions, six months of monthly sessions, and 12 months of quarterly sessions) and adheres to best practice standards in terms of monitoring and treatment for those with a severe substance use disorder
- A choice of 12, 15, or 18 relapse-prevention counselling sessions and case management



Specialized Clinical Services

## Combined Work Health & Substance Use Assessment and Treatment Services.

For employees struggling with mental health and substance use concerns, we can offer combined WorkHealth and Substance Use Assessment and Treatment Services. The combined assessment provides a complete evaluation of an individual's mental health and substance use concerns and provides treatment recommendations.





Specialized Clinical Services

## Specialized Group Trauma Interventions and Wellness Support Groups.

**GreenShield Health offers a range of services to support the impact of trauma and critical incidents. A solid critical incident and trauma support program demonstrates organizational care and compassion alongside the benefits to employee well-being.**

Experiencing or witnessing a critical incident such as a workplace accident, medical emergency, or death can evoke strong reactions that interfere with employees' ability to function effectively. In fact, 85% of people experience post-trauma symptoms such as loss of focus, flashbacks, difficulty eating or sleeping, overwhelming sadness and anxiety. Most people recover within a few weeks, but about 10-15% develop more severe conditions such as post-traumatic stress disorder (PTSD).

Our trauma services provide and support in the following manner:

- Individual trauma counselling for employees requiring additional support
- Immediate consultation and guidance for management
- On-site support (debriefing or defusing) for those most impacted by the events that have occurred



## Specialized Clinical Services

# Critical Incident Stress Debriefing.

### **Our group trauma debriefs and wellness support groups provide the following:**

- Trauma defusing is a process of supporting staff who have experienced a traumatic or extraordinary incident at work and occurs within hours of the event. Defusing sessions are shorter, unstructured encounters that encourage a relatively brief discussion of the events that occurred to prevent an acute stress response. The goal of trauma defusing is to defuse the impact of the event, ensure psychological safety, and to assess the needs of individuals or a group.
- Specialized trauma-focused group debriefs are delivered by mental health professionals for the general population and more specialized populations such as student populations, racialized groups, first responders, and veterans. These groups generally comprise 8-12 participants and run for 90 minutes per group session. In complete confidentiality, trauma intervention groups provide a safe space for participants to share their traumatic experiences and stories and aid in participants' recovery process. Participants are provided with psychoeducation and normalization of trauma reactions and symptoms while benefiting from the group dynamic of hearing others' stories and similar reactions and symptoms.

- Rules of engagement about confidentiality and conduct are set forth and maintained by the group facilitator to ensure that all participants feel safe to disclose their feelings and feel respected by all those attending the group. The goal of trauma debrief groups is to assist participants in easing the emotional stress created by the traumatic events, including feelings of isolation, loneliness, helplessness, hopelessness, depression and anxiety, and to aid in the recovery process.
- Follow-up wellness support groups allow participants to continue their recovery process and provide a safe and confidential space to continue discussing their emotions and experiences related to the traumatic experiences. These follow-up wellness support groups are generally provided by the same group facilitator and participants with whom they have already established good rapport and an excellent therapeutic alliance.

It is important to remember that defusing and debriefing are neither counselling nor a suitable substitute for counselling. They usually stand alone as a single psychological crisis intervention and not as part of ongoing therapy.





Specialized Clinical Services

## On-site Support During Terminations and/or Organizational Announcements.

When delivering a difficult, often emotional, message to employees, or the organization, having a qualified counsellor on-site allows leaders to provide valuable acknowledgement and support. On-site support is beneficial for employee terminations or organizational announcements such as downsizing, major change initiatives and/or changes in the company structure.

**HR/management consultations and guidance concerning critical incident support are also available.**



Specialized Clinical Services

## Specialized Anxiety Treatment.

**Our specialized work-focused cognitive behavioural therapy (CBT) treatment sessions are delivered by mental health professionals for the treatment of different anxiety disorders, including generalized anxiety disorder, panic disorder (with or without agoraphobia), social anxiety disorder, specific phobias and stress related disorders such as adjustment disorder.**

This program includes outcome measurement-based treatment with monitoring occurring on the first, fourth and final sessions. Measures used include the Patient Health Questionnaire (PHQ-9), General Anxiety Disorder (GAD-7), Depression, Anxiety and Stress Scale (DASS-21), World Health Organization Disability Assessment Schedule (WHODAS) and the Brief Revised Working Alliance Inventory (BR-WAI).

Tight clinical oversight is conducted by the Clinical Services team at GreenShield Health with case consultations conducted with the treating clinician on an as-needed basis. These consultations help to ensure optimal therapeutic progress with a focus on return to work and return to typical global level of functioning across different areas.



Specialized Clinical Services

## Specialized Depression Treatment.

**This service offers up to 20 sessions of specialized work-focused cognitive behavioural therapy (CBT) sessions delivered by expert mental health professionals for more complex cases of major depressive episodes or mood-related disorders.**

This program includes outcome measurement-based treatment with monitoring occurring on the first, fourth and final sessions. Measures used include the Patient Health Questionnaire (PHQ-9), General Anxiety Disorder (GAD-7), Depression, Anxiety and Stress Scale (DASS-21), World Health Organization Disability Assessment Schedule (WHODAS) and the Brief Revised Working Alliance Inventory (BR-WAI).

Tight clinical oversight is conducted by the Clinical Services team at GreenShield Health, with case consultations conducted with the treating clinician on a need-be basis to ensure optimal therapeutic progress and return to the typical global level of functioning across different areas as well as a focus on return to work.



Specialized Clinical Services

## Specialized Trauma Treatment.

**Specialized Trauma Treatment Services provide employer-sponsored treatment of up to 20 trauma-focused cognitive behavioural therapy (CBT) treatment sessions delivered by mental health professionals for more complex trauma cases, including post-traumatic stress disorder (PTSD) and complex PTSD, for the general population and more specialized populations such as first responders and veterans.**

Clinical oversight and outcome measurements are provided to ensure the best quality of care and ensure therapeutic progress is achieved.



Specialized Clinical Services

## Supported Referral Treatment.

**The Supported Referral Treatment program can be initiated when an employee identifies a concern with their workplace functioning related to their mental wellness.**

The employer initiates this program at the employee's request, and the employee is then matched with a clinician specializing in work-focused, goal-directed cognitive behavioural therapy (CBT). There is no reporting component to this program, and the employee is welcome to continue engagement in treatment once the sponsored sessions have been exhausted.

# Health and Advisory Services.

It takes more than just therapy to live and stay well, and that's why we built a suite of health and advisory services that aim to meet the needs of any workforce. The programs and services outlined in this section are supported by our network of registered nurses, dietitians, coaches, and trained experts to help your employees navigate all aspects of life and achieve their personal goals.

To inquire further about these services, please contact [worklife@greenshield.ca](mailto:worklife@greenshield.ca).

- Advisory Services
- Webinars and Training
- Clinical Navigator
- Preventive Healthcare Program
- Chronic Disease Management
- Collaborative Care
- Healthy Workplace Ergonomic Assessments
- Interactive, Virtual Cooking Classes
- Mental Health Peer Support Program



Health and Advisory Services

## Advisory Services.

The Employee Assistance Program (EAP) by GreenShield Health offers employees comprehensive access to professional resources and referrals. Unlike traditional EAPs, our suite of advisory services is a concierge service designed to support employees in all areas of health, life and mental wellness.

### Work/Life Advisory Services

Advisory services are part of our EAP service offerings and can be delivered as stand-alone services.

This service entitles employees to a predetermined number of employer-sponsored hours to access support in health, life, career, financial and legal. The services are provided by a network of qualified professionals and sessions are delivered on secure, encrypted platforms. Our network includes nurses, registered dietitians, nutritionists, kinesiologists, certified fitness coaches, life coaches, career coaches and more – all trained to provide strategies to support wellness goals.

Requests for these advisory services are submitted through GreenShield+, whereby the employee can request support with health, life, career, financial and/or legal services.

## Access to Work/Life Advisory Services

Access to our work/life advisory services is obtained by submitting a request through GreenShield+.



All employees submitting a request for health or life services receive a comprehensive consultation/assessment completed by a nurse on the health services team to discuss the employee's specific request and needs. We work with the client to create a plan that best supports their needs and results in long-term health improvement. This may involve providing health teaching and promotion, access to resources, recommendations or referral to a coach within our network. Note that career advisory services are reviewed and referred directly to the most appropriate career coach suited to the employee's expressed need.

Access to the services is provided by employers who wish to add this enhanced option to their employees' EAP program. The employer determines the number of hours available to employees for these services in their GreenShield Health EAP contract.

GreenShield Health recognizes the importance of ongoing therapeutic engagement. As such, if an employee wishes to continue working with their coach after they have exhausted their allotment of employer-sponsored hours, they may continue to do so seamlessly via self-pay or through their extended health benefits.

# Description of GreenShield Health Work/Life Advisory Services.



## Health Coaching

Information and counselling on adaptive and preventative health and well-being include smoking cessation, healthy eating models/nutrition, illness/disease management and weight management.

## Life Transitions

Information and support for those planning a family, parenting skills, childcare, eldercare, teen support, and life transitions such as marriage, divorce and empty nest.

## Career Coaching

Coaching and guidance around career management, career transition and retirement transition.

## Legal Services

Provides information and clarification on real estate, divorce, custody and child support, wills and estate planning, family matters, consumer concerns, criminal matters and legal rights. A 1-800 number and case ID is provided to employees immediately upon request on GreenShield+.

## Financial Services

Provides information and clarification on credit management, budgeting, financial management, overextension, investing, retirement planning, insurance and taxes. These services are managed by Acquaint Financial (appointment times are scheduled through GreenShield+).

### Service standards of GreenShield Health Work/Life Advisory Services program:

- When employees submit a health/life only support request, they are given a link to book an assessment. A nurse conducts this assessment for an evaluation of needs and requests.



Health and Advisory Services

## Webinars and Training.

**Our living catalogue of webinars and training offers our clients an easy way to provide their team with relevant and timely sessions on a variety of topics. Our diverse catalogue includes topics related to mental health, physical health, workplace culture and leadership.**

Upon submitting a request for a webinar, a health team member will meet with the client for a brief clinical consultation to understand the objectives and demographics of the client's needs. Once completed, the team will make recommendations of content from our catalogue for client consideration that is best suited to support the expressed needs of the team.

These sessions are delivered by subject matter experts and offer an opportunity for interactive questions and answers from participants. To ensure that our collection addresses the changing needs of today's employees, our catalogue is updated twice a year with new content that is specific to real-world concerns facing our clients and their families.

After each webinar session, an anonymous engagement and feedback survey is immediately generated for each attendee. It asks participants to rate their satisfaction with the session, the likelihood of using the strategies and tools presented, the relevancy of the topic and future topics of interest. This data is shared in aggregate format to allow the client to customize and plan for future wellness offerings.



Health and Advisory Services

## Clinical Navigator.

**Companies take great care to provide their employees with comprehensive benefits and EAP offerings. These programs can contribute to increased retention, positive work culture, and reduced absenteeism. When conditions are prevented or managed, it lessens the incidence of short/long-term leaves.**

The problem, however, is that often employees don't know where to turn to access the resources available to them, or they are unsure of which service is best suited for their clinical needs. This results in valuable resources that remain unused or underutilized. Our specialized Clinical Navigator aims to provide a clinical triage whereby a nurse assesses an employee's health and wellness needs, a care plan is developed, and the employee is directed to the appropriate resources available to them, even if these resources are outside of GreenShield Health.

Upon logging in to the GreenShield+ platform, employees automatically have access to the Clinical Navigator. They can easily book a session with a GreenShield Health nurse who completes a brief intake consultation, develops a care plan and refers clients to all available resources. There is never a charge to the employee for using the Clinical Navigator and no limit to the number of times an employee or dependent can access this resource. The nurse provides follow-up to the client within two weeks to ensure that the client has had an opportunity to implement the recommendations in the care plan and provide further support if needed.



Health and Advisory Services

## Preventive Healthcare Program.

It is easy to appreciate the value of health screening when offered to employees; it empowers employees to take an active role in their health, creates a positive work culture, reduces absenteeism, and, when conditions are prevented or managed, lessens the incidence of short/long-term leaves. However, most employees don't know what to do with the numbers on the paper.

Our Preventative Healthcare Program aims to provide next-step follow-up for employees as part of providing routine health or biometric screening (we now provide this service) routine health or biometric screening.

At its core, health coaching is a patient-centered intervention approach that uses solution-focused techniques to enhance motivation and positive action.

For companies who wish to implement or augment an existing biometric screening program, we work with their health team to create a full scope biometric screening that can be customized to the needs/demographics of the workforce. This service provides on site healthcare professionals and allows employees to easily schedule a time to complete the screening without leaving the work site. The biometric screening includes full panel blood work (cholesterol, glucose, PSA, complete blood count, Vitamin D, etc.), cardiac risk assessment, blood pressure, height/weight/waist circumference.



### **Consultation and Referral**

Our Preventive Healthcare Program allows employees to maximize the benefit of biometric screening by providing customized health coaching, providing a more significant return on investment (ROI) when offered in conjunction with routine health screening. With the Dynacare partnership, we are able to coordinate and facilitate the on site clinics. A simple scheduling tool allows employees to schedule their biometric screening with the healthcare provider on site and complete the screening.

All clients receive a comprehensive consultation/assessment completed by a nurse that addresses current health status, social functioning, medical history, medication review and risk assessment. This allows us to work with the client to create a plan that best supports their needs and results in long-term health improvement. This may involve a referral to an expert within our network, such as a registered dietitian, antenatal coach, nutritionist, fitness coach, life coach, doula, or kinesiologist, or best practice, evidence-based internal resources may support the client. Employees may continue engagement with specialized health coaches once they have exhausted their allotment of hours via self-pay or extended health benefits.

### **Service Standards**

A nurse from the health services team will reach out to the client to offer an assessment appointment upon receipt of screening results and signed Release of Information/Consent to Contact form. An assessment appointment will be made available to the employee upon receipt of the referral. If GreenShield Health cannot connect with the employee, two additional follow-up attempts will be made and documented accordingly.

For those clients whose health screening results indicate any acute findings, they will be immediately reviewed by a physician and will be contacted without delay. Aggregate findings detailing thematic concerns will be collected and shared with the employer, including recommendations for relevant corporate health programming based on the aggregate results of the screening (i.e. smoking cessation challenges, food services menu review by registered dietitian, etc.) This will allow the employer to customize education sessions and wellness programs.



Health and Advisory Services

## Chronic Disease Management.

Chronic health conditions such as diabetes, cardiovascular disease and respiratory issues have increased in every region since 2000, and they are now among the leading causes of mortality and morbidity worldwide. Living with, and managing chronic conditions, significantly impacts the mental health and well-being of the individual. GreenShield Health offers a holistic, comprehensive chronic disease management program that supports individuals living with chronic diseases in all aspects of whole health, including medication management, diet, physical activity, health teaching and mental health care.

Two key components critical to successfully managing chronic disease are adherence to treatment and health-related lifestyle changes.

Unfortunately, the current healthcare system does not support individuals in maintaining long-term, effective lifestyle changes, which is an integral part of self-efficacy. Effective self-efficacy allows the individual living with the chronic condition to monitor and manage their symptoms and indicators of disease progression, engage in activities that protect and promote health, and better manage the impact of the disease on functional ability, mental health and interpersonal relationships. Self-efficacy is proven to result in improved adherence to treatment regimens. Individuals engaged in this program have regular, prescriptive, interval access to a circle of practitioners specializing in their condition to allow ongoing monitoring, modification and improved health outcomes.

## Intake and Engagement

Clients may be eligible through employer-sponsored programs or insurance programs, or they may wish to self-refer.



Once deemed eligible for the program, the client is assessed by a nurse case manager (NCM) and participates in a comprehensive multi-domain assessment which explores all areas of the client's management of their disease state, including knowledge, compliance, mental health status, health history, medication review, symptoms and confidence. This assessment results in a care plan and referral to each designated specialist within the program's "circle of care." The client meets with each health professional on the intake to develop SMART goals and customized care plans specific to the client's needs.

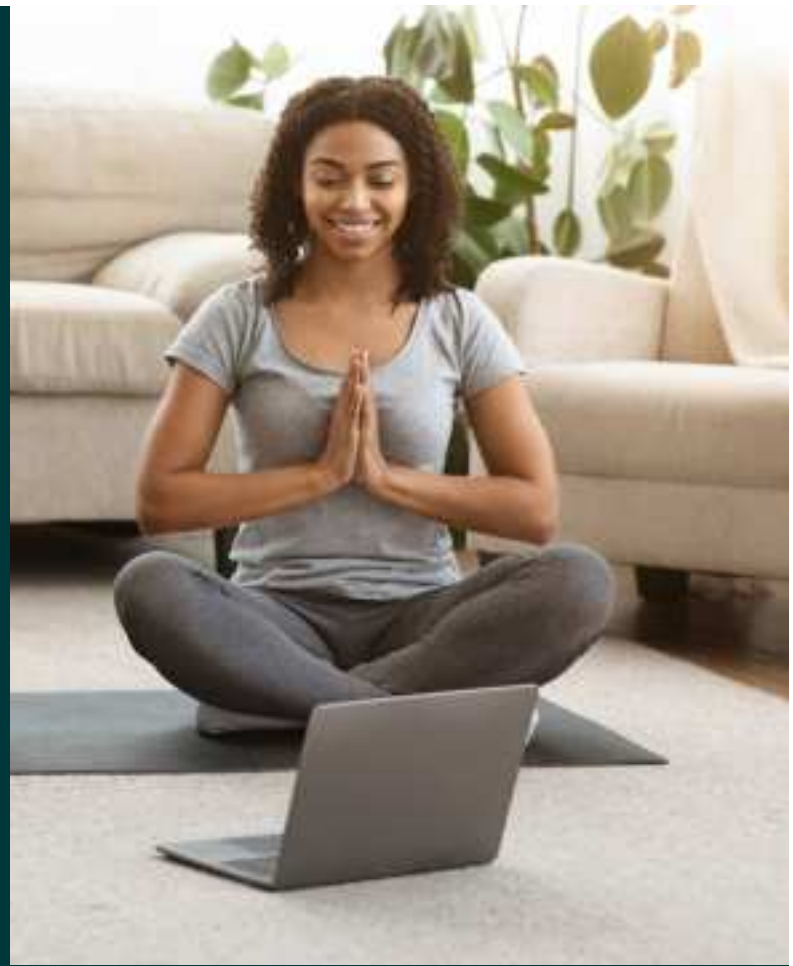
The client continues meeting and working with each provider within the circle of care regularly to implement lifestyle changes, increase understanding, and improve health outcomes and mental health status. Each clinician provides quarterly progress reports to the NCM, which comment on the progression of goals, recommendations, compliance, engagement and attendance.

The NCM creates a summary report which is reviewed with the client and shared with all clinicians within the "circle of care" and any for whom the client has provided consent to share, i.e. family physician. After the 12-month program, a discharge summary report is provided to the client with recommendations for ongoing care and maintenance, using the strategies learned over the course of the program to implement effective self-management of disease. The patient may continue therapeutic engagement with any specialized practitioner via self-pay or benefit coverage.

Outcome rating measurements are used to evaluate improvement in patient self-efficacy, ability to manage health and mental health status. These scales are administered at intake, six months, on discharge, and six months post-discharge intervals, allowing the treatment to be modified to focus on identified areas of weakness.

## Chronic Disease Management Program—Diabetes

- Pharmacist (intake, month three, month six, month nine, discharge)
- Registered Dietitian (intake, month three, month six, month nine, discharge)
- Fitness Coach (intake, monthly)
- Diabetes Educator (intake, month three, month six, month nine, discharge)
- Chiropracist/Foot Care (intake, month six, discharge)
- Mental Health Counsellor (monthly for 12 months)
- Nurse (quarterly and on discharge)



## Chronic Disease Management Program—Pain

- Pharmacist (intake, month three, month six, month nine, discharge)
- Osteopath (intake, month six, discharge)
- Physiotherapist/Kinesiologist (intake, monthly)
- Nutritionist (intake, month three, month six, month nine, discharge)
- Sleep Specialist (intake, month three, month six, month nine, discharge)
- Mental Health Counsellor (monthly for 12 months)
- Nurse (quarterly and on discharge)

## Chronic Disease Management Program—Cardiac

- Pharmacist (intake, month three, month six, month nine, discharge)
- Registered Dietitian (intake, month three, month six, month nine, discharge)
- Fitness Coach (intake, monthly)
- Smoking Cessation Coach (eight to ten sessions)
- Yoga Coach (intake, month six, discharge)
- Mental Health Counsellor (monthly for 12 months)
- Nurse (quarterly and on discharge)



Health and Advisory Services

## Collaborative Care.

Most individuals engaged in mental health counselling find the process to be helpful in developing strategies to cope with life's challenges. However, when a client presents with complex psychological or medical needs that require the involvement of an inter-professional diagnostic team, such as a psychiatrist, psychologist, nurse or other registered health professionals, our Collaborative Care Program is designed to assist the clinician in their practice and support client treatment.

### **Collaborative Care Referrals**

The goal of this specialized program is to provide a comprehensive evaluation of any psychological, biological, medical and social cause that could be contributing to the nature and severity of any symptoms that the client may be experiencing and to provide both the clinician and client insight into issues that could be impacting their mental wellness. It is also designed to assist with the formulation of a comprehensive treatment plan to support them in their treatment goals.

This level of access is provided by some employers who wish to add this enhanced service to their employees' mental health treatment options.



### **Benefits of our Collaborative Care program:**

- Inter-professional diagnostic process that works with patients and counsellors to develop interventions/recommendations/referrals and treatment plans
- Registered health professionals provide assessment with specialized training and clinical experience, which equips them to understand the complex relationship between emotional and other medical illnesses
- Provided over our secure, encrypted platform

### **Service standards of our Collaborative Care assessment program:**

- When a clinician submits a request to initiate a referral, a referral package will be sent to the requesting practitioner within one business day. This package will include a referral form, informed consent form and release of information form
- Upon receipt of appropriately signed referral package documents, a clinical coordinator will review the referral, triage and reach out to the client within two business days to schedule the assessment
- The assessor's report and recommendations are discussed with the client by a nurse only if the report includes pharmacological recommendations or there are physical health components previously identified in their intake. A copy will be shared with individuals that the client has provided consent to. This could include the client's physician, clinician or others involved in their care



Health and Advisory Services

# Healthy Workplace Ergonomic Assessments.

**Supporting employers in creating healthy workspaces (whether from home or the office) results in increased productivity, increased employee engagement, reduced absenteeism and reduced disability claims.**

Importantly, establishing effective ergonomic practices allows employers to ensure compliance with Occupational Health and Safety Acts, which requires employers to protect employees from hazards such as those related to poor ergonomics. The Occupational Health and Safety Act Ontario issues specific legal requirements for employers to maintain a safe and healthy workplace, which includes hazards when working with computers or mobile technology. The act also requires employers to ensure that workers are acquainted with the hazards in their work and allowed to alleviate these when possible.

**Occupational Health and Safety Act Ontario**  
Clause 25 (2)(a), 25 (2)(d).

GreenShield Health provides your employees with personalized virtual ergonomic assessments allowing them to implement recommendations which result in improved outcomes such as increased productivity, fewer disability claims related to workplace injury, and increased employee engagement and retention. Our Healthy Workplaces Ergonomic Assessment Program provides access to Canadian Certified Ergonomists who take a systems approach to assessing employee workspaces and making recommendations to reduce ergonomic hazards.

Employers can book one or as many days as required to accommodate the number of assessments needed for the number of employees within the organization. On the programmed date(s), employees are provided easy access to scheduling their brief assessment with an ergonomist via our secure, encrypted platform. This assessment will result in a fully personalized report which assesses equipment (computer placement), furniture (desk, chair) and body positioning.



The report will be provided to the employee and contain recommendations for implementation. Should the ergonomist recommend a more comprehensive assessment, this recommendation will be included in the report. If you are an EAP client with GreenShield Health, your employees can access the follow-up assessment via their Advisory Services, covered under your program. If you are not yet an EAP client with GreenShield Health, and there is a recommendation for more comprehensive assessments, you may opt to sponsor these sessions for identified employees.

Materials can be provided to promote this offering with your employees and ensure optimal engagement. Corporate clients may wish to schedule these healthy workplaces offerings with other wellness promotions.

Aggregate reporting is available to organizations who wish to use the assessment findings to implement broader interventions and wellness programs based on the frequency of findings.



Health and Advisory Services

## Interactive, Virtual Cooking Classes.

We are pleased to offer live, interactive, virtual cooking classes as a part of our healthy workplaces programming. Healthy nutrition is one of the pillars of good physical and mental health; exploring new ways to cook healthy meals in these creative and pleasurable interactive classes will help create a bonding experience for your employees while encouraging a healthy lifestyle consistent with the well-being programs implemented in the workplace.



Our interactive cooking classes are delivered by our team of registered dietitians, clinical nutritionists, holistic nutritionists and naturopaths and feature two different classes four times a year. The recipes presented vary and can be seasonal, specialized (i.e., plant-based, gluten-free), or aimed at cooking for specific groups. Some examples include healthy holiday food prep, healthy cooking for a picky eater, and healthy lunches on the go.



These virtual Interactive cooking classes can be delivered to your employees as a team-building activity or incorporated into your wellness program and are a fun and practical way to share wellness tools with your team.

Participants are provided with the recipe, shopping list and information before the class to allow them to prepare the menu alongside the facilitator should they desire. The dietitian/nutritionist also offers nutritional tips, strategies and tools to support healthy eating and mindfulness during the interactive class. The session includes an opportunity for interactive Q+A while the clinician prepares and demonstrates the nutritional menu.

Our clinicians come from culturally diverse backgrounds and have experience in pediatrics, chronic health issues, intuitive eating and mindfulness. Your employees will love what GreenShield Health brings to the table.

These classes can be purchased individually or as part of a subscription-based offering and are available in English and French. Corporate clients may wish to schedule these healthy workplaces offerings with other wellness promotions.



Specialized Clinical Services

# Mental Health Peer Support Program.

GreenShield Health utilizes a unique and innovative approach to organizational peer support programs. By utilizing our technological expertise, we work with organizations through all aspects of building a robust peer support program, including consultation and support in developing and implementing the following.

- Peer support program policies and procedures, including roles and responsibilities of key stakeholders (e.g., peers, principal administrator/owner, advisory group, senior management)
- Recruitment strategy (e.g., prerequisites, communication)
- Peer screening and selection process (e.g., screening tool, interviews, agreement)
- Initial and ongoing training and support
- Communication/education and launch
- Quality management
- Program evaluation/outcome measurement



To assist you in developing a Peer Support Program tailored to your unique needs, GreenShield Health has created a comprehensive set of templates and training options.

## Option 1: Training videos

### Online Videos

Ten informative videos covering key concepts and examples related to peer support. They are designed to provide basic training to your peer support team. Each video outlines the key concepts that peer supporters need to provide peer support, and shares examples of what they may look like.

- What is a mental health peer program and why are we making it available?
- Peer support fundamentals (inclusive of discussions on roles and responsibilities and confidentiality)
- Code of conduct and setting boundaries
- Diversity, inclusion and unconscious biases (inclusive of how biases may show up in a peer interactions)
- Communication skills
- Connecting through experiences (how to share effectively)
- Supporting with understanding (inclusive of some discussions around trauma informed support from a peer support perspective)
- Self-care and supporting yourself with understanding
- Scenarios and examples of peer support in workplaces to provide insight into conversations that may occur including dealing with high-risk situations
- Where do I go to find out about resources available?

### Consulting Option

You may also wish to purchase some consulting hours from GreenShield Health to support you in the endeavour.

Our peer support training videos are invaluable tools in enhancing the effectiveness of peer support programs. These videos offer a dynamic and engaging medium for conveying essential knowledge and skills to potential peer supporters. They provide a visual and practical guide on how to listen, empathize, and assist colleagues facing mental health challenges, reducing the barriers of uncertainty and hesitation. Moreover, these videos ensure consistency in the training process, guaranteeing that all peer supporters receive the same comprehensive information. In today's digital age, these training videos are a powerful asset for organizations committed to nurturing a supportive and mentally healthy workplace culture, making peer support training more accessible and effective than ever before.

## Option 2: 12 hours Virtual or In-person Live Training

A comprehensive, peer support-focused training program that covers essential topics such as ethics, self-care, communication, and trauma-informed support. This intensive training enhances participants' skills and provides hands-on experience in a supportive learning environment.

We strongly encourage considering the more intensive live training option, as it empowers participants with expert guidance and practical experience.

The training topics are all developed and discussed from a peer support lens and include:

- Introductions/course overview/goals & objectives
- Peer support definitions & fundamentals
- Communication and preferred communication styles
- Connecting through your experiences
- Diversity, world view & unconscious biases
- Strength-based support
- Stages of change
- Supporting with understanding (discussions around trauma informed support)
- Ethics & boundaries
- Self-care

Each module discusses the key concepts and expands the thinking by having the participants explore their thoughts around these, discuss their own experiences related to the topics and throughout the training participants are involved in role plays/practice sessions to utilize these skills in a learning environment.

If delivered virtually, there are six 2-hour sessions delivered on a schedule based on your requirements (e.g., over 2 days, over a week, spread out over a few weeks, etc.).

If delivered in person, the 12 hours would be held over 2 days.

# How To Access Our Programs and Services.

Our customized approach to programs and services helps you create accessible, digital-first mental health programs that suit the needs of your team. In addition to our employee assistance program (EAP), employees can access ongoing support and expert guidance anytime they need it using the contact information below.

Corporate clients may contact their **account manager** to request a specific service, learn more about the offering or inquire about any other workplace need.

## EAP and Specialized Clinical Programs and Services

[workhealth@greenshield.ca](mailto:workhealth@greenshield.ca)

Confidential email inbox. All emails are reviewed and responded to within 24 hours by a member of the Clinical Team. Alternatively, we can also be reached via fax at 647-375-8799.

## Health and Advisory Services

[worklife@greenshield.ca](mailto:worklife@greenshield.ca)

Confidential email inbox. All emails are received and reviewed by the nursing team and responded to within 24 hours.

## Digital CBT

[digitalcbt@greenshield.ca](mailto:digitalcbt@greenshield.ca)

## Webinars and Training

[webinars@greenshield.ca](mailto:webinars@greenshield.ca)

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