

ASSISTNOW[®]

Employee Assistance Program

Plan Sponsor
Product Guide

A helping
hand for a
healthier you





AssistNow Employee Assistance Program (EAP) delivered by Kii Health

Empire Life is delighted to bring you AssistNow in collaboration with Kii Health. Delivering EAP for more than 40 years, this program brings together industry leaders with decades of experience, innovative technology, and clinical excellence into one seamless experience. Kii Health is dedicated to helping Canadian businesses excel through the power of their people.

We chose Kii Health for their:

- intense commitment to customer service and quality,
- depth and breadth of experience—across all industries—to help people navigate life challenges and address mental health issues, and achieve their wellness goals,
- focus on small business and a personal touch, similar to our own.

Thanks to their powerful EAP management software and proprietary systems, Kii Health has been able to keep costs down, enabling AssistNow to be offered at an affordable price.

AssistNow EAP delivered
by Kii Health



AssistNow EAP

A smart investment, a wealth of services

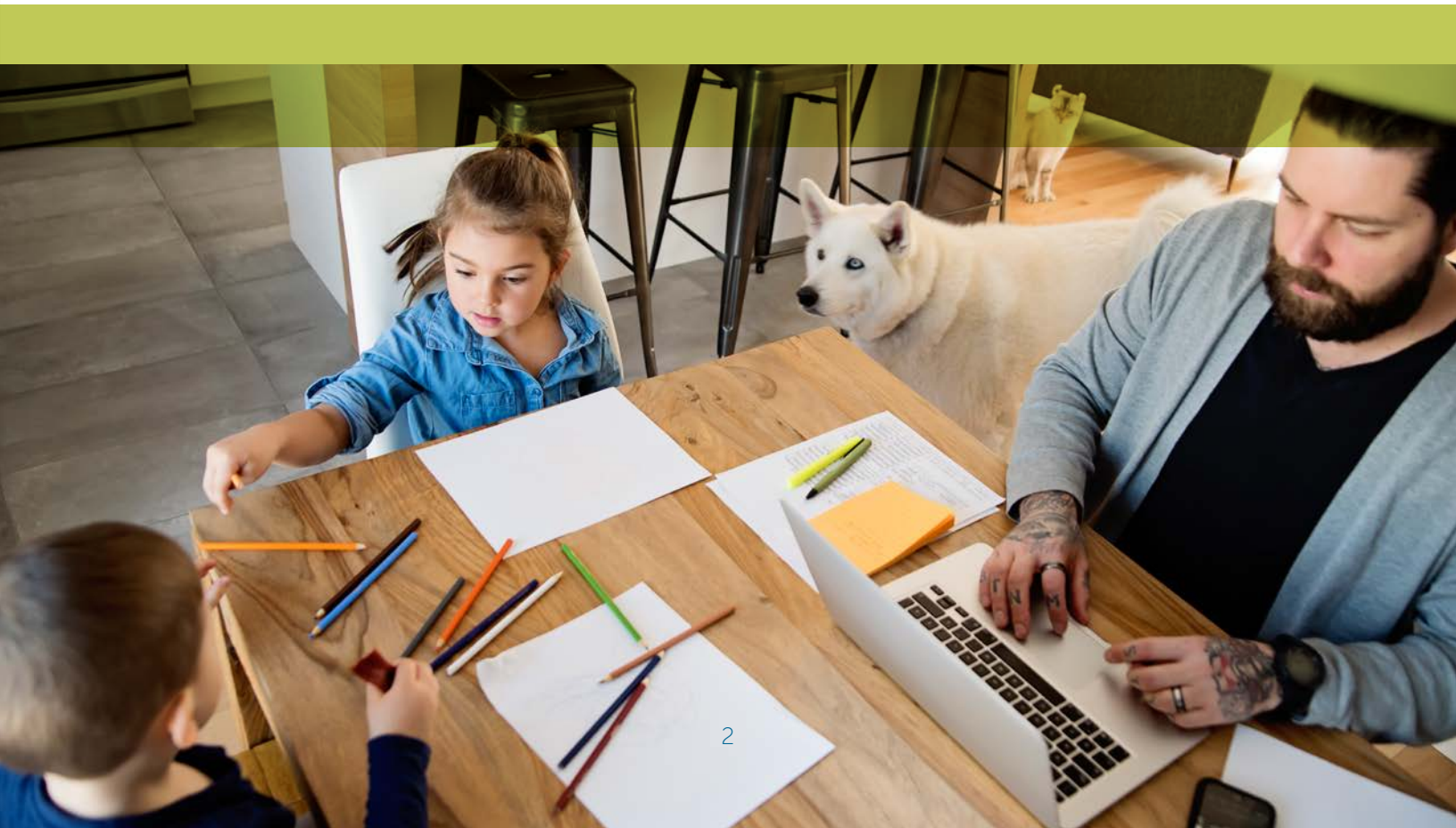
Going to work can sometimes be a great way to avoid thinking about a personal problem. But more often than not, trouble at home spills over into the workplace. One person's pain can affect the entire business—creating lost productivity, increased conflict and absenteeism.

AssistNow can help resolve issues early, so they don't grow into bigger problems that can be more difficult to deal with. It offers:

- Confidential counselling so people can get the help they need, when they need it.
- A wide range of wellness services to help employees manage their home life, health and well-being—so they can focus on their work while at work.
- A management consultation service to help leaders deal effectively with challenging employer-employee issues.
- A crisis response service to provide peace of mind to leaders, knowing that, in the unlikely event of a critical incident, expert support and crisis management is only a phone call away.

This document describes the features of AssistNow in detail, and includes:

- Services at a glance
- Optional services
- Promoting AssistNow



AssistNow services at a glance

The following program features are included in AssistNow:



A 24/7, confidential, multilingual, toll-free, clinical response centre that can be accessed from anywhere in North America and that:

- provides crisis assistance
- coordinates counselling appointments
- provides information regarding the EAP to eligible employees and dependants



In-person or telephonic short-term counselling and consultation with a professional counsellor, to address issues, and use services such as:

- Addictions
- Academic distress
- ADHD
- Anxiety
- Bereavement/grief
- Cancer support
- Career issues & guidance
- Caregiver stress and support
- Child abuse
- Crisis
- Depression
- Domestic violence
- Family and/or relationship problems
- Family care: child, teenage, elder
- Financial issues
- Gender and sexuality
- Harassment
- Health coaching
- Learning disabilities
- Legal issues
- 2SLGBTQI+ and BIPOC support
- Marital issues
- Medical health and resource referral
- Mental health problems
- Mindfulness program
- Personal/emotional challenges
- OCD
- Social anxiety
- Stress
- Work & family life imbalance



Life coaching wellness service helps employees create a meaningful, purposeful and fulfilling life and provides them a safe and confidential personal exploration process focused on sustainable change and positive results. Life coaching wellness service provides a series of telephonic sessions with a certified coach. Employees can evaluate their life, engage in conversations that can help them generate answers, and create new possibilities.



Health & nutrition consultation is designed to help people who want to improve their overall health. Health coaches and registered dietitians work with them to make changes in the ways they want to change—through goal setting, planning, taking action, measuring progress, motivation and support. Goals can be getting a better night's sleep, losing weight, drinking less, eating a healthier diet, boosting energy and more. Support is also available for specialized diets for athletes, vegetarians, and those with food allergies.



Mindfulness program can help employees calm their mind and body, let go of negative thoughts, and feel more grounded in the present moment. An EAP counsellor will guide them step-by-step, and help them learn the skills they need to reduce stress, focus on the present, and increase their overall well-being.



Cancer support is a specialized workplace cancer support service for those who have been affected by cancer. It provides counselling sessions with cancer coaching specialists that can offer support about anything from pain management to communicating with children, as well as expert information on how to navigate the healthcare system.



Financial consultations provide employees with assistance and a better understanding of general financial areas such as budgeting, savings advice, and debt management. This service is provided by independent consultants at no cost to the employee.



Legal resources provide employees with general legal information in areas such as family law, bankruptcy, wills, and estate planning. Initial telephonic consultants are provided by independent experts at no cost to the employee, with discounts often provided for further required services.



Daily living consultation services provide a broad range of support designed to alleviate some of the simple pressures of day-to-day life. Information on local services can be provided for child or eldercare, household services, pet obedience training, veterinaries, moving/relocation, home repair services, transportation and more.



Management consultation service provides confidential advice and guidance to company managers, to address challenging employer-employee issues. Guidance and support is available for navigating issues such as:

- Workplace disruptions
- Group dynamics including preparing for difficult conversations and addressing sensitive workplace issues
- Crisis situations
- Managing employees who may be emotionally vulnerable



Workplace referral program (WRP) assists managers, supervisors, and/or Human Resources personnel in addressing employee performance and/or behavioural issues. Information regarding the employee's compliance and attendance in EAP and subsequent treatment is reported to the manager, with the employee's consent. No clinical content is reported.



Trauma response service provides emergency response in the event of a traumatic event related to the company. Services include:

- 24/7 with 365-day access to Kii Health clinical response centre for trauma consultation and development of a response plan.
- critical incident defusing/debriefing at the worksite by members of the Trauma Specialist Team.
- debriefing session for affected employees and family members, to help normalize reactions and minimize post-traumatic stress, if required.
- individual counselling for employees who require additional support.



Additional worklife and wellness resources offer programs such as Kii Health's "Ask-an-Expert" monthly webinar series, a reference library with trusted health and wellbeing resources and a growing list of self-guided cognitive behavioral online therapy (CBT) modules that help employees build coping and resiliency skills to manage their mental health. The content is presented in a flexible way so users can complete readings and exercises at their own pace. Users will work independently to tackle common concerns like anxiety, low mood, and stress. Employees can access this program on their own or nurse care coordinators can combine self-guided programs with other services when compiling recommendations to support employees in their wellness journeys.



Customer reporting helps establish the value and return on investment of the EAP. Employers with more than 50 employees can receive individualized EAP utilization reports. Confidentiality and anonymity are strictly enforced to protect the privacy of employees and their dependants who use the service.

Optional EAP services

The following optional program features are available on a fee-for-service basis.

Life, work and wellness workshops

Kii Health offers a library of seminars. Content can be delivered in one-hour lunch and learn format, or in a more in-depth seminar or workshop. The following are just a few examples of topics offered:

Family, relationships, and life transitions

- Beating the Back-to-School Blues
- Caring for an Older Adult
- Caring for the Caregiver – Grief and Bereavement
- Keys to Healthy Relationships
- Navigating Retirement
- Supporting International Students

Workplace & communication skills

- Active Listening
- Addiction and the Workplace
- Dealing with Difficult People
- Effective Communication
- Leading Through Change
- Thriving with Shiftwork
- Time Management

Mental health, stress, and resilience

- Avoiding Job Burnout
- Giving to Yourself: Self-Care Strategies
- How to Achieve Good Emotional Health
- How to Handle Big Feelings
- Managing Life's Stressors
- Mental Health in the Workplace
- Supporting Someone's Mental Health
- Supporting Employee Mental Health
- Resiliency... The Bounce Back Factor
- Understanding Anxiety
- Work-Life Balance

Additional topics

- Physical Health and Nutrition
- Financial Wellbeing
- Professional Development and Career Support.

Promoting AssistNow

We recommend that companies promote AssistNow throughout the year, so that employees know they can get reliable help, when they need it. We've created materials to help you promote AssistNow to your employees:

- A letter to customize and send to all employees
- A wallet card
- Posters to display in the workplace

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