

EMPLOYEE ASSISTANCE PROGRAM

Personal Counselling Services

Tri-County Mennonite Homes (TCMH)'s Group Benefit Plan, in accordance with the associated eligibility guidelines, provides (without physician referral) coverage for counselling services to a **maximum of \$500 per insured person per calendar year**.

As part of this Group Benefit Plan, full-time employees or their eligible dependents may visit a counsellor of their choosing who is a **registered psychologist, counsellor with MSW qualifications or Clinical Counsellor**.

Employees submit their claims, along with original receipts, directly to the Group Benefit Plan provider as outlined in the Group Benefit Plan booklet, and as done with any other group benefits.

Additionally, TCMH will provide to all employees a **TCMH Enhanced Employee Assistance Program (EAP)** to supplement the existing provisions. This program:

- provides confidential, professional counselling services, operated by an outside source, in a location off TCMH's premises.
- benefits employees and their eligible immediate family members who feel that counselling may be helpful.
- is available to all full-time and permanent part-time employees of TCMH or their eligible immediate family members, at no personal financial expense to the employee
- is being provided through:

Interfaith Community Counselling Centre (ICCC)

23B Church St., New Hamburg, ON

519-662-3092

www.interfaith.golden.net

Office hours at the ICCC are 9:00 a.m. to 3:00 p.m., Monday through Thursday.

Counselling appointments are available **8:00 a.m. to 7:00 p.m.**

Eligibility

The EAP benefit is available to **all full and permanent part-time employees** after six months of service with TCMH. Eligible family members must live in Canada and will include:

- The **employee's spouse** (legally married husband or wife or partner who resides with the employee in a conjugal relationship and who the employee publicly represents as their partner)
 - o The employee may only cover one spouse at a time and must notify TCMH in writing if they wish to change the name of the spouse being covered.
- The **employee's child** (natural child, adopted child, stepchild or child of the employee's spouse)
 - o To be eligible, the child must: not have a spouse or partner; normally live with the employee or the employee's spouse; be supported by the employee and; not be working on a full-time basis.
 - o The child must be under the age of 21 but under age 25 if in school full-time (in which case, proof will be required).
- The **employee's permanently developmentally or physically disabled child** (natural child, adopted child, stepchild or child of the employee's spouse), 21 years old or older.
 - o To be eligible, the child must: not have a spouse or partner; be incapable of self-sustaining employment and; be dependent upon the employee for support.

Coverage

Full-time employees and their eligible immediate family members are entitled to:

- \$500 of professional counselling per person per calendar year through the TCMH Group Benefit Program (subject to TCMH Group Benefit Plan annual deductible).
- up to an additional five (5) sessions of professional counselling per person per calendar year through the TCMH Enhanced EAP, through the ICCC.

Part-time employees and their eligible immediate family members are entitled to:

- up to five (5) sessions of professional counselling per person per calendar year through the TCMH Enhanced EAP, through the ICCC.

Alternate Counselling Coverage

An employee who chooses not to use ICCC for the counselling sessions, may, upon approval from the TCMH Benefit Director, receive funding up to the maximum limits of the TCMH Enhanced EAP.

- The alternate counselling agency may contact the TCMH Benefit Director directly, on behalf of the employee, to arrange for coverage of alternate counselling services.
- If alternate counselling arrangements are made, the employee shall first use the provisions in the Group Benefit Plan and secondly, the TCMH Enhanced EAP provisions.
- The **maximum amount paid for the Alternate Counselling Coverage EAP provisions is \$425 per year per person.**
- While eligible individuals have the right to access the services of any eligible counsellor for their sessions provided through the Group Benefit Plan coverage, **TCMH recommends that individuals begin their counselling services (\$500 covered by the Group Benefit Provider) with ICCC (who is an eligible counselling services provider), in order to provide longer-term consistency and support.**

About Interfaith Community Counselling Centre (ICCC)

The ICCC has been serving the needs of individuals, couples and families for almost two decades. The ICCC's counsellors:

- are qualified and experienced professionals with a minimum of a Master's Degree in one of the allied mental health fields
- are members of either the American Association of Marriage & Family Therapy or the College of Social Workers & Social Service Workers and abide by the code of ethics and standards of practice of their accrediting body
- address the needs of the whole person, with respect for the religious, philosophical and spiritual beliefs of the clients, recognizing the important role these values hold in our lives
- work from a strengths perspective, assisting the client in resolving life's challenges and in gaining an increased sense of well-being and hopefulness.

All sessions are held in the strictest of confidence within legal limits to confidentiality.

Clients are encouraged to make arrangements for their own counselling by calling the ICCC directly at **519-662-3092**. Clients may also be referred through a doctor or other professional.

Areas for which counselling may help include:

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|---------------------------------------|-------------------------------------|
| - anxiety & depression | - family difficulties |
| - anger & stress management | - custody / access issues |
| - child behaviour issues | - separation / divorce |
| - grief | - personal and work-related stress |
| - serious illness in family | - career planning, life transitions |
| - communication & relational problems | - substance abuse |
| - recovery from trauma | - self-esteem issues |
| - sexual & physical abuse | - compassion fatigue |

Additional Counselling Sessions

Fees attached to sessions beyond the above entitlement will generally be billed directly to the employee, however, additional sessions may be granted on a cost-shared basis within certain parameters. The counselling provider must contact the TCMH Benefits Director to discuss the situation and need for additional sessions, in order to receive approval for additional cost-shared counselling sessions.

Claims

Claims for the TCMH Group Benefit Plan coverage must be sent directly to the Benefit Plan carrier. Forms are available at the TCMH Corporate Office or in the Divisions. Claims for the TCMH Enhanced EAP are to be submitted to the TCMH Benefits Director and should include the claim assessment from the Group Plan carrier, receipts, and credentials of the counselor.

**If you have questions regarding the EAP or any other questions regarding benefit information, please feel free to contact the TCMH Benefits Director:
John Ruetz, Chief Financial Officer, at TCMH's Corporate Office
519-662-2718 or jruetz@tcmhomes.com**