

## **New Employee Assistance Provider for LCBO Employees**

The LCBO Employee Assistance Program has changed providers. Effective December 1, 2010, the EAP program is now provided by Homewood Human Solutions. The program provides confidential counseling services and an information service to all eligible LCBO employees and their immediate families.

### **What would I use this service for?**

The service can be helpful in resolving all kinds of personal, family and work-related issues that may affect your health and well-being. It can also be used as a preventative and proactive step in developing and maintaining healthy habits for a healthier lifestyle.

### **Do the services cost anything?**

All services are provided free of charge to LCBO permanent, seasonal and casual employees who have successfully completed their probationary period. Services are provided away from the workplace; they are completely voluntary; and services are strictly confidential. Services can be provided in person, by telephone or on-line depending on your needs and preferences.

### **Who provides the services?**

Services are provided by an independent counseling firm with professionally-trained staff and counselors throughout Ontario. Counselors are on duty seven days a week, 24 hours a day.

### **What can I expect to happen if I contact them?**

When a member calls, a representative will take down the basic information and pass along the facts to a counselor who will return the call within 24 hours. Depending on the immediate urgency of the caller, an appointment will be offered to you within two working days. The counselors offer both daytime and evening appointments. If you need to attend during working hours, personal time off must be requested from your manager who will handle the request in accordance with policies and guidelines for authorizing absences from work.

### **How do I contact the EAP?**

You can contact Human Solutions by calling: 1-800-663-1142 or visiting [www.humansolutions.ca](http://www.humansolutions.ca)

## **What other services besides counseling are available?**

Besides traditional counseling, a number of innovated programs are also available including:

- New Parent Support packages
- Child and Eldercare advice
- Financial Consolidations
- Legal Advisory over the phone
- Career Counseling
- Pre-Retirement Planning
- Shift Worker Support
- E-learning courses
- Nutrition Counseling
- Wellness
- Smoking Cessation

You can call 1-800-663-1142 or register on-line [www.humansolutions.ca](http://www.humansolutions.ca) to access these programs.