

## Areas of Counselling

- Relationships and Couples
- Family and Parenting
- Stress
- Anxiety
- Depression
- Substance Use
- Legal and Financial
- Grief and Bereavement
- Career Coaching
- Behavioural Management
- Diet and Nutrition
- Work-Related Stress
- Bullying and Harassment
- Crisis and Trauma



**1-800-661-8193**

24 HOURS A DAY ANYWHERE IN NORTH AMERICA

**[www.humanacare.com](http://www.humanacare.com)**

## Member & Family Assistance Program



# Member & Family Assistance Program

## Do you need support?

### We can help.

HumanaCare encourages individual work-life balance for personal well-being. Our Member & Family Assistance Program offers you immediate and confidential access to a variety of programs and supports including:

- Short term solution focused Counselling
- Health and Wellness Coaching
- HumanaLife™ – Online Wellness Portal
- Career Coaching and Counselling
- Legal Advice
- Financial Coaching
- Caregiving and Eldercare Support
- Critical Stress Management
- Wellness Webinars and Presentations
- Smoking Cessation Support
- Healthcare System Navigation Support

## What is the first step?

Call us 7 days a week, 24 hours a day at 1-800-661-8193 or fill in an online service request at <https://humanacare.com/service-request>. One of our Nurse Care Specialists will assist you in setting up the appropriate services and supports.

## What is behind the door to your MFAP?

Your MFAP is a voluntary wellness service available to all eligible members and their family members. Many people face personal problems and pressures in their daily lives. HumanaCare's support and counselling can assist in finding ways to deal with these life challenges.

## How are counselling services delivered?

Our services are available through a host of mediums to meet the demands of busy lives, including in-person counselling, e-counselling and telephone counselling.

## Is the program confidential?

Yes, all support services accessed voluntarily by an individual are strictly confidential. This means that we will not disclose any information about you to anyone without your expressed consent and authorization (except in cases of medical emergency or legal requirement mandating disclosure, or unless you pose a clear danger to yourself or others).

## How much does it cost?

There is no cost to you. HumanaCare's Member & Family Assistance Program provides free support and counselling for eligible members and their families. We provide a clinically appropriate number of sessions for your short term concern. In cases where long-term or more specialized services are required, a HumanaCare counsellor will guide individuals through their options.

## Diversity and inclusivity matters

Our mental-health supports and services include elements such as childcare and eldercare support, multicultural and faith-based counselling and access to elders for those who wish to access services specifically designed around indigenous health. Our counsellor network offers diversity in the counsellors available to members and their families.

1-800-661-8193

24 HOURS A DAY ANYWHERE IN NORTH AMERICA

[www.humanacare.com](http://www.humanacare.com)

