



Homewood Health



Catalogue of service descriptions for employees

Life Smart Coaching



Life Balance Solutions | Health Smart and Career Smart Coaching Services

1-800-663-1142

TTY: 1-888-384-1152

Numéro sans frais - en français : 1-866-398-9505

International (Call collect): 604-689-1717

HomewoodHealth.com



Homewood
Health | Santé

Table of Contents

Life Balance Solutions

New Parent Support	3
Childcare and Parenting	4
Elder and Family Care	5
Relationship Solutions	6
Financial Coaching	7
Legal Advisory Services	8
Grief and Loss	9
Stress Solutions	10

Health Smart Coaching Services

Jumpstart your Wellness	11
Nutritional Coaching	12
Smoking Cessation	13

Career Smart Coaching Services

Career Coaching	14
Pre-Retirement Planning	15
Shift Worker Support	16

New Parent Support



Having a baby is one of the most special times in a person's life. For both moms and dads, looking after that precious miracle of life is incredibly rewarding...and a little daunting. Most of us don't receive any formal training when it comes to parenting a newborn, but with some education and support, you can be confident that you are doing all the right things.

Be assured your baby's needs are being met!

- **Need practical advice?** Being responsible for a baby's many needs leaves some parents feeling overwhelmed. We can provide answers to ease your concerns.
- **Feeling a little blue?** Many women experience mood swings after giving birth. If you have postpartum blues, talking it over with a professional can be helpful.
- **New to fatherhood?** Because babies don't come into the world with a set of instructions, information and support can help new dads handle their new role with confidence.
- **Transitioning back to work?** Making a successful transition after maternity or parental leave is critical for parents. We can help make it a little easier for everyone.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to be the best parent possible. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our childcare specialists to call you and walk you through the types of support you could benefit from—written materials, internet resources, printed materials, and more.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any parenting challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you make new parenting more rewarding.

Childcare and Parenting



Being a parent is one of the most important and complex experiences in life. Do you question whether you are doing the right things? Do you occasionally feel overwhelmed? With helpful tools, support, and guidance, you can be the great parent you want to be.

Be the best parent you can be!

- **Looking for coaching and support?** We can help inform and guide you.
- **Need child-related resources?** We can do the research for you (e.g. daycare, after-school care, school work assistance).
- **Blending families?** We can assist you in creating a harmonious family structure.
- **Nurturing a child with special needs or gifts?** We can provide you with tools and approaches to help your child excel.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to be the best parent you can be. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our childcare specialists to call you and walk you through the types of support that you could benefit from—written materials, internet resources, printed materials, and more.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any parenting challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you change your life — and your child's.

Elder and Family Care



Balancing career responsibilities with family responsibilities is the reality for most of us, and generally we manage just fine. However, if you take on the extra demands of caring for an elderly or ill relative, or find you are carrying a particularly heavy load, having a professional point you in the right direction may be all that you need to relieve your stress and anxieties.

Be in control of your work-life responsibilities!

- **Need to resolve an elderly loved one's housing problem?** We can do the research and work with you to develop a suitable plan.
- **Worried about your parents' future?** Our eldercare specialists will work with you to plan for a range of possibilities.
- **Coordinating distant care?** We will find the information you need, whether your loved one lives across the country or across the world.
- **Need palliative or respite care?** We can source appropriate, qualified care to help you out.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help your elderly or ill loved one and help you maintain work-life balance. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our caregiving specialists to call you and walk you through the types of support that you could benefit from—written materials, internet resources, and printed materials, personalized for you.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any caregiving challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you achieve work-life balance.

Relationship Solutions



Finding the time to care for, and nurture, our intimate relationships with others can be challenging. Relationship Solutions will help you take a proactive approach to enhancing your relationships. Coaching and a Relationship Solutions resource kit are included in this service.

Enhance your relationship!

- **Need help communicating with your loved one?** We can help you learn the importance of communication, honesty, and forgiveness.
- **Want to get the spark back?** We can help couples relate to each other so they can keep the relationship fresh.
- **Juggling kids, work, and your love life?** Today's couples are busy. We can provide tips to help you learn how to make time for each other.
- **Need help resolving a conflict?** Learn how to work out differences constructively, and how to communicate and appreciate each other's point of view.

One call is all it takes to get started.

Life Smart Coaching focuses on improving relationship communication, resolving conflict and to re-engage with each other. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our relationship specialists to call you and walk you through the types of support that you could benefit from—written materials, internet resources, and printed materials, personalized for you.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any relationship challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you enhance your relationship.

Financial Coaching



Achieving financial peace of mind is possible. By taking the right steps you can maintain a positive cash flow, get out of financial trouble, and be financially prepared should difficulties or a crisis arise. Working with a financial expert can help you gain control of your money.

Ensure your financial house is in order!

- **Want to be in control of your money?** We can help you assess your situation, develop a budget, and create strategies to improve your financial health.
- **In over your head?** We'll explore debt resolution options with you and establish an orderly payment of debts program.
- **Not sure what a FICO score is?** We can work with you to improve your credit rating and ensure your credit file is accurate and working for you.
- **Coping with a life transition?** If you're struggling with an illness or disability, job loss or job transition, separation or divorce, or imminent retirement, we can help.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you achieve financial peace of mind. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our financial experts to call you to discuss your financial situation.
3. We provide ongoing coaching to help you build the confidence to solve your financial challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you achieve financial peace of mind.

Legal Advisory Services



Are you feeling a little bewildered and overwhelmed when it comes to sorting out legal matters, or finding an affordable and helpful lawyer? Our Legal Advisory service provides easy and convenient access to a network of experienced lawyers.

Manage your legal affairs with confidence!

- **Going through a separation?** We can help you work out child custody and visitation rights.
- **Want to take someone to small claims court?** We can help you receive legal advice first.
- **Avoiding writing your will?** We can help you so you can relax knowing your affairs are in order should the unexpected happen.
- **Wondering what your rights are in a landlord-tenant dispute?** Whether you are the tenant or the landlord, a legal opinion can be very helpful.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you deal with your legal affairs. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for a lawyer to call you to discuss your legal situation.
3. A lawyer will provide advice over the phone, and will ensure your specific needs are met.
4. This service does not include legal representation or the preparation of legal documents. If you require an attorney to represent you, a referral can be made to someone in your area. Legal Advisory provides a preferential rate on most services of up to 25% off the quoted legal fees.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help answer all your legal questions.

Grief and Loss Coaching



Grieving can be an overwhelming and complex process. Every individual reacts differently and experiences grief and loss in unique ways. Homewood's Grief and Loss Coaching Program helps you understand the grieving process by providing you with coaching support and resources to help you manage through the range of emotions and difficulties one experiences when faced with a significant loss. This program is helpful to those who have lost a loved one or are experiencing other forms of loss in their life, including job loss, divorce, or ending of a relationship.

Learn to feel happy again.

- **Have you recently lost someone?** Our grief specialists can provide emotional support and resources to help you get through your difficult time.
- **Are you grieving a job or a relationship loss?** Our program is also designed to help you make sense of your loss and the steps needed to manage normal reactions to grief or loss.

- **Are you looking for support in guiding your children through grief?** Our grief specialists will help you understand how grief may impact children and how to support their overcoming grief.
- **Do you have questions about your emotional well-being due to a recent loss?** We can provide resources and strategies to help you in your journey of recovery.

One call is all it takes to get started.

Life Smart Coaching focuses supporting with tactics to help you through your grief and loss. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our grief specialists to call and walk you through the types of support and resources that you could benefit from—written materials, internet resources, and printed materials, personalized for you.

We'll be in touch with you while you're using the materials, and help you build the self-care and self-compassion to overcome your grief.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you cope with your grief and loss.

Stress Solutions



Stress is a natural reaction to any change where an adjustment or response is required. Stress may result when your life or work related demands exceed the perceived internal and external resources required to satisfy the need. Stress may also occur when events or demands in your life stretch you to new levels of functioning.

Stress is not always bad. Stress is an important reaction that protects you from danger. When experiencing stress, your body release hormones, adrenaline and cortisol increasing your blood pressure and heart rate providing the energy needed to fight or flee from crisis scenarios. Without adequate stress in your life, you are likely to feel less motivated, and unenthused. You may lack the necessary reasoning to pursue personal goals and may find difficulty enjoying simple pleasures and the enthusiasm to start living life to its fullest. In contrast, having too much stress will manifest in physical, mental, and emotional ailments with feelings of anxiousness and pressure.

Somewhere between these extremes, in a place between too little stress and too much stress, is an amount of stress that is healthy, motivating, and stimulating. That's the level of stress you want to achieve and that's the level of stress that you can achieve when you learn the strategies about stress management.

One call is all it takes to get started.

Life Smart Coaching supports you with tactics to help you identify, manage and control your stress. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our stress specialists to call and walk you through the types of support and resources that you could benefit from including written materials, internet resources, and printed materials, personalized for you.

We'll be in touch with you while you're using the materials, and we will help you to build strategies to control and reduce stress as needed.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Stress solutions can help you to recognize your symptoms of stress, which in turn enables you to control and reduce it.

Jumpstart your Wellness



Ready to take your health and well-being to the next level? Our *Jumpstart your Wellness Program* may be what you are looking for. With the support of a certified life coach, our program uses a comprehensive online, self-directed approach to support behaviour change. You will have access to an online wellness handbook, healthy living tools and resources and objective and goal setting exercises.

Be fit, healthy, and feel great!

- **Not sure where to begin?** You can start with a readiness for change questionnaire along with objective and goal setting exercises, from there our certified coaches work with you to develop a personalized plan.
- **Can't stick with 'healthy' resolutions?** The Wellness Workbook provides support with both preparation and planning, along with other lifestyle considerations and exercises all geared to developing new behaviours you can stick with.
- **Want to focus on specific areas of need?** Our experts can help you take a holistic approach to address your needs and improve your overall health and well-being.

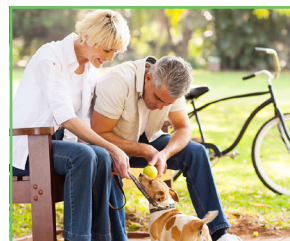
- **Need to support other lifestyle changes?** Maybe you've made or are considering an important change. Committing to a 30 day comprehensive program can be the boost you need to succeed. Common areas of change include but are not limited to: Weight, Eating Habits, Physical Health / Levels of Exercise, and Work Life Balance.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to take a comprehensive approach to behaviour change. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange consultation with a certified coach to begin the process with a readiness questionnaire and objective and goal setting exercises, outlining a self-directed personal plan for success.
3. You also receive online tools and resources including a Jumpstart your Wellness Workbook, and expert tips on healthy lifestyles and exercise.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you take a holistic approach to health and wellness.

Nutritional Coaching



Eating is one of life's greatest pleasures. It's also an area in life where we can get into trouble if we aren't careful. Working with a nutritional counsellor can help you sort through the conflicting information that's out there and develop a dietary plan that works for you.

Eat right and feel great!

- **Struggling with your weight?** Losing weight and keeping it off may mean changing what you eat. Our registered dietitians provide up-to-date, evidence-informed nutrition information to help maintain a consistent approach to weight loss.
- **Need to eat a more heart-healthy diet?** We work with you to develop a personalized food plan.
- **Want to boost your energy levels?** Making simple changes to your diet can increase your energy and help you feel better. We can help you develop a nutrition plan that can be easily integrated into your lifestyle.
- **Have special dietary needs?** Sometimes we need to develop specialized diets to avoid problems (e.g. high cholesterol, Type 2 diabetes, lactose and food intolerance, irritable bowel). Working with a dietitian makes planning the right diet easier.

One call is all it takes to get started.

Life Smart Coaching empowers you with information and support to ensure nutritional plans are easily integrated into your lifestyle. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for a Registered Dietitian to conduct an assessment of your dietary needs and provide nutritional information, and offer 'how to' advice and coaching, all by phone.
3. A registered dietitian will provide initial one-on-one coaching and consultation.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you eat healthy, lose weight, and build your energy and disease resistance.

Smoking Cessation Program



If you are a smoker who has tried quitting, you know how difficult it can be. Smoking is very addictive and quitting requires considerable planning, determination, and courage. Our program addresses the psychological and physical dependence and creates a foundation for successful behaviour change.

Be a healthy, happy ex-smoker!

- **Need a personal coach?** We can help you decide to quit, figure out when to start, what method or combination of methods to use, and we will be there to support you if you are tempted to pick up a cigarette again.
- **Dealing with withdrawal?** If you are feeling depressed, have trouble sleeping or concentrating, or have developed an increased appetite, we can help with suggestions and support.
- **Need to 'unlink' from your triggers?** If smoking has become linked with everything you do—from drinking coffee to watching the evening news—we can help you overcome the mental challenges of quitting.
- **Ready to make lifestyle changes?** If you want to make other changes such as starting an exercise program, eating healthy, or taking up meditation in order to feel better, we can make recommendations that will support you moving forward.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you quit smoking and remain smoke-free. We make it simple to start and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our experts to call you and walk you through the types of support that you could benefit from—an online smoking cessation e-Course, printed materials, and more.
3. We'll be there to provide one-on-one coaching as needed.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching
will help you quit
smoking.

Career Coaching



Ready to take your career to the next level...but not sure what that might look like? Working with a career specialist can help you identify and articulate your skills, aptitudes, values, personality traits, and interests as they relate to career choice. We help you with career planning that matches your goals.

Be in the right job for you!

- **Dealing with career-related problems or conflicts?** If you have a conflict with a co-worker or supervisor, getting professional advice on what to do can help.
- **Concerned about starting a new job?** Stepping into a new role or taking on a new responsibility at work? Our career coaches can help you make a successful transition.
- **Struggling to manage your time effectively?** If you feel you are being pulled in all different directions and not accomplishing much, we can help you develop an effective time management system.
- **Want to advance your career?** We can help assess your skills and interests, determine good options for you, and put together an action plan.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you make your career more rewarding and successful. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our experts to call you and walk you through the types of support you could benefit from—online assessment tools, internet resources, printed materials, and more.
3. We'll be there to provide one-on-one coaching as needed.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you overcome job hurdles and take your career to the next level.

Pre-Retirement Planning



Are you excited or apprehensive about retiring? Fortunately, with a little advanced planning, your retirement years can be everything you hoped for and more. We can help you get mentally, emotionally, and financially prepared.

Be prepared for your retirement years!

- **Is your retirement plan in place?** We can help you figure out what's important to you, set goals, and take action steps well in advance, so you can enjoy a satisfying and productive retirement.
- **Will your relationship remain strong in retirement?** We can help you prepare psychologically to make sure you'll have relationship security in retirement.
- **Can't decide whether or not to keep working?** We can help you sort through your options if you're thinking about launching a second career.
- **Want good physical and mental health in later years?** If you want to maintain good health, making changes now can make a big difference later on.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support to help you prepare so you can enjoy your retirement years. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our retirement coaches to call and walk you through the types of support you could benefit from—written materials, internet resources, financial software, printed materials, and more.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve your pre-retirement planning challenges.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you make the most of your golden years.

Shift Worker Support



If you work at times outside of 7:00 a.m.-6:00 p.m., then you know first-hand the challenge of fighting the body's natural wake-sleep pattern, and the strain shift work can put on your health, well-being, family, and social life. We can help you find solutions to your unique challenges.

Stay healthy and safe while working shifts!

- **Not getting enough sleep?** We can help guide you through small changes to make a big difference.
- **Stressed out trying to manage family and social life?** We can help you develop strategies to manage your responsibilities and your health.
- **Frustrated family members?** If you are looking for ways to keep your family relationships harmonious, we can offer helpful tips and tools.
- **Are you a woman working shifts and caring for a family?** Female shift workers have almost three times the number of accidents as male shift workers. We can help you stay safe.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you make shift work a part of a healthy and rewarding personal and work life. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our coaches to call you and walk you step-by-step through all the types of support that you could benefit from—internet resources, printed materials, and more.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve your work-life challenges.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you make shift work happier and safer.

About Homewood Health

Homewood Health offers the highest quality clinical support and intervention available within the EFAP industry, and an unmatched continuum of services — spanning health promotion, mental health and addictions support, and prevention-focused work-life balance services.

Contact Us

Call us to get started

1-800-663-1142

TTY: 1-888-384-1152

Numéro sans frais - en français :

1-866-398-9505

International (Call collect): 604-689-1717

HomewoodHealth.com



Homewood
Health | Santé