

CLS

CATERING SERVICES LTD.

3560 Jericho Road, Vancouver International Airport,
Richmond, B.C. V7B 1C2
Tel: (604) 273-4438 Fax: (604) 270-6538

Date: February 1, 2021
To: All YVR employees with benefits
Subject: HumanaCare (Employee Family Assistance Program)
From: Gareth Lycett, Head of Canada Market

CLS Catering Services Ltd. is pleased to announce that effective today, HumanaCare is our new Employee Family Assistance Program (EFAP). This program is available free of charge to all employees currently on the Canada Life benefits program.

CLS Catering Services Ltd. recognizes that personal difficulties may adversely affect our employees, their performance at work and their health or personal relationships. Some of these difficulties may include:

- Substance Abuse
- Stress and Anxiety
- Depression
- Family and Parenting
- Healthcare Navigation
- Bereavement
- Legal and Financial
- Marital/Relationships
- Anger Management
- Diet and Nutrition
- Self Esteem
- Career and Vocational
- Harassment
- Work-Related Stress

To promote employee and workplace wellness, all employees and managers are encouraged to voluntarily contact the EFAP provider if they feel they are struggling. The EFAP service provides access to professional consultation, short-term counselling and other services via the telephone or the internet. These services are accessible 24 hours a day and are completely confidential.

To utilize the EFAP program, please contact 1.800.661.8193 or www.humanacare.com

Please remember this is a completely confidential service and that the use of the EFAP program is voluntary.

If you have any questions, please do not hesitate to contact a member of the Human Resources department.



Gareth

**Please note that any employees engaged in Aroon Shah & Associates services prior to February 1, 2021 will continue to receive services under the terms of the arrangement.*



Welcome to HumanaCare!

As an employee of CLS Catering Services Ltd., you have access to HumanaCare's Employee and Family Assistance Program providing free, confidential support and counselling for individuals and their families experiencing work-life challenges.

HumanaCare can assist in the following areas:

- Relationship 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
- Healthcare Navigation and Support

Why Access HumanaCare's EFAP?

Many people face personal problems and pressures in their daily lives. Sometimes these problems become too much to handle and will begin to affect personal happiness, family life, performance at work and physical and mental health. Problems can worsen with time and may become difficult to deal with individually. HumanaCare's support and counselling can assist in finding ways to deal with these life challenges.

Who can use the HumanaCare program?

Employees and their spouses/partners and children under 25 years of age (or still dependent) can access services.

How do I access HumanaCare's EFAP?

You can access HumanaCare 24 hours a day at **1-800-661-8193** or <https://humanacare.com/service-request>.

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 are accessed voluntarily by an eligible employee and their families and are strictly confidential. This means that we will not disclose any information about you to anyone without your consent and authorization (except in case of medical emergency or legal requirement mandating disclosure, or unless you pose a clear danger to yourself or others).

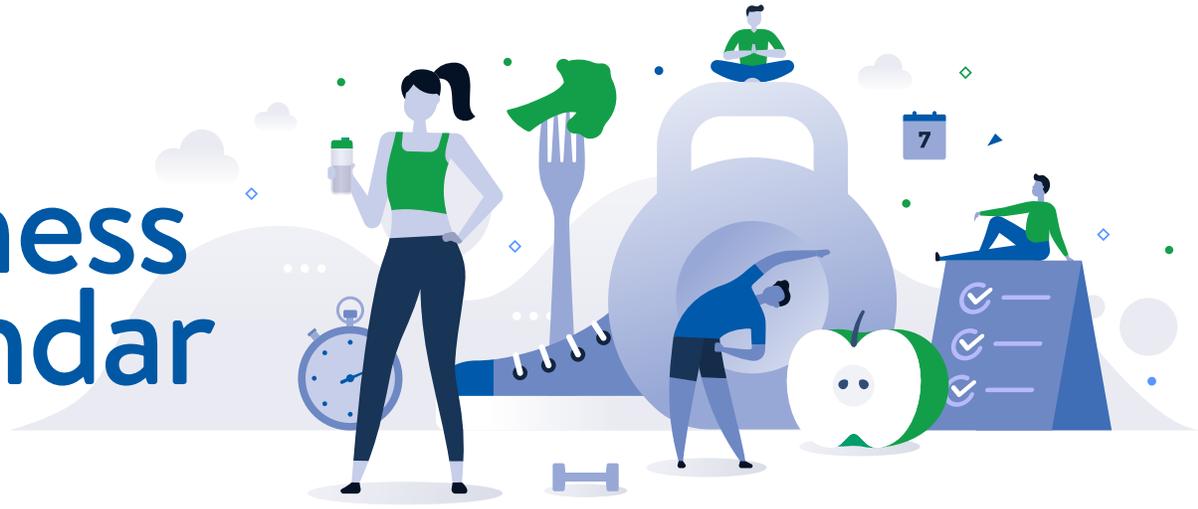
Are there any Online or Self-Serve Options?

Included with your EFAP program is access to our wellness platform and our HumanaCare's mobile option. You can access the wellness platform by visiting: www.humanacare.com/humanalife. Create a login and password.

Your ACCESS CODE is: **humanacare**



2021 Wellness Calendar



January

- Non Smoking Week – January 17-23
- Bell Let's Talk Day – January 28

February

- Psychology Month
- Children's Mental Health Awareness Week – February 1-7

March

- Nutrition Month
- National Social Work Month
- Brain Awareness Week – March 11-18

April

- Substance Use Awareness Month
- World Health Day – April 7
- Every Kid Healthy Week – April 26-30

May

- National Child and Youth Mental Health Day – May 7
- Mental Health Week – May 3-9
- National Nursing Week – May 10-16

June

- National Safety Month
- Canadian Men's Health Week – June 14-20
- National Health and Fitness Day – June 5

July

- International Self-Care Day – July 24
- World Friendship Day – July 30

August

- National Health Centre Week – August 9-15
- International Youth Day – August 12

September

- World Suicide Prevention Day – September 10
- National Women's Health and Fitness Day – September 29

October

- Health Literacy Month
- Mental Illness Awareness Week – October 3-9
- World Mental Health Day – October 10

November

- National Family Caregiving Month
- National Child Day – November 20

December

- National Handwashing Awareness Week – December 5-11
- International Volunteer Day – December 5

We are available 24 hours a day, 7 days a week by calling
1-800-661-8193 or visiting [humanacare.com/service-request](https://www.humanacare.com/service-request)
and filling in a service request.

