

## 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](http://www.humanacare.com/humanalife). Create a login and password.

Your ACCESS CODE is: **humanacare**

