

# Volunteer Firefighter Member and Family Assistance Program (MFAP) Solutions

Harness the power of full-scale employee/firefighter and workplace support solutions through an exclusive MFAP arrangement through VFIS of Canada a division of CVIS, Inc.



## DID YOU KNOW?

- Mental and nervous disorders have replaced musculoskeletal conditions as the top conditions causing long-term disability.

Source: Canadian Council on Integrated Healthcare

- The mounting costs of maintaining unhealthy employees/firefighters, coupled with the expense and disruption associated with staff turnover, is leading many employers to implement a health promotion strategy. Thanks to a growing body of evidence, today's workplace health programs are no longer viewed as just a good idea, but rather a crucial investment in an organization's long-term success.

Source: The Case for Comprehensive Workplace Health Promotion, Centre for Health Promotion, University of Toronto

*Member and Family Assistance Programs (MFAPs) are employer paid benefits that support both the members and the workplace. These services are designed to enable members to resolve personal and work issues so that optimal productivity is maintained. They include health, wellness and other strategic solutions for smaller employers/municipalities.*

Homewood Health offers Volunteer Fire Departments the same services as some of Canada's largest employers at a preferred

VFIS of Canada member rate of \$ 2.00 per member per month (non-member rate \$ 3.00).



# 1

### Ease of use

All of our services are simple and intuitive to use, so all members can benefit (e.g. online solutions allow easy and secure access anywhere and anytime, clinical response is fast and available 24/7 in both official languages, counselling is short-term and solution-focused, and we have counselling offices across the country).

# 2

### Prevention focused

Homewood Health takes a comprehensive and prevention-focused approach to a members well-being and productivity. Our healthy workplace strategy targets the member, workplace and organization. Our prevention focus strengthens the resiliency of your workforce.

# 3

### Appealing and relevant messaging

MFAP and related services are only useful to the extent that they are utilized by members and key personnel (managers, supervisors, etc). We craft our messages to appeal to members in different stages of their life and career, ensuring that promotion efforts are relevant, appealing, and successful.



## MEMBER SUPPORT SERVICES

Short-term Counselling (no session caps). Our unique solution-focused cognitive behavioural therapy approach focuses on teaching individuals, couples, and families the skills necessary to solve their life problems without creating a long-term dependent counselling relationship. Confidential counselling is offered in the local community. Our counselling is delivered by our extensive national network, with the highest ratio of clinical psychologists. Their focus is on specific goal attainment, behaviour change, accurate diagnosis of complex problems, and the best possible outcomes. Treatment is provided for a full range of personal or work-related issues including, but not limited to:

- addictions; adolescent issues; aging and care giving; anger management; anxiety; child development
- Communication problems;
- domestic violence;
- depression;
- family issues;
- grief and bereavement;
- marital issues
- parenting;
- personal adjustment problems;
- relationship difficulties; sexuality;
- stress;
- separation / divorce / custody; special needs of children; and trauma

## Life Smart Coaching Services

### Life Balance Solutions

- Childcare & Parenting
- Elder & Family Care
- Legal Advisory Service
- Financial Coaching
- Relationship Solutions

### Career Smart Coaching Services    Health Smart Services

- Shift Worker Support Pre-Retirement Planning
- Nutritional Coaching Smoking Cessation Program Jumpstart your Wellness

## Online Resources and Services

- E- Learning Courses
- Health Risk Assessment
- Child and Eldercare Locator
- Health Library

## Crisis Management/Trauma

- Crisis Management Services (CMS) – charged separately @ \$225 per hour



KeyPersonAdviceLine. Designed for key personnel and supervisors, the advice line allows key persons to contact a Homewood Health counsellor at any time for consultation should a situation arise at the workplace which requires a professional opinion. These consultations are designed to be available on an immediate, as-needed basis

For more information ask for our detailed brochure defining each service. Marketed & Sold by CVIS, Inc. Developed by Homewood Health

# Trauma Care



**Post-Traumatic Stress Disorder (PTSD) is a serious condition that can affect anyone who has experienced a traumatic episode or repeated exposure to traumatic episodes.**

It can leave a person debilitated by severe anxiety, nightmares, flashbacks and uncontrollable thoughts about an ordeal. Left untreated, symptoms can worsen and leave an individual unable to cope with everyday life.

Studies show that accurately and effectively addressing symptoms and distressed functioning early can have significant impact on successful recovery and return to normal functioning.

## **A New Response**

Homewood Health™, in partnership with VFIS, is offering Trauma Care Program—a new mid- to long-term treatment option for Firefighters experiencing trauma symptoms.

This unique program model is designed to utilize industry best practices such as Cognitive Behavioural Therapy, resiliency training and a wide range of online mindfulness

tools for individuals who remain on the job but are struggling with acute or long-term trauma symptoms.

The program provides up to 20 hours of individual treatment.

## **Our Unique Partnership**

VFIS is offering Firefighters the opportunity to take advantage of this program through their Post Traumatic Stress Disorder Benefit. Through this benefit, Firefighters are eligible for covered access to Homewood's treatment for trauma experienced on the job.





### Program Access

This fee for service program must be initiated through VFIS in order to be eligible for reimbursement. Firefighters must first meet the definition of traumatic incident\*.

To initiate a claim, Firefighters can access the initial claim report and Attending Physician Statement form online at [www.vfiscanada.com](http://www.vfiscanada.com).

Completed forms can be returned to VFIS by fax at 1.855.558.0014 or electronically to [Canada@vfis.com](mailto:Canada@vfis.com). Once approved, a Firefighter has the option to be contacted by a member of Homewood Health's Trauma Care Intake team to initiate services, or to call Homewood Health directly at 1.800.663.1142 and request Trauma Care services.

**\*Traumatic Incident** – means an abnormal experience, outside the range of usual human experiences and includes, but is not limited to:

1. Line-of-duty death or serious injury to other **Insured Persons**;
2. A single incident having multiple casualties;
3. Death or serious injury of a child; and
4. Dealing with victims known to the **Insured Person**.

### Specialized Clinicians

Clinicians are specifically selected for this service. They have expertise and specific training in evidence-based psychotherapy, particularly Cognitive Behavior Therapy, relating to PTSD, as well as mood and anxiety disorders. Trauma Care clinicians also have experience working with military personnel and first responders and have undergone additional training regarding the cultural perspectives shared by many individuals in these occupations.



# PTSD Prevention Program Framework

#FIRSTRESPONDERSFIRST

firstrespondersfirst.ca

## IMPLEMENTING BEST PRACTICES

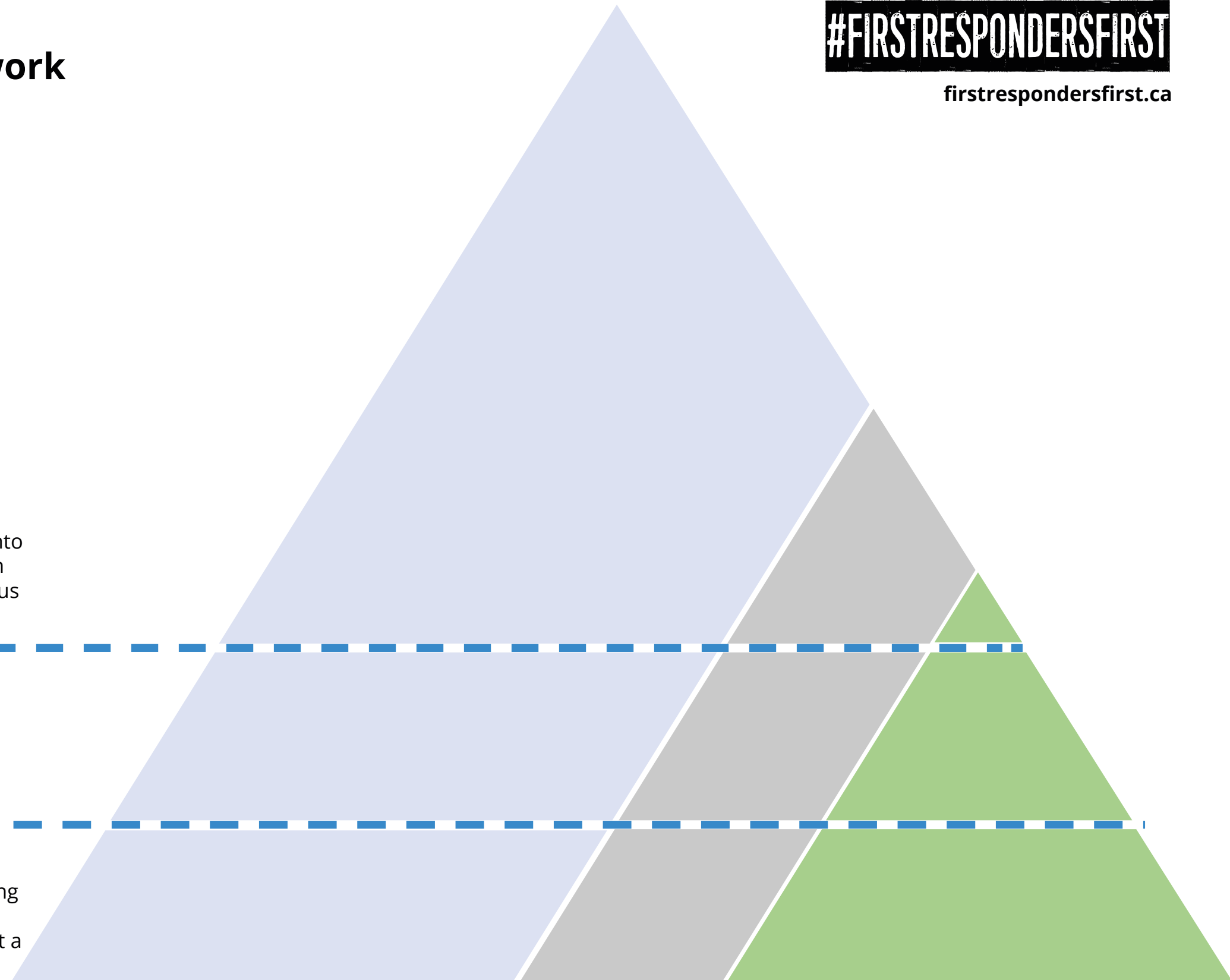
At this stage the employer is ready to implement best practices into an already functioning program. There is an interest in evaluation and research. They may also be interested in expanding their focus to general wellness.

## TAKING PROACTIVE STEPS

This stage of the journey is about moving from a reactive state to a proactive state. The employer has the basics in place and is ready to develop a more comprehensive program.

## JUST GETTING STARTED

At this stage of the journey the employer needs help understanding their legal requirements and potentially help dealing with a crisis. They are looking for basic support and may not be able to support a significant investment. The goal is to get them started with basics.



PREVENTION

INTERVENTION

RECOVERY & RETURN TO WORK



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TOWNSHIP OF TAY**

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September 20, 2016

Gillian Adams  
Account Manager  
Homewood Health™  
2 Bloor St. West, Suite 401  
Toronto, ON M4W 3E2  
[gadams@homewoodhealth.com](mailto:gadams@homewoodhealth.com)

Dear Ms. Adams,

**Re: EFAP services through VFIS and Homewood Health**

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Please accept this letter as a testimonial of our positive experiences with EFAP through our service providers VFIS and Homewood.

Upon receiving access to the EFAP services, we had individuals utilize them with positive results. Feedback received ranged from the ease of use, to the knowledgeable staff and wealth of information delivered.

To my knowledge, staff have not used the service in a Post Traumatic Stress Disorder capacity; however firefighters are aware of the service, as well as how to access it. They know that the help is there, when or if it is ever required. This is a crucial support system for the mental health of our first responders.

Our Accounts Manager has been very proactive in anticipating our needs, and has been able to answer our questions immediately. If the answer required some research, she was able to provide a thorough response in an expeditious manner.

All of the feedback that I have received on EFAP has been positive. Keep up the good work!

Best regards,

Brian Thomas  
Fire Chief/ CEMC

/me



Member Request for Implementation
Member & Family Assistance Program (MFAP)

(PLEASE PRINT)

Policy Holder/Client: [ ] YES A&S Policy # VFP \_\_\_\_\_ [ ] NO

Applicant Information

Legal Organization Name: \_\_\_\_\_

Street Address \_\_\_\_\_

City Province Postal Code

Phone ( ) Fax ( )

Number of Eligible Members \_\_\_\_\_

All Members must be covered. Describe any employees within the organization that are not eligible for any coverage under the MFAP

MFAP Contact Name \_\_\_\_\_

MFAP Contact Title: \_\_\_\_\_

MFAP Contact Address (if different than above) \_\_\_\_\_

MFAP Contact Phone ( ) Fax ( )

MFAP Contact Email Address \_\_\_\_\_

Declaration

Effective \_\_\_\_\_, 201\_\_ the applicant, \_\_\_\_\_ (insert full legal organization name)

hereby requests CVIS, Inc. to implement the Homewood Health Member & Family Assistance Program (per a master Agreement between CVIS, Inc. and Homewood Health dated January 1, 2015) on our behalf for an initial one (1) year term. We hereby agree to the monthly cost as presented by CVIS, Inc. (Member: \$2.00 per month, Non-member: \$3.00 per month), and consent to being billed by Homewood Health in advance, on an annual basis. We understand that member eligibility will be based on the same criteria as our group insurance program, unless otherwise contracted with CVIS, Inc. This agreement shall be automatically renewed for consecutive one (1) year terms, at the applicable CVIS, Inc. member/non-member rate, unless the Applicant provides a minimum of thirty (30) days written notice of cancellation to CVIS, Inc. or Homewood Health.

Date \_\_\_\_\_

Signature of Authorized Signatory \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Signature of VFIS of Canada (CVIS, Inc.) Agent \_\_\_\_\_