

Section VII

Part 1

Counselling for You and Your Family

PPC Canada Employee and Family Assistance

Anyone can experience personal or work related problems from time to time. These situations can affect any one of us physically, mentally or emotionally. In view of this we offer you and your immediate family counselling services (see below who is covered), with complete confidentiality guaranteed.

The CLS provides this service through the PPC Canada Employee and Family Assistance Program. If you or anyone in your immediate family need help, PPC Canada can be contacted directly at 604.431.8200 or toll free at 1.800.663.9099. Any contact by yourself or your family member(s) is voluntary and is kept confidential by PPC Canada.

A professional counsellor will be able to provide short-term confidential counselling assistance in dealing with your problem. Counselling may be used to help with problems such as drug, alcohol or smoking addictions, family or marital relationships, divorce, death, serious financial difficulties, or psychological pressures including stress, anxiety, or depression etc. Part of the counselling may involve putting you in touch with community services that can help you further and by following up to monitor your progress.

All active employees and their immediate family members as well as Board members are offered this service immediately upon hire. Immediate family members refer to your spouse and dependent children. Children are eligible if they are under 21 years of age or enrolled full time in school up to the day before their 25th birthday.

If you leave the CLS you cannot initiate services effective the date of termination of your employment. However, if you or a family member are already engaged in counselling, sessions can be continued to completion, according to our agreement with PPC Canada.



Counselling is confidential



Who is covered

e-Counselling Through PPC Canada

In addition to traditional counselling methods (face-to-face and telephone), there is another type of counselling that PPC Canada offers. e-Counselling, as it is called, is an effective alternative to face-to-face or telephone counselling. It is a convenient way of working with a counsellor by exchanging secure email messages. One of the great advantages of this method is that it can be accessed anytime, anyplace and anywhere.

e-Counselling has been proven to be effective. It allows you to write down your thoughts, go away and think about them, and return at a later time and review what you have written before sending a reply. The effectiveness is increased when the counsellor replies with insights and questions about what you have written. This allows for a lot of self-reflection and time to process feelings and feedback. Counsellors with PPC Canada are specially trained in this innovative method of service delivery.

Online counselling isn't appropriate for everyone. People who are new to computers or the Internet, or who are uncomfortable typing, would probably receive better service from a face-to-face counsellor. The last thing we want is for technology to get in the way of the interaction with the counsellor.

Online counselling is appropriate for people who can:

- Comfortably operate their computer
- Solve minor problems that they encounter while using their computer or the Internet
- Comfortably and regularly use their regular e-mail program (or a web-based email program such as Hotmail or Yahoo mail), including:
 - Attaching files to send
 - Opening attached files
- Cut and paste text easily

You should also know what is meant by:

- URL
- hard drive
- CD-ROM
- operating system
- download
- upload
- file attachment

To access e-Counselling, follow these steps to set up your e-Counselling account.

1. Go to www.ppconline.info
2. Username: healthy
Password: living
3. Click on the e-Counselling button on the right hand side of the PPC Canada home page.
4. Enter the word “healthyliving” in the keycode box.
5. You will then be taken to a page where there is a prescreening questionnaire that will determine whether e-Counselling is the right method for you.
6. If none of the criteria apply, please check the box at the bottom of the page, and click on the “Continue” button.
7. Follow the clearly laid out instructions to complete the steps for registration.

PPC Online

If you are looking for additional information to help you with your busy and challenging life, PPC Canada offers web based services through their website www.ppconline.info. This resource can help you with many life management challenges, including information & training on stress, leadership, performance, career skills, health & fitness, parenting and personal finance and relationships.

PPC Online is a benefit that is available to all CLS employees and their families to provide resources and support in promoting and maintaining a healthy life.

To access this information go to: www.ppconline.info

Enter Username: healthy

Enter Password: living

Your use of any of the services provided by PPC Canada: face-to-face counselling; e-Counselling; the web-based resources and all of the tools and training you find there, is totally confidential. Your privacy is assured.

There is another option if you are covered by our group benefits



Counseling available if you are on CLS Group Insurance Benefits

If you are covered by the extended health benefits provided by our benefits plan you can receive confidential counselling from a registered psychologist. Refer to your Group Benefits Booklet or contact the benefits carrier for more information.

Working together, PPC Canada and your extended health benefits can provide long-term support where required.

Some additional information for you



Counselling Available to You through BC Medical Services Plan

Anyone and/or their dependents, upon referral by their physician, can receive confidential counselling from a psychiatrist if they are covered by the BC Medical Services Plan (MSP). The full cost of psychiatric counselling is covered by MSP.