



## Employee & Family Assistance Program

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**Benefits  
Information**



# About Us

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**Our mission is to improve the health and well-being of members by offering flexible, inclusive, and tailored health care.**

MembersHealth was founded in 2018, to provide everyday people with access to Canada's top doctors. The idea came about when one of the founders struggled to help his daughter deal with frequent panic attacks late at night. His family doctor had retired, and they couldn't afford therapy, but he was able to find support through his friends who were doctors. This experience shed light on a gap in the healthcare system that they were determined to fill.

Dr. Donald Jones and Dr. Azhar Malik joined the founder to grow MembersHealth's team of doctors, specialists, surgeons, and mental health professionals to define a standard of care for a true Patient First Healthcare experience.

Today, we serve over 200,000 members and their families across Canada. These members have embraced our approach to total well-being by utilizing our physical, psychological, and psychosocial support resources.

## **Our Vision**

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We envision a healthy and robust Canadian corporate and not-for-profit sectors, where our members can enjoy comprehensive, affordable, and sustainable employee benefit plans, leading to a strong and healthy workforce.

## **What We Value**

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- Putting people first and prioritizing their well-being.
- Delivering an outstanding customer experience through personalized service.
- Ensuring that our benefits are accessible to organizations of any size.
- Embracing continuous improvement and innovation to provide the best possible plans for our members.

# Our Promise to Our Members



## **Dr. Donald Jones**

President

Chief Medical Officer

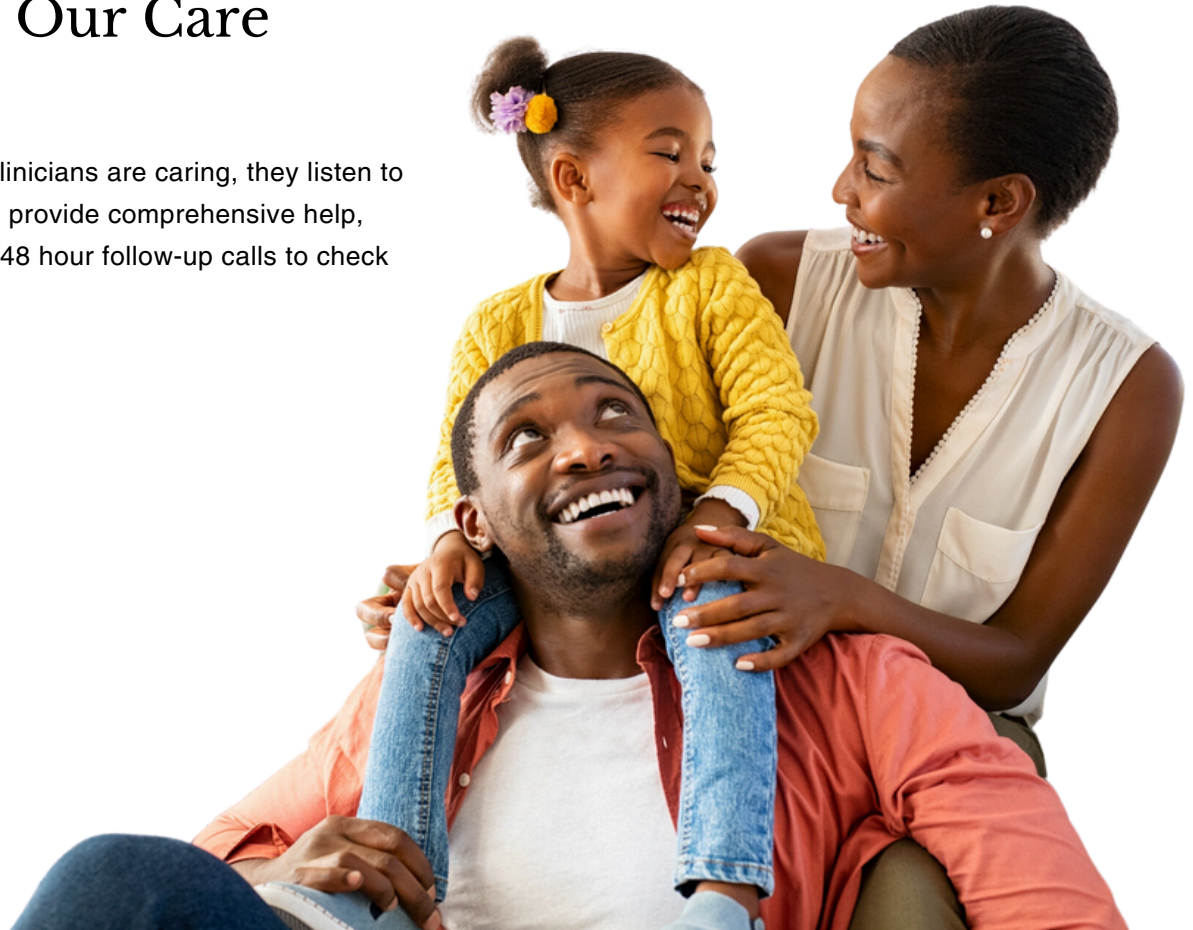
Internationally Recognized

Thoracic Surgeon and Surgical Oncologist

"When health issues arise, our team of Doctors, Specialists, Surgeons and Mental Health professionals will be there to identify them, develop a care plan and put that plan into action for you, using the correct care pathways for the best health outcomes possible. Most importantly, we are always here for you, and follow you through each step of the process with open, caring and honest communication."

# Compassion is at the Heart of Our Care

Our experienced clinicians are caring, they listen to your concerns and provide comprehensive help, which includes 24/48 hour follow-up calls to check back in on you.



# Employee & Family Assistance Program

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Our modern Employee & Family Assistance Program (EFAP) is led by mental health specialists who offer confidential crisis intervention and counselling support for both personal and work-related challenges. Our specialists provide tailored counselling support, ensuring that you and your dependants have the necessary resources and support to navigate life's ups and downs.



## Program Highlights:

- Accessible 24/7/365.
- Immediate mental health support, for crisis and urgent issues.
- Complete privacy and confidentiality.

# EFAP Benefits Include

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MembersHealth offers urgent (in-the-moment) and non-urgent counselling support in person, virtually or telephonically for a wide range of concerns, including, but not limited to:



## **24/7/365 Mental Health Support:**

- Immediate Mental Health support - you can speak to our therapists in minutes for crisis situations.
- Referral to a therapist for ongoing support - for a set of sessions.



## **Client Care:**

- Access to our mental health providers from anywhere in the world.
- Clients can request specific therapist backgrounds, such as specific language or 2SLGBTQ+
- Therapists are hand-selected to meet each client's individual needs.
- Client follow-up as clinically needed to ensure needs are being met.
- Personal care managers dedicated to each member to help navigate the public mental health system.



## **Wellness and Mental Health Support:**

- Life coaching.
- Nutrition support - healthy eating, weight management and more.
- Legal support - family, immigration, and more.
- Financial support - debt, planning, and more.
- Counselling available modes: In-person, Virtually ie Zoom or telephonically.

# How It Works

Employees or dependents can access our services by calling 1-800-484-0152 or booking an appointment at <https://membershealth.ca/book>, Please select “First Time Caller”. When seeking counselling, follow these steps according to the urgency of the required support:

## IN-THE-MOMENT (URGENT) SUPPORT

1. Call 1-800-484-0152 and request “in-the-moment support”.
2. You will receive a call back from a licensed psychotherapist to talk through any presenting issues.
3. You will receive a follow-up call or text from the MembersHealth care team to see how you are doing.

## NON-URGENT SUPPORT

1. Call 1-800-484-0152 or book an appointment at [membershealth.ca/book](https://membershealth.ca/book)
2. The intake process is designed to gather your counsellor and mode preferences, presenting concerns, and requests for work-life support so our in-house psychotherapists can hand-match you to a counsellor who meets your needs.
3. A therapist from the MembersHealth clinical network will call or e-mail you to arrange sessions 1-3 days after your initial intake, after which you will begin treatment

# Crisis In the moment support line

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## **24/7/365 support with bilingual Registered Psychotherapists**

- Call into the call center and receive a call back from our in-house psychotherapists within minutes.
- Follow-ups 24-48 hours post-call.
- Suicide prevention: Follow-up calls 24 hours post-call, 36 hours post-call, 1 week post-call until the threat has passed.





# Our Mental Health Team

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## **National & Regional Coverage**

- 1500+ mental health professionals across Canada
- Bilingual Clinicians & Care Team
- In Person, virtual and telephonic counselling modes available in Manitoba

## **Credentials & Experience**

- Master's degree in Psychology, Social Work, or a related discipline
- Minimum 5 years post-grad experience
- Board Certified
- Personal Liability insurance
- First Responders certification

## **Focused on Diversity & Inclusion**

- We recruit therapists with lived or learned experience working with those in diverse or safety-sensitive positions.

# Frequently Asked Questions

## **COST**

### **Q - Do I have to pay for counselling sessions through MembersHealth?**

**A -** No. This is an employee benefit provided to you by your union, association or employer to support the well-being of its members and their families. All sessions are covered through MembersHealth.

## **ABOUT OUR COUNSELLORS AND MENTAL HEALTH COVERAGE.**

### **Q - What qualifications do your counsellors have?**

**A -** All of our mental health professionals have their master's degree or field equivalent qualifications, in addition to a minimum of 5 years of post-grad experience.

### **Q - Can I change counsellors if I don't match with them?**

**A -** Yes. We understand the importance of matching a member with Mental Health Professionals that will best suit their need and provides them with a sense of security and confidence.

### **Q - How many cases can I come in for each year?**

**A -** You can come in for an unlimited set of cases each year. For example, one month, you may be dealing with burnout and the next month, anxiety or family issues.

### **Q - Can I see the same counsellor I've previously seen through MembersHealth for a different case?**

**A -** Yes. you can always request you see the same MembersHealth counsellor during referral intake calls.

### **Q - Can I see the same counsellor through membershealth that I am seeing outside of membershealth?**

**A -** It is possible. During the intake form, you can make a request by providing your psychotherapist's name and phone number, and we will work toward a solution that best suits your needs and requests.

## **FAMILY COVERAGE**

**Q - Is this service available to my spouse and my children? Are they covered?**

**A -** Yes, you and your immediate family are all covered by MembersHealth. They can all speak with our mental health professionals whenever they are in need.

**Q- Are my kids, who are away in a different city or province for school, still covered?**

**A-** Yes! All dependents are covered.

## **CROSS CANADA COVERAGE**

**Q - Is my family covered across Canada?**

**A -** YES. MembersHealth can help you regardless of where you are in Canada. We have counsellors and family physicians in each province.

**Q - What does the Care Team do?**

**A -** The Care Team is the critical link between our mental health professionals, doctors and the Member. They are responsible for securing timely appointments with specialists and for tests, making sure the member is kept informed of what is going on with their file, that the record is active and for being the instant resource for the Members and our wellness team as needed.

## **I STILL HAVE QUESTIONS. WHO CAN I SPEAK WITH?**

**Telephone:** 1-800-484-0152

**Email:** [careteam@membershealth.ca](mailto:careteam@membershealth.ca)



## ACCESSING THE CARE YOU NEED AT THE RIGHT TIME.

**CLICK** Online at [www.membershealth.ca](http://www.membershealth.ca)

**TAP** **MembersHealth** mobile application  
available for iOS and Android

**CALL** **24/7** on 1-800-484-0152

