



Employee & Family Assistance Program

**Benefits
Information**



About Us

Why MH Integrated Health Network (MH IHN) is Essential in Canada

In Canada, the growing lack of timely care and accessibility to doctors has become a critical issue. Long wait times, limited access to medical professionals, and the overwhelming demands on the healthcare system often leave Canadians without the support they need when they need it most.

MH Integrated Health Network (MH IHN) was founded to address this gap, ensuring that individuals nationwide have immediate access to essential medical and mental health services.

Founded by Doctors, Designed for You

In 2018, a team of doctors and surgeons established MembersHealth with the mission of providing everyone with direct, rapid access to healthcare, whether for physical ailments or mental health concerns.

Our Vision

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

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

Critical Moments: The Inspiration Behind MembersHealth

Our founder's personal experience with the challenges of accessing timely care serves as the inspiration behind MembersHealth. When he was unable to secure same-day support for his terminally ill father-in-law in rural Quebec, or help his daughter battling daily panic attacks in the city, it became clear how desperately the healthcare system needed a solution.

This gap in care ignited the creation of MH IHN, a network designed to connect people to essential care, whenever and wherever they need it.

What We Value

- Putting people first and prioritizing their overall well-being.
- Delivering exceptional experiences through personalized service.
- Making support accessible to organizations of every size.
- Driving continuous improvement and innovation.

A Personal Message from Our President



Dr. Donald Jones

President & Chief Medical Officer

**Internationally Recognized Thoracic Surgeon
and Surgical Oncologist**

MembersHealth is unique because we put patients first in every decision we make. Our dedicated team of doctors, specialists, surgeons, and mental health professionals works closely to develop personalized care plans, guiding each member through every step of their healthcare journey.

We've specifically tailored our services for police personnel, ensuring they receive comprehensive, seamless support that truly meets their needs. At MembersHealth, patient-first care is our unwavering commitment and our promise.

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

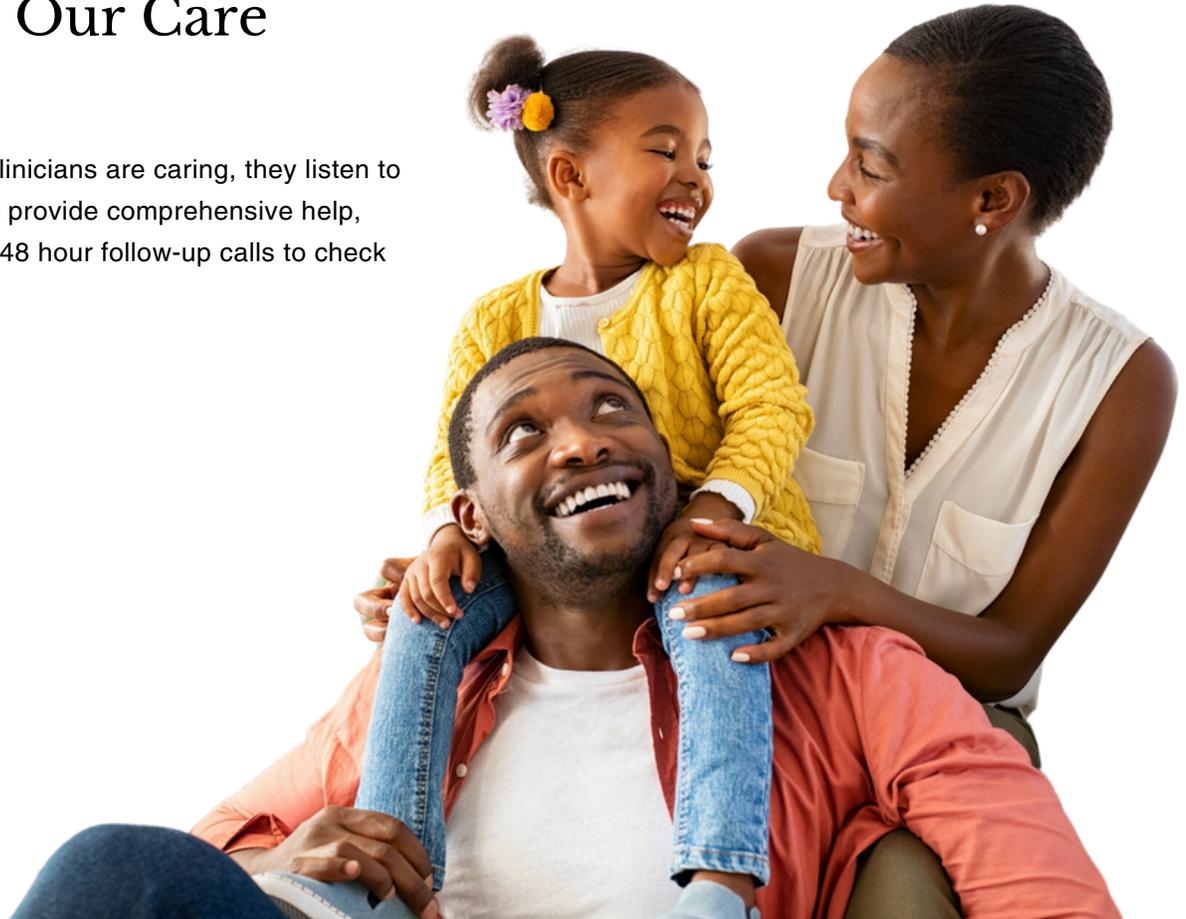
1. Call 1-800-484-0152 and request “in-the-moment support”.
2. You will receive a call back from a licensed psychotherapist to talk through any presenting issues.
3. You will receive a follow-up call or text from the MembersHealth care team to see how you are doing.

NON-URGENT SUPPORT

1. Call 1-800-484-0152 or book an appointment at membershealth.ca/book
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

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

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

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.

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.

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.

Crisis In the moment support line

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

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



ACCESSING THE CARE YOU NEED AT THE RIGHT TIME.

CLICK Online at www.membershealth.ca

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

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

