membershealth
Empowering Health, Elevating Lives

Employee & Family Assistance Program

Benefits Information



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About Us

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

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

- 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

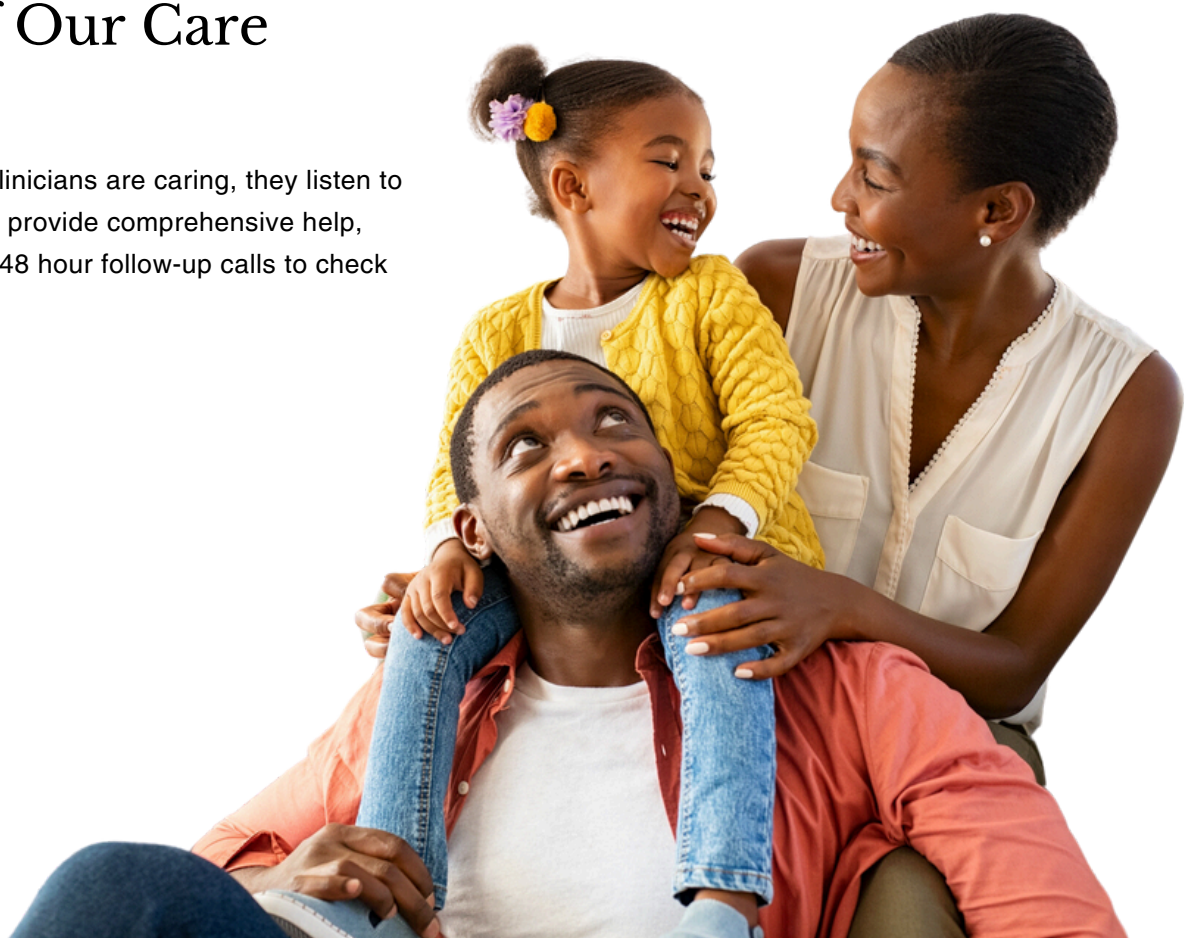


Dr. Donald Jones
President
Chief Medical Officer
Internationally Recognized
Thoracic Surgeon and Surgical Oncologist

"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

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 emotional support
- Complete privacy and confidentially.
- Unlimited cases of six sessions per calendar year for different or repeated concerns

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:

- **In the moment support**
  - You can speak with our therapists in minutes for immediate emotional support
- **Unlimited referrals** for therapy for short-term counselling for up to 6 sessions.
- **Work-life services** to support in providing the most holistic care.
- **Online self-guided supports** available through health, wellness, and beyond.

Client Care:

- **Worldwide access** to mental health support.
- **Therapists are hand-selected** to meet each client's individual needs
- **Accessibility and inclusion requirements** such as specific languages or LGBTQ+
- **Personal care managers** dedicated to each member to help navigate the public mental health system.
- **Client follow-up** as clinically needed to ensure needs are being met.

Wellness and Work-Life Services:

- **Life/career coaching.**
- **Confidential Leadership Support** - Speak with a leadership coach within 24 hours to discuss leadership challenges and workplace concerns.
- **Nutrition support** - includes 3 1-hour-long sessions on healthy eating, weight management and more.
- **Legal support** -30-minute consultations on family issues, immigration, and more.
- **Financial support** - 45-minute consultation on managing debt, planning, and more.
- **Medical Intervention** with our family doctors & specialists, as internally referred by our Therapists when clinically necessary
- **Counselling available modes**: In-person, virtually, i.e., Zoom or telephonically.

Common Presenting Concerns

Common reasons to request counselling include, but are not limited to:

- Depression
- Anxiety
- Culture and Identity
- Anger management
- Panic disorder
- Stress disorders
- Phobias
- Post-traumatic Stress Disorders (PTSD)
- Obsessive-compulsive disorder (OCD)
- Violence, Domestic or Workplace
- Mild- moderate addiction counselling
- Marital/Relationship
- Family counselling
- Caregiver Fatigue
- Eating disorders
- Work-Related Concerns
- Personal and Emotional Concerns
- Interpersonal Conflict
- Bereavement/Grief
- Substance Dependency
- Plus More.

EFAP - How It Works

Employees or dependents can access our services by calling 1-800-484-0152 or complete our request counselling intake form directly on our website https://membershealth.ca/book/request-counselling. 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 from the same psychotherapist after your call, to encase you have any questions, confirm next step and any resources needed.

COUNSELLING REFERRALS

1. Call 1-800-484-0152 or book an appointment at https://membershealth.ca/book/request-counselling

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

Confidential Leadership Support (CLS)

Private. Practical. Support for leaders.

MembersHealth CLS gives leaders, HR professionals and union representatives a confidential space to work through workplace challenges, build resilience and lead with confidence.



SUPPORT FOR EVERYDAY LEADERSHIP

- Manage conflict and difficult conversations
- Communicate with clarity and confidence
- Strengthen engagement and accountability
- Balance work demands and personal well-being
- Improve prioritization and stress management
- Build delegation and collaboration skills

HOW TO ACCESS CLS

Call **1-800-484-0152** and request **CLS support.**
An intake specialist will guide you through the process.

Or scan to complete the CLS intake form



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.

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.

Refer a Counsellor

Your mental health matters. At MembersHealth, we know how important it is to continue working with the same trusted therapist who understands your story and supports your journey.

That's why we've made it easy for you to refer your counsellor to our network. By doing so, you'll not only ensure continuity of care for yourself, but also help other members access high-quality professionals who truly understand the unique needs of our community.

What to Expect

- Referring is simple and takes just a minute.
- All applications are carefully reviewed.
- Onboarding typically takes 2–4 weeks, depending on the applicant.
- You'll be updated throughout the process.

Note: A referral does not guarantee acceptance. Only counsellors who meet our established requirements will be recruited.



Begin the Process

Scan the QR code to refer your counsellor and help strengthen the MembersHealth community.



Medical Services

Our team of Family Doctors works hand in hand with our network of Therapists to support holistic mind-body care. As medically necessary, our therapists may internally refer to our family doctors to support their presenting mental health concerns.

- **Medical referrals** to psychologists, psychiatrists or other medical specialists to provide the most comprehensive and holistic care.

- **Presenting concerns** might include: mental health medication management, medical referrals, and medical second opinions.

Limitations:

- **Active Case Status:** The member must be currently engaged in an ongoing short-term counselling process.

- **Clinical Alignment:** The referral must directly address or support the specific concern they are already working on in their sessions.

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

membershealth
Empowering Health, Elevating Lives

ACCESSING THE CARE YOU NEED AT THE RIGHT TIME.

Choose the option that works best for you.

ACCESS ONLINE

City of Barrie Member Portal

Scan to Access Your Dashboard

HAVE ADDITIONAL QUESTIONS?

1. To access support including counselling, coaching, or consultation services through Members Health please call 1-800-484-0152 or fill out the online intake form: www.membershealth.ca/book/ec58q0gx2v

2. To speak to a member of the Members Health team directly regarding questions about the plan, what service options may be most suitable, or to provide feedback call 1-800-484-0152 or email info@membershealth.ca

3. For questions about the City of Barrie plan or to speak with a representative from the City of Barrie regarding the Employee and Family Assistance Program (EFAP), please contact HR.Wellness@barrie.ca