



Employee Assistance and Wellness Life Smart Coaching

Life Balance Solutions | Health Smart Coaching Services | Career Smart Coaching Services

1-800-663-1142

Numéro sans frais - en français : 1-866-398-9505

International (Call collect): 604-689-1717

Homeweb.ca



Homewood
Health

Table of Contents

Life Balance Solutions

New Parent Support	3
Childcare and Parenting	4
Elder and Family Care	5
Relationship Solutions	6
Financial Coaching	7
Legal Advisory Services	8
Grief and Loss	9
Burnout and Stress Solutions	10

Health Smart Coaching Services

Jumpstart Your Wellness	11
Nutrition Coaching	12
Smoking Cessation	13

Career Smart Coaching Services

Career Coaching	14
Pre-Retirement Planning	15
Shift Worker Support	16

New Parent Support

Having a baby is one of the most special times in a person's life. For both moms and dads, looking after that precious miracle of life is incredibly rewarding...and a little daunting. Most of us don't receive any formal training when it comes to parenting a newborn, but with some education and support, you can be confident that you are doing all the right things.



Be assured your baby's needs are being met!

- **Feeling a little blue?** Many women experience mood swings after giving birth. If you have postpartum blues, talking it over with a professional can be helpful.
- **New to parenthood?** Because babies don't come into the world with a set of instructions, information and support can help new parents handle their new role with confidence.
- **Transitioning back to work?** Making a successful transition after maternity or parental leave is critical for parents. We can help make it a little easier for everyone.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to be the best parent possible. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.

2. We arrange for one of our clinicians to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to become the best parent you can be.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help you make new parenting more rewarding.

Childcare and Parenting

Being a parent is one of the most important and complex experiences in life. Do you question whether you are doing the right things? Do you occasionally feel overwhelmed? With helpful tools, support, and guidance, you can be the great parent you want to be.

Be the best parent you can be!

- **Looking for support?** We can help inform and guide you.
- **Blending families?** We can assist you in creating a harmonious family structure.
- **Nurturing a child with special needs or gifts?**
We can support you with finding services and resources, as well as helping you implement action plans to meet the needs of your child.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to be the best parent you can be. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.

2. We arrange for one of our clinicians to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.
3. We'll be in touch with you while you're using the materials, offering guidance and support to help you navigate parenting challenges and build confidence along the way.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help you change your life — and your child's.

Elder and Family Care

Balancing career responsibilities with family responsibilities is the reality for most of us, and generally we manage just fine. However, if you take on the extra demands of caring for an elderly or ill relative, or find you are carrying a particularly heavy load, having a professional point you in the right direction may be all that you need to relieve your stress and anxieties.



Be in control of your work-life responsibilities!

- **Are you navigating the challenges of a loved one's illness or declining independence?** Our counsellors are here to support and assist you with advice and resources as you adapt.
- **Are you finding it difficult to manage your time and energy levels?** We will look at different strategies to help you maintain a healthy balance and continue to take care of yourself.
- **Are you trying to find the right residence for a loved one?** We can guide you through the different levels of care and services available to ensure their needs are met.
- **Feeling stressed or overwhelmed by the situation?** Our clinicians are sensitive to the challenges you are experiencing. They are there to listen and validate your concerns and suggest solutions.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help your elderly or ill loved one and help you maintain work-life balance. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our clinicians to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.
3. We'll be available for you while you're using the materials, and help you navigate caregiving challenges.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help you achieve work-life balance.

Relationship Solutions

Do you feel like you and your partner are not speaking the same language or you live on different planets? Are you unsure about your relationship and are stuck in the decision-making process? Is it hard to cope with coworkers? Are you having conflicts with family members? Or do you wish you had better boundaries? Our Relationship Solutions will help you take a proactive approach to enhancing your relationships.



Enhance your relationship!

- **Need help communicating?** We can help you learn the importance of communication to respect your limits and needs, expressing them in a healthy way, and listen to different points of view.
- **Juggling kids, work, and your love life?** Today's couples are busy. We can provide tips to help you learn how to make time for each other.
- **Need help resolving a conflict?** Learn how to work out, and confidently address differences in your relationships, whether with your partner, family, or with colleagues.

One call is all it takes to get started.

Life Smart Coaching focuses on improving your personal and interpersonal relationships and build better boundaries in your life. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.

2. We arrange for one of our clinicians to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any relationship challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help you enhance your relationships.

Financial Coaching

Achieving financial peace of mind is possible. By taking the right steps you can maintain a positive cash flow, get out of financial trouble, and be financially prepared should difficulties or a crisis arise. Working with a financial expert can help you gain control of your money.



Ensure your financial house is in order!

- **Want to be in control of your money?** We can help you assess your situation, develop a budget, and create strategies to improve your financial health.
- **In over your head?** We'll explore debt resolution with you and explore different debt reducing programs.
- **Not sure what a FICO score is?** We can give you strategies to help you improve your credit rating and ensure your credit file is accurate and working for you.
- **Coping with a life transition?** If you're struggling with an illness or disability, job loss or job transition, separation or divorce, or imminent retirement, we can help.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you achieve financial peace of mind. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.

2. We arrange for one of our financial experts to call you to discuss your financial situation.

3. We provide coaching to help you build the confidence to solve your financial challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help you achieve financial peace of mind.

Legal Advisory Services

Are you feeling a little bewildered and overwhelmed when it comes to sorting out legal matters, or finding an affordable and helpful lawyer? Our Legal Advisory service provides easy and convenient access to a network of experienced lawyers.

Manage your legal affairs with confidence!

- **Going through a separation?** We can help you work out child custody and visitation rights.
- **Want to take someone to small claims court?** We can help you receive legal advice first.
- **Wondering what your rights are in a landlord-tenant dispute?** Whether you are the tenant or the landlord, a legal opinion can be very helpful.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you deal with your legal affairs. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We will find a lawyer that you can contact.
3. A lawyer will meet with you and provide advice for your specific needs.

Note: This service does not include legal representation or the preparation of legal documents. If you require an attorney to represent you, a referral can be made to someone in your area. Legal Advisory provides a preferential rate on most services of up to 25% off the quoted legal fees.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help answer all your legal questions.

Grief and Loss Coaching

Grieving can be an overwhelming and complex process. Every individual reacts differently and experiences grief and loss in unique ways.

Our Grief and Loss Coaching Program helps you understand the grieving process by providing you with support and resources to help you manage the range of emotions and difficulties when faced with a significant loss. This program is helpful to those who have lost a loved one or are experiencing other forms of loss in their life, including job loss, divorce, or ending of a relationship.



Learn to feel happy again.

- **Have you recently lost someone?** Our clinicians can provide emotional support and resources to help you get through your difficult time.
- **Are you grieving a job or a relationship loss?** Our program is also designed to help you make sense of these types of losses and the steps you can take to help manage your reactions to grief or loss.
- **Are you looking for support in guiding your children through grief?** Our clinicians will help you understand how grief may impact children and how to support their overcoming grief.
- **Do you have questions about your emotional well-being due to a recent loss?** We can provide resources and strategies to help you in your journey of recovery.

One call is all it takes to get started.

Life Smart Coaching focuses on providing you with support and resources to help you through your grief and loss. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.

2. We arrange for one of our clinicians to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.
3. We'll be in touch with you while you're using the materials, and help you build the self-care and self-compassion to overcome your grief.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help you cope with your grief and loss.

Burnout and Stress Solutions

Stress is a natural reaction to any change where an adjustment or response is required. Stress may result when your personal or work related demands exceed the perceived internal and external resources required to satisfy the need. Stress may also occur when events or demands in your life stretch you to new levels of functioning.



Learn to manage stress.

Feeling overwhelmed with work and personal life responsibilities? Our program is designed to help you identify the root causes of these feelings and will provide tools like stress management techniques and other strategies to regain balance.

Do you feel exhausted all the time? Chronic exhaustion can be a sign of burnout. Our clinicians will assess your situation, help identify stressors, and provide support so you can make changes that will help restore your well-being.

Do you feel like you're failing at everything? We can help you process these emotions, challenge your negative self-talk, and help you reclaim your confidence and control over your life.

One call is all it takes to get started.

The Burnout and Stress Solutions program supports you with the skills and techniques you need to help identify, manage and reduce stress and burnout. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our clinicians to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.

3. We also have a section dedicated to burnout, to help you in the identification of:

- The factors that can contribute to burnout
- An action plan for preventing burnout
- How to get through it
- Self-care tips and exercises

4. We'll be in touch with you while you're using the materials, and we will help you to build strategies to reduce stress and regain balance in your life.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).

Burnout and Stress Solutions can help you to recognize your symptoms of burnout and stress, which in turn enables you to reduce it.



Jumpstart Your Wellness

Ready to take your health and well-being to the next level? Our *Jumpstart Your Wellness Program* may be what you are looking for. With the support of a certified life coach, our program uses a comprehensive online, self-directed approach to support behaviour change. You will have access to healthy living tools, resources, as well as goal and objective setting exercises.



Be fit, healthy, and feel great!

- **Not sure where to begin?** You can start with a readiness for change questionnaire along with objective and goal setting exercises. From there, our certified coaches work with you to develop a personalized plan.
- **Want to focus on specific areas of need?** Our coaches can help you take a holistic approach to address your needs and improve your overall health and well-being.
- **Need to support other lifestyle changes?** Maybe you've made or are considering an important change. Committing to a 30 day comprehensive program can be the boost you need to succeed. Common areas of change include but are not limited to: Weight, Eating Habits, Physical Health / Levels of Exercise, and Work Life Balance.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to take a comprehensive approach to behaviour change. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.

2. We arrange for one of our coaches to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.
3. You also receive online tools and resources and expert tips on healthy lifestyles and exercise.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help you take a holistic approach to health and wellness.

Nutrition Coaching

Eating is one of life's greatest pleasures. It's also an area in life where we can get into trouble if we aren't careful. Working with a nutritional counsellor can help you sort through the conflicting information that's out there and develop a dietary plan that works for you.



Eat right and feel great!

- **Struggling with your weight?** Losing weight and keeping it off may mean changing what you eat. Our Registered Dietitians provide up-to-date, evidence-informed nutrition information to help maintain a consistent approach to weight loss.
- **Want to boost your energy levels?** Making simple changes to your diet can increase your energy and help you feel better. We can help you develop a nutrition plan that can be easily integrated into your lifestyle.
- **Have special dietary needs?** Sometimes we need to develop specialized diets to avoid problems (e.g. high cholesterol, Type 2 diabetes, lactose and food intolerance, irritable bowel). Working with a dietitian makes planning the right diet easier.

One call is all it takes to get started.

Life Smart Coaching empowers you with information and support to ensure nutritional plans are easily integrated into your lifestyle. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.

2. We arrange for a Registered Dietitian to conduct an assessment of your dietary needs and provide nutritional information, and offer 'how to' advice and coaching, all by phone.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).

Life Smart Coaching can help you eat healthy, manage your weight, and build your energy.



Smoking Cessation Program

If you are a smoker who has tried quitting, you know how difficult it can be. Smoking is very addictive and quitting requires considerable planning, determination, and courage. Our program addresses the psychological dependence and creates a foundation for successful behaviour change.

Be a healthy, happy ex-smoker!

- **Need support to make a change?** We can help you decide to quit, figure out when to start, what method or combination of methods to use, and we will be there to support you if you are tempted to pick up a cigarette again.
- **Dealing with withdrawal?** If you are feeling depressed, have trouble sleeping or concentrating, or have developed an increased appetite, we can help with suggestions and support.
- **Need to 'unlink' from your triggers?** If smoking has become linked with everything you do—from drinking coffee to watching the evening news—we can help you overcome the mental challenges of quitting.
- **Ready to make lifestyle changes?** If you want to make other changes such as starting an exercise program, eating healthy, or taking up meditation in order to feel better, we can make recommendations that will support you moving forward.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you quit smoking and remain smoke-free. We make it simple to start and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our clinicians to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.
3. We'll be there to provide support as needed.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Career Coaching

Feeling stuck in your current role and ready to advance your career? Taking that first step can feel daunting, but our career specialists are here to help. We'll work with you to identify your values, interests, skills, and strengths, aligning your career plan with your goals for a fulfilling path forward.



Be in the right job for you!

- **Concerned about starting a new job?** Stepping into a new role or taking on a new responsibility at work? Our career coaches can help you make a successful transition.
- **Want to advance your career?** We can help evaluate your skills and interests to create a tailored action plan, whether it involves upgrading skills, taking courses, or refreshing your job description.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you make your career more rewarding and successful. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.

2. We arrange for one of our coaches to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.
3. We'll be there to provide one-on-one support as needed.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help you overcome job hurdles and take your career to the next level.

Pre-Retirement Planning

Are you excited or apprehensive about retiring? Fortunately, with a little advanced planning, your retirement years can be everything you hoped for and more. We can help you get mentally and emotionally prepared.



Be prepared for your retirement years!

- **Is your retirement plan in place?** We can help you figure out what's important to you, set goals, and take action steps well in advance, so you can enjoy a satisfying and productive retirement.
- **Will your relationship remain strong in retirement?** We can help you prepare psychologically to make sure you'll have relationship security in retirement.
- **Can't decide whether or not to keep working?** Retirement offers many possibilities, including launching a second career. We can refer you to appropriate financial or career coaching services to help you sort through your options.
- **Want good physical and mental health in later years?** If you want to maintain good health, making changes now can make a big difference later on.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support to help you prepare so you can enjoy your retirement years. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.

2. We arrange for one of our clinicians to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve your pre-retirement planning challenges.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).

Life Smart Coaching can help you make the most of your golden years.



Shift Worker Support

If you work at times outside of 7:00 a.m.–6:00 p.m., then you know first-hand the challenge of fighting the body’s natural wake-sleep pattern, and the strain shift work can put on your health, well-being, family, and social life. We can help you find solutions to your unique challenges.



Stay healthy and safe while working shifts!

- **Not getting enough sleep?** We can help guide you through small changes to make a big difference.
- **Stressed out trying to manage family and a social life?** We can help you develop strategies to manage your responsibilities and your health.
- **Frustrated family members?** If you are looking for ways to keep your family relationships harmonious, we can offer helpful tips and tools.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you make shift work a part of a healthy and rewarding personal and work life. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here’s what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our clinicians to call you and walk you through the types of support you could benefit from, including personalized resources specific to your concern.

3. We’ll be in touch with you while you’re using the materials, and help you build the confidence to solve your work-life challenges.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, we can arrange counselling services (face-to-face, over the phone, or online).



Life Smart Coaching can help you make shift work a little less difficult for you.

About Homewood Health

Homewood Health offers the highest quality clinical support and intervention available within the EFAP industry, and an unmatched continuum of services — spanning health promotion, mental health and addictions support, and prevention-focused work-life balance services.

Contact Us

Call us to get started
1-800-663-1142

Numéro sans frais - en français :
1-866-398-9505

International (Call collect):
604-689-1717

Homeweb.ca



Homewood
Health