

# Employee Assistance Program



## Absenteeism Hurts Both Your Employees and Your Business

It's not a new story, health care costs continue to rise, and hand-in-hand with this trend is the continued prevalence of absenteeism. According to a recent Conference Board of Canada study, the average Canadian worker was absent the equivalent of almost two weeks in 2011.<sup>1</sup> In a 2011 study by Morneau Shepell, employees reported an average of 26.4 days absence per year and a 27.9 per cent reduction in productivity prior to using an employee assistance program. Using an average salary of \$51,750, this translates into a cost of \$19,708.44 in lost work time and productivity per absent employee per year.<sup>2</sup>

When an employee is absent, or not able to function at full capacity, it can put a strain on an organization and drive up health and/or disability costs. An Employee Assistance Program provides resources to help managers and employees cope with work-life and performance issues that can lead to employee absenteeism in the first place.

### A variety of issues can lead to absenteeism:

- Depression/grief/stress
- Work-related conflict
- Chronic illness or disability
- Family issues/parenting
- Child care/eldercare
- Marital/relationship conflict
- Legal issues
- Substance abuse/addiction

## Employee Assistance Program (EAP) — Promoting a Healthy and Productive Work Environment

Recent shifts in demographics, globalization, health trends and employee expectations are demanding better ways to sustain and foster workplace productivity.

Victor Canada's EAP goes beyond crisis management and offers organizations a wide range of resources for managers, employees and their family members, including a variety of counseling services, work-life and professional services, online support programs, critical trauma support, as well as unlimited access to expert health and wellness materials.

Automatically included with the Victor plan under the Extended Health Care benefit, the EAP is a confidential source of support for both managers and employees. By focusing on effective solutions that emphasize prevention, Victor's EAP has shown proven results in improving workplace productivity. In fact, the same 2011 Morneau Shepell study reports that when employees use their EAP, the cost of lost productivity is reduced by 25 per cent per employee per year.<sup>3</sup>

<sup>1</sup> The Conference Board of Canada, "Absent Workers Cost the Canadian Economy Billions", News Release September 23, 2013, online: [http://www.conferenceboard.ca/press/newsrelease/13-09-23/absent\\_workers\\_cost\\_the\\_canadian\\_economy\\_billions.aspx](http://www.conferenceboard.ca/press/newsrelease/13-09-23/absent_workers_cost_the_canadian_economy_billions.aspx)

<sup>2,3</sup> Morneau Shepell, "EAP Improves Health Status and Productivity, and Demonstrates a Positive ROI", June 20, 2011, online: [http://www.morneaushepell.com/\\_private/getpdf.asp?docId=1524](http://www.morneaushepell.com/_private/getpdf.asp?docId=1524)

## Victor's EAP for Employees and Their Family Members

- Consultation, advice and referrals for family concerns, including new or expectant parents, parents dealing with child care concerns (dealing with special needs children, difficult teens, school-age decisions) or managing eldercare and home care issues
- Advice, practical solutions and community referrals for those dealing with legal, financial, relationship or career decisions
- Health and wellness support, including consultations and practical programs for those looking to quit smoking, nutritional or naturopathic counseling to improve overall health, and other health and wellness resource packages, including stress, work-place wellness, relationships and more
- Critical trauma support available 24 hours a day, seven days a week
- Extensive online resources, including e-counselling, the My EAP mobile device application and a host of other tools and information

## Victor's EAP for Managers and Supervisors

- Consultation on employee issues affecting the health and productivity of the workplace, including conflict in the workplace, health screening and coaching, disease management, ergonomics assessments, employee mental and emotional health and more
- Critical trauma support services in the case of accident, death or termination of an employee as well as business continuity risk management to help keep the business going
- The Workplace Referral Program, providing specialized intervention for more difficult performance issues
- Employee wellness seminars and workshops (arranged at an additional cost), plus free newsletters and online resources that inform, educate and offer guidance on physical and mental health concerns

## HR Support Solutions

### A Valuable Resource for HR Representatives

For many organizations, human resources is a function carried out by individuals who also perform many other operational tasks. As a result, it can be difficult to keep up with all the latest regulatory requirements at both the provincial and federal levels or to know what to do in different employee situations. HR Support Solutions is a unique service offered exclusively under the Victor Group Benefits program. It provides access to specialized knowledge to help organizations reduce their financial and legal exposure associated with issues arising from employee terminations, human rights, employment standards and more.

### Choose Victor for Your Group Benefits Plan

A strong group benefits plan is an important part of any business strategy and can help organizations attract and retain top employees. As a standard part of the Extended Health Care benefit under the Victor plan, the EAP can significantly enhance the value of an organization's benefits package while helping to reduce absenteeism and lost productivity within the workplace.

### About the Victor Group Benefits Program

Group and retiree benefits. That's what we do. We know the challenges independent businesses and retired individuals face when they're looking for the right coverage. We help by working with first-rate partners and drawing on their expertise to provide clients and plan members with an outstanding range of options for sustainable coverage.

We're not a traditional insurer; we work with carefully selected partners, all leaders in our industry. By dealing with highly-rated benefits providers, we offer stable, well-established insurance markets for your insurance. Victor Canada is part of Victor Insurance Holdings, the largest Managing General Underwriter (MGU) in the world, and we benefit from its scale, strong governance and regulatory compliance.

Log in to [victorinsurance.ca/gbconnect](https://victorinsurance.ca/gbconnect) for more information.



The Employee Assistance Program is provided by Morneau Shepell.

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