

CA-ASSIST

A confidential counselling service offering individual and family support for day-to-day issues and major life challenges.

Are you or a loved one:

- Experiencing parenting challenges?
- Struggling with relationship issues?
- Feeling anxious or depressed?
- Under a lot of stress?
- Concerned about your own or another's use of alcohol or drugs, or a gambling problem?

CA-ASSIST is here to help with these and other issues.

What is the CA-ASSIST service?

For some, balancing the roles of work, family and everyday issues can be challenging. CA-ASSIST is here to offer you the support you need, when you need it - for everyday issues to the more serious life challenges. CA-ASSIST offers in-person counselling to you and your immediate family members. The service is geared to your convenience and comfort level and is designed to assist you with personal or work-related problems, pressures and stress before they lead to more serious concerns.

Who will I see?

Services are available through Shepell-fgi a leading independent provider of counselling and employee support services. Shepell-fgi counsellors represent a multi-disciplinary team of professionals who have a masters degree or doctorate in the fields of psychology, clinical social work, educational psychology or other related mental health discipline.

Who can use the service?

CA-ASSIST's confidential counselling services are available to:

- Members of The Institute of Chartered Accountants of Ontario
- Students of the Institute
- Members of the Institute's Firms' Group Insurance Plan
- Immediate family members of above

What kinds of issues does the service cover?

Professional counsellors address a wide range of personal, work-related and behavioural health concerns including:

Personal Well-Being • Relationships • Separation/Divorce
• Stress: personal and work-related • Depression • Grief and loss
• Anxiety • Aging & midlife issues • Mental health & well-being
• Anger management • Work-life balance • Change & transition
• Trauma

Family • Parenting tots to teens • Blended families • Extended family relations • Family communication • Coping with child/elder care circumstances: 'Sandwich generation' • Single parenting



Workplace Issues • Work relationships • Workplace conflict
• Work performance • Career • Workplace violence • Harassment
Substance Abuse/Addictions • Alcohol and drugs • Smoking cessation • Gambling addiction • Relapse prevention

Is the service confidential?

Yes. Confidentiality and privacy are cornerstones of the CA-ASSIST service within the limits of the law. Neither your employer nor the Institute receives any identifying information on CA-ASSIST clients.

How much will the service cost?

Because the Institute funds the program's administrative costs, your counselling fee is very competitively priced at \$90 per session, excluding GST.

When you begin your session, you and your counsellor will mutually determine the number of sessions appropriate to your needs. On average, each session is approximately one hour.

If you require specialized support or medical assistance, the counsellor can also help you find an appropriate resource such as a community resource or another professional who can provide more assistance.

How do I contact the service?

Initial contact is made by telephone to Shepell-fgi by calling the number below.

This number is toll-free and accessible 24 hours a day, seven days a week.

For help and support at any time call:

1-800-387-4765

Accessible within North America

online at: <http://www.icao.on.ca/CA/MemberAssistance/CAassist/>

For more information please visit www.icao.on.ca, Member Services.