

## Areas of Counselling

- Marital and Relationship
- Stress and Anxiety
- Depression
- Substance Abuse
- Legal and Financial
- Bereavement
- Family and Parenting
- Career and Vocational
- Anger Management
- Diet and Nutrition
- Self Esteem
- Work-Related Stress
- Harassment
- HealthCare Navigation
- And more



1-877-234-5327  
24 HOURS A DAY ANYWHERE IN  
NORTH AMERICA

ACCESS CODE: ACRCC

[humanacare.com](http://humanacare.com)

## Member & Family Assistance Program



# Member & Family Assistance Program

## Do you need support? We can help.

HumanaCare encourages individual work-life balance for personal and business success. Your member and family assistance program offers you immediate and confidential access to a variety of programs and services including:

- Short term solution focused counselling
- Life Coaching
- HumanaLife™ – Online Wellness Platform
- Management Consultation
- Substance Abuse Assessment/Referral
- Career Development
- Legal Advice
- Financial Planning
- Critical Stress Management
- Wellness Seminars
- Nutritional counseling
- Healthcare System Navigation support

## What is the first step?

Call us 7 days a week, 24 hours a day! Our caring professionals will clarify your needs and help you gain access to the appropriate services in your area.

## What is behind the door to your MFAP?

Your MFAP is a confidential and voluntary wellness services program available to all eligible members and their family. The program is designed with proactive measures in mind, to help with work and life issues before they become more serious.

## Is it confidential?

Yes. Confidentiality is vital to HumanaCare. Your member assistance program is completely confidential within the limits of the law. Your employer will never know if you have used the service unless you choose to tell them.

## How much does it cost?

There is no cost to you. Your organization has sponsored a series of counselling appointments, in addition to the other services provided. In cases where long-term or more specialized services are required, a HumanaCare counsellor will guide individuals through their options. There may be additional charges for more extensive counselling; however often these are covered through other extended health benefits.

## Barriers to seeking support

### DENIAL

- I don't have any real problems
- This isn't my problem to fix
- I can handle it

### SOCIAL STIGMA

- I am a failure
- I am the only one with problems
- I don't want to seem weak

### KNOWLEDGE

- Where do I turn?
- Who can I trust?
- What do I do?

Our mental-health supports and services include elements such as childcare and eldercare support, multicultural and faith-based counselling and access to elders for those who wish to access services specifically designed around indigenous health. Our counsellor network offers diversity in the counsellors available to members and their families.

1-877-234-5327

24 HOURS A DAY ANYWHERE IN NORTH AMERICA

[humanacare.com](http://humanacare.com)

