

Arete Arive[®]

Employee Assistance Program

**Need support?
We've got you.**

We can all be affected by personal or work-related challenges. Your Employee Assistance Program, offered through Arete, offers you and your family high-quality, confidential counselling and supports that are there to help when life's waters get a little choppy. Through accessing support, you'll feel like your best self again, sooner—helping you build resilience for other life challenges that may crop up in the future.



Maximum
benefit.

What's Included

Contact Us
1-877-412-7483 | aretehr.com

For Employees

Up to 12 hours of counselling sessions per calendar year* for psychosocial issues (in-person, phone, video) and eldercare issues (phone). After the 12 sessions are completed, you:

- can choose to continue seeing your Arete counsellor privately and then submit receipts to your Maximum Benefit Extended Health Care Plan for reimbursement, or
- may be eligible for additional sessions under the Arete plan if they are clinically recommended (subject to approval).

Up to 3 hours (combined) per calendar year for specialized consultation* (phone) for personal legal, personal financial and nutritional issues.

Unlimited hours for childcare navigation support (phone).

Seamless transition to/from Teladoc supports as needed.

Access to individual wellness resources on aretehr.com.

*Hours may be shared with eligible family members or dependents as defined by your group insurance policy.

For Managers

Unlimited human resources guidance for managers (up to 2 hours per issue, unlimited issues).

Professional Critical Incident Stress Debriefing (CISD) support for your organization to help with traumatic incidents affecting the workplace.

Opportunity to host one program information session per calendar year (in-person, phone, video).

Access to management support resources on aretehr.com.

Full range of digital promotional materials to promote EAP to employees and new staff.

What to Expect

With Arete, you and your family are merely a phone call or click away from confidential and professional support—whenever and however you need it. If you need support, simply:

1

Call us at 1-877-412-7483 and provide your certificate and policy number. You can also request support through our [online form](#).

2

You'll have a confidential conversation with a member of our intake team (or complete details on the online form) who will actively listen to your concerns and match you with the professional from our extensive Canadian network best suited to meet your needs and most likely to produce a successful outcome.

3

Depending on the type of support you access, you'll either contact the professional (counselling) or the professional will contact you (specialized guidance) to book the session and begin accessing support.