



Ceridian's Health & Productivity Solutions

Employee Assistance Program (EAP), Work-Life & Wellness Services

Boost productivity, build commitment, manage workplace risk and gain a valuable competitive advantage. Increase employee satisfaction, and attract and retain talent in a tight market with LifeWorks (EAP) services.



Provide your employees with 24/7 access to the confidential support and resources they need to lead healthier, happier, and more productive lives. LifeWorks can help your organization achieve exceptional workplace performance through quality clinical, work-life and wellness expertise. Our practical solutions and effective action plans enhance an individual's ability to manage the issues of life and work.

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Your employees' personal issues can add up to many days of lost productivity. And even when on the job, an individual's problems can noticeably impact their enthusiasm and job performance. When your employees are healthy so is your bottom line. Ceridian's Health and Productivity solutions can help your organization reap the benefits of a healthy and productive workforce.

- An integrated Employee Assistance Program (EAP) & work-life solution with 24/7 access to confidential counseling, crisis intervention, online resources and printed materials.
- A full suite of Wellness services including wellness strategy & design, health risk assessments, on-site health clinics and wellness coaching.
- Productivity Management solutions give managers and employees training on a range of topics including work-life balance, managing team dynamics and organizational change.

No matter which solutions you choose your managers and employees will get the support they need to focus on your business.

When your employees and their families are supported by a proven employee assistance solution, they're free to focus on what is most important - your core business.

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Why should your organization provide an employee assistance solution?

- Mental health concerns including stress-related disorders cost Canadian businesses billions of dollars annually in lost productivity.
- With an employee assistance solution, organizations benefit from increased productivity and employee satisfaction by helping employees address personal and workplace problems.
- Rising STD/LTD claims have increased labour costs, motivating HR professionals to seek ways to lower costs while delivering valuable support to their employee base. Employee assistance solutions prevent problems from escalating through early identification of the issue.
- Organizational change such as mergers, acquisitions, restructuring, and downsizing require effective change management strategies.
- Today's competitive employment market demands attractive benefit offerings.

Features	Benefits
A comprehensive solution	Ceridian has led the way with EAP, work-life and wellness services under one roof, with our own staff of professional counsellors, program specialists and dedicated researchers.
24/7 access to counselling through the EAP	As an EAP client, you can be confident that we'll be there for your employees whenever they need support. Our French and English expert counsellors are available through a toll-free number 24 hours a day, 7 days a week, 365 days a year. Translation is also available to more than 140 languages.
Delivery of service through a variety of modes	LifeWorks meets individual needs and preferences. Services are delivered through many convenient modes, including continual 24-hour service through a toll-free telephone number, face-to-face assessment and counselling, on-site critical incident stress management, our members' Web site, LifeWorks® Online, TTY/TDD lines, on-site training and orientation, printed materials and audio recordings.
Customized for you	All of our services can be customized to meet your specific needs. We can make recommendations and build a program to suit your organization.
Follow-up	Ceridian continually monitors client satisfaction through our interactive voice response (IVR) system by conducting follow-up calls (upon approval) with individuals accessing the service. We also solicit feedback through telephone surveys (upon approval) and survey client companies twice a year.
Affordable	LifeWorks, Ceridian's integrated EAP, Work-Life & Wellness solution has a low monthly cost per employee, with a typical return on investment for services ranging from \$6 – \$10 per each dollar invested.
Quality assurance & Accreditation	Using the Six Sigma quality improvement process, divisions of Ceridian LifeWorks work together on cross-functional teams using the data collected across our organization. We strive to improve our problem solving methodologies, which ultimately lead to improved quality and efficiency for all services provided. Recently recognized with the NQI and COA awards.

Ceridian's Health & Productivity Solutions Include:

Comprehensive EAP & Work-life Programs:

- 24/7 access to consultations with bilingual experts in parenting, child care, education, elder care, financial and mental health
- Referrals to helpful community resources
- Extensive library of educational materials including articles, booklets, CDs and kits
- Online interactive tools, information and resources
- In-person counselling during the day, evening and on weekends
- Telephonic counselling sessions with master's-level counsellors
- Management consultations
- On-site support for crisis situations and critical incident stress management
- Live and online employee and management effectiveness training

Innovative Wellness Solutions:

- Telephonic Wellness Coaching programs
- Online interactive wellness tools & resources
- Health risk assessments
- Onsite health clinics
- Live and online wellness seminars & training
- Organizational assessment and consultation

Ceridian Canada is an HR solutions provider that helps clients optimize their workforce, reduce costs and save time by finding, paying, developing and engaging their talent. A trusted partner to 40,000 Canadian customers, Ceridian offers a comprehensive range of Human Resource solutions from payroll services and recruitment and staffing, to Employee Assistance Programs including health and wellness, learning and development, and time and workforce management. Recognized repeatedly for best practices, Ceridian was again counted among the 50 Best Employers in Canada, The Top 100 Employers, the Best Workplaces in Canada and the Global 100 Outsourcing Companies for 2009.



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