

WORKLIFE SOLUTIONS AND WELL BEING



Services:

- Healthy Lifestyles
- Lifecycle Services
- Personal Services

WorkLife Solutions and Well Being

Healthy Lifestyles

Nutritional Counselling

- Naturopathic Wellness Service

Smoking Cessation

Health Screening Tools

Lifecycle Services

Expectant and New Parents

- Family Leave Program

Childcare

- Summer camp
- Critical Illness, Loss and Bereavement

Practical Parenting

- Home Alone
- Parenting Toddlers
- Daddy Program

School Aged Decisions

- University and College Success

Special Needs

Youthline

- Youth Employment

Homecare

Eldercare

- Critical Illness, Loss and Bereavement, Compassionate Leave

Personal Services

Career Counselling

- Pre-Retirement Lifestyle Issues
- Resiliency Coaching

Financial Counselling

- Budgeting and Money Management
- Pre-Retirement Planning

Legal Advisory

Relationship Information

- Separation



HEALTHY LIFESTYLES

Nutritional Counselling

- Naturopathic Wellness Service

Smoking Cessation

Health Screening Tools



NUTRITIONAL COUNSELLING

- Weight Management
- Peak Performance Diet
- Heart Healthy Diet
- Anti-Stress Diet

- Eat Well, Live Well for a Lifetime (Cancer Prevention Diet)
- Lactose Intolerance

Healthy eating is simply common sense for some people. For many others, it is a real challenge. Almost everyone searches for ways and means to preserve their health, to feel good and energetic. But, today's "grab and go lifestyle" can make a balanced diet appear out of reach. Confronted regularly with confusing mixed messages from the media, making the right choices gets even more complicated. Although it is challenging, eating well is worth pursuing because it can help us live well. "We are what we eat," therefore poor eating habits may have a major impact on our health and quality of life.

Nutritional Counselling for Optimal Wellness

Changing lifestyle patterns, such as improving eating habits and exercising regularly, can help reduce health risks. WorkLife Solutions and Well Being Services can provide wide-ranging nutritional support and information on better nutrition and disease prevention. Dependent upon personal needs and health status, these may include diet options for weight loss, heart health, stress management, cancer prevention, or simply answer an immediate concern about health and nutrition.

How it Works

Most Services are available by phone. When employees or family members call, they first speak to a Client Care Representative who will process their request and match them with a professional dietitian. The dietitian will then call the employee directly to determine their needs. Following a nutritional assessment, the

dietitian will walk the employee through their personalized diet plan and answer all their questions. To insure good integration of the diet plan to day-to-day living, the dietitian will provide further follow-up.

Please note that in cases involving clinical dietary counselling, such as glucose-controlled diets (diabetes), pre and post surgery diets, renal failure diets, face-to-face consultation is essential.

Extensive Information

Each employee will receive as part of the nutritional service, a resource package including their personalized diet plan and informative fact sheets, menu samples, recipes and a list of additional useful resources.

This service is also available for employees or family members who do not require full nutritional counselling but have questions relating to nutrition and would like to talk to a dietitian. No question or health issue is too simple or too complex. For Example:

- Can diet help prevent disease?
- How can I help reduce my blood cholesterol and prevent heart disease and stroke?
- Can certain foods help reduce my stress level?
- Should I take vitamin supplements?
- Can I lose weight without starving myself or resorting to fad diets?
- Why do I always feel sleepy in the afternoon?
- How can I maintain peak performance energy levels?
- What are functional foods?

Calls to the WorkLife Solutions and Well Being Services are completely confidential and are not revealed to anyone without prior consent.

To contact FGIworld's WorkLife Solutions and Well Being, call 1-800-268-5211 or visit our website at www.fgiworldmembers.com

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NATUROPATHIC WELLNESS SERVICES

- The Healing Power of Nature
- Changes That Help Create Wellness
- The Menopausal Years
- Entering Andropause
- Tips to Get a Healthy Night's Sleep
- Learning to Manage Stress
- Top 10 Goals for Getting Started
- Tips for Aging Well
- Naturopathic and Lifestyle Plans
- Preventative Strategies Against Illness
- How Diets Can Help
- Living Well As a Shift Worker
- How the Workplace Affects Health
- Customized Materials

In today's hectic world, it's easy to overlook the effects that our lifestyle choices are having on our wellness. We worry about poor sleeping habits, burnout, illness and aging, but completely forget the healing power of our own bodies and the wellness tools that lie in our own hands. Although subconsciously we may be aware that we could be living better, we just don't have the energy or knowledge to identify and follow a new lifestyle plan or make better choices.

Wellness Through Naturopathy

At FGIworld, we recognize the benefits that naturopathic strategies can bring to our high-pressured lives, and are pleased to provide comprehensive services in this area. By introducing the world of naturopathic medicine, we can help employees make positive changes that improve the quality of life and help create wellness.

How it Works

All services are accessed through one convenient phone call to FGIworld's Care Access Center. Calls are answered by a Client Care Representative, who discusses the client's needs and matches him or her with one of our naturopathic doctors.

The Four Key Themes

Our Naturopathic wellness services currently cover these important areas:

- Sleeping Healthy

- Aging Well (includes 'The Menopausal Years' and 'Entering Andropause')
- Stress-free living
- Workplace wellness (includes shift work related issues)

A Comprehensive Program of Support

For each of the four key themes, we offer the following program:

- A 45-minute telephonic consultation to provide information about naturopathic medicine and how it works in context with the body. The client receives health and wellness information on choices related to physiology, diet, lifestyle, and mental-emotional well-being, including preventative strategies.

10 Critical goals are identified for the client to begin working on.

- A comprehensive follow-up package is mailed to the client. It includes:
 - Information fact sheets
 - Helpful tips
 - Diet and lifestyle fact sheets
 - The book "*Smart Medicine for Healthier Living*"
- 2 or 3 weeks later, the specialist calls back to discuss progress on the Top 10 Goals, answer questions or concerns, and provide support and assistance.
- A final call is made 7-10 days later to provide further support and to fine-tune strategies where necessary.

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FAMILY WEIGHT AND LIFESTYLE PLANNING

- Family Health Assessment
- Personalized Family Lifestyle Plan
- Family Exercise Information
- Personalized Diet Plans

With almost half of all Canadian adults and 39 per cent of children and teenagers classified as overweight or obese, many of us are putting our health at risk by not eating properly or being sufficiently active. Good nutrition and an active lifestyle begin at home, but it can be a challenge to change an entire family's eating habits and activity level.

It's worth the effort. Eating well and incorporating moderate exercise into your family's life will not only make everyone feel more energetic, but improve their overall physical and emotional health. You'll also reduce their risks of certain cancers, heart disease, diabetes, and many other ailments. But how do you start? What improvements need to be made and what exactly is an "active" lifestyle? How can you motivate the kids to move away from the TV and computer and out discovering new, active pursuits.

WorkLife Solutions Service can provide wide-ranging nutritional support and information to improve a family's lifestyle. Depending on personal needs and health status, these may include diet options for weight loss, weight control or simply answering an immediate concern about exercise and nutrition.

How it Works

When employees or family members call, they first speak to a Client Care Representative who processes their request and matches them with a registered dietitian. The dietitian will then call the employee or family member directly to determine their needs. Following a family health and nutrition assessment, the dietitian will prepare a personalized food plan which will be mailed along with informative fact sheets. In a subsequent follow-up session, the dietitian

- Healthy Recipes
- Shopping Do's and Don'ts
- Nutrition Counselling

will walk the employee through their personalized diet plan and answer all their questions. To ensure good integration of the diet and exercise plan to day-to-day living, the dietitian will provide further follow-up to see if adjustments and modifications are needed. Please note that in cases involving clinical dietary counselling, such as glucose-controlled diets (diabetes), pre and post surgery diets, renal failure diets, face-to-face consultation is essential.

Extensive Information

Each employee will receive as part of the nutritional service, their customized family food plan based on the assessment by the registered dietitian, a resource package including informative fact sheets, recipes and a list of additional useful resources. A meal plan diary to follow the following week is also included. This service is also available for employees or family members who do not require full nutritional counselling but have questions relating to exercise and nutrition and would like to talk to a dietitian. No question or health issue is too simple or too complex. For Example:

- What's trans-fatty acid?
- How can I help reduce my blood cholesterol and prevent heart disease and stroke?
- How can I get my family to be more active?
- What kind of exercise will help me lose weight?
- How often should I exercise? Does walking count?
- Am I overweight or obese?
- How can exercise improve my health?

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SMOKING CESSATION

- Comprehensive QuitCare Materials
- Understand Why and How You Smoke
- Customized strategies for quitting
- Relapse Prevention Tips
- Telephone Support and Coaching
- Self-directed and Counselling Options
- Works With or Without Gum, Patch etc.

Most people who smoke know their habit affects their health and doesn't make much sense. In fact, most have probably thought about quitting and many have even tried. The truth is, as you doubtless know, there is a lot more to quitting than just throwing away the pack. The real challenge is dealing with the reasons why you smoke and how it makes you feel. It's about emotions and lifestyle behavior.

Learning the Strategies for Success

Having the right program and support cannot only be the trigger for successful quitting, it can also help you to avoid relapse. Our QuitCare Stop Smoking Program helps you set up a program to quit and follow through it. And support is available from start to finish.

How it Works

You can start to quit smoking with one simple phone call. When you call, you will be asked some simple questions to determine if QuitCare is right for you and which program format would best suit you.

The program helps smokers:

- Better understand why and how they smoke
- Develop the strategies and skills they need to stop smoking and stay smoke free

With the help of a special workbook and the support of specially trained counsellors, you will develop the skills you need to stop smoking on Quit Day. And we don't leave you there. We'll also provide problem-solving methods to deal

with stress, weight gain and other situations that could cause relapse.

The QuitCare Program works with or without the use of pharmacological aids such as gum, patch, pills etc. The Program is available in two formats, as follows:

Self-Directed Option

This format is suited to individuals who feel they need only minimal assistance with their quit initiatives. You can work your way through the exercises in the QuitCare workbook at your own pace over a 3 to 4 week period. Because we know many smokers end up needing some support or advice during their quit initiative, we have built in the option of two counsellor support calls that can be accessed during this program.

Telephone Counselling Option

This format offers one-on-one support and skills development counselling over the phone as you work your way through the QuitCare workbook. The program includes one 15-minute telephone session, followed by four 45-minute sessions. A specifically trained counsellor acts as a personal coach or trainer throughout these sessions, talking you through problems and helping you reach your goal. In both programs formats, FGIworld will follow up on the participant's progress at both 3 and 6-month points after program completion. An Optional Booster session is also available to help previous smokers stay on track after they have completed the program.

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HEALTH SCREENING TOOLS

- Is Your Lifestyle Healthy?
- Am I Getting Enough Physical Activity?
- Do My Eating Habits Need Improvement?
- Is my Relationship With My Partner Strong or is it in Trouble?
- Am I Managing My Diabetes Well?
- How Do I Know if I'm Depressed or Just Down in the Dumps?
- Am I an Optimist or a Pessimist?
- Do I Handle Stress Effectively?

In order to achieve optimal health, you need to first understand your own unique health and well being risks and requirements. Examining your lifestyle, personality and health issues can give you the power to make informed choices about what changes, if any, you need to make. Identifying your "controllable risk factors," such as eating habits, physical activity and stress levels, and then making small changes, can have an enormous impact on attaining optimal health. FGIworld's online health screening tools are important in this process. Through WorkLife Plus Online, you can access a variety of tools that can be completed at your convenience. While not meant to be diagnostic tools, the screening tools can pinpoint areas of concern and make recommendations for continued improvement.

How they Work

Simply access FGIworld's WorkLife Plus Online click on "Health Screening Tools." Select a screening tool that addresses an area of concern or interest. You can either complete the questionnaire of your choice online or print to answer with paper and

pencil. Each question offers a selection of answers, and each answer has a numeric value. After you've answered each question, add up your score. If you complete the questionnaire online, your score will be automatically calculated. Your score will be interpreted and include tips and recommendations. Links to relevant articles and web sites are also available.

If it's determined you need additional help or support, you'll be directed to the EAP. These health screening tools are confidential and strictly for your own use. FGIworld's online health screening tools include:

- Depression Screening
- Are You Eating Right?
- Measuring Your Stress Index
- Assessing Your Fitness Level
- Managing Diabetes
- Assessing the Quality of your Relationship
- Assessing Your Lifestyle
- Are You an Optimist or a Pessimist?
- Are You Fulfilled and Happy?
- Are You at Risk for Heart Disease?

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LIFECYCLE SERVICES

Expectant and New Parents

- Family Leave Program

Childcare

- Summer camp
- Critical Illness, Loss and Bereavement

Practical Parenting

- Home Alone
- Parenting Toddlers
- Daddy Program

School Aged Decisions

- University and College Success

Special Needs

Youthline

- Youth Employment

Homecare

Eldercare

- Critical Illness, Loss and Bereavement
- Compassionate Leave



EXPECTANT AND NEW PARENTS

- Selecting the Right Doctor
- Finding a Midwife
- The Family Leave Information Package
- Work and Pregnancy
- Preparing for Lifestyle Changes
- Finding Parenting Classes

- Staying Healthy During Pregnancy
- Post Partum Depression
- Making Financial Decisions
- Preparing for Baby's Arrival
- Locating Support Groups
- Getting Adoption Information

New Rewards and New Demands

Becoming a parent is an exciting stage in life, but it also brings a whole set of new and often stressful responsibilities for employees and their families. These can range from pregnancy and lifestyle decisions through to the search for quality resources and the juggling of home and work commitments. With this in mind, FGIworld's WorkLife Solutions and Well Being offers wide-ranging support and information to help employees prepare for and adjust to this important stage in life. All the services are accessible through one easy telephone call.

How it Works

Calls are answered by a Client Care representative who assesses needs and matches callers with a WorkLife Solutions and Well Being Services Specialist. This specialist will discuss the situation with the employee by phone, and will then research their needs and possible solutions. Employees will receive the pertinent information, along with additional helpful educational materials, by phone, mail, e-mail or fax. If the need is urgent, the WorkLife Solutions and Well Being Services Specialist will call back within a few hours with the required resources.

The Family Leave Program

As part of the WorkLife Solutions and Well Being, expectant parents can also receive the support of our Family Leave Program, both before and during family leave. Prior to the

leave, the employee receives an Employment Insurance Form, saving a trip to the Employment Insurance Center. We also provide a copy of the popular book "*What to Expect the First Year*" or another book and other resource material.

Following the due date, a FGIworld Childcare Counselor calls to provide support and any specific assistance or information that the employee may require at that time.

The Counselor will also schedule a follow up call just prior to the return-to-work date to ensure a smooth transition back into the workplace. The counsellor can assist with a range of issues, from the simple to the complex. For example:

A mother wants to continue nursing after her return to work, but is not sure how to cope with feedings during her absences. She is also concerned that although she has made arrangements for childcare, she has no back up to call on if her baby is unwell.

The WorkLife Solutions and Well Being Services can save employees the time and frustration of surfing through Internet clutter or libraries, by directing them to specific information and resources targeted to their needs. These resources can include a list of pertinent support groups, such as those for nursing mothers, plus information on regular or emergency childcare in the community, including free, subsidized or private services.

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FAMILY LEAVE PROGRAM

The Family Leave Program has been designed to help expectant parents bridge the gap between departing for parental leave and returning to work - by supporting their adjustment to parenthood.

How does it work?

1. The expectant parent simply calls the Care Access Center and requests a Family Leave package which will include the following:
 - A letter from the employer explaining the Family Leave Program
 - Resource material for new parents
 - The book "*What To Expect the First Year*" (or another selection if the caller already received this book with their first child)
2. Approximately four weeks after the information package has been sent, the parent will receive a telephone call from a FGIworld Childcare Specialist who ensures that the package of information arrived and answers any questions about the program. The Childcare Specialist also requests the expected due date of the child and asks for permission to call back approximately six weeks after the expected due date.
3. About six weeks after the due date, the parent will receive another phone call from the Childcare Specialist, who will find out how the family is adjusting and provide any resource material that might be helpful. The Childcare Specialist will also talk with the parent about the expected return to work date. If a need for childcare resources is identified, the Childcare Specialist will ask specific questions about the area and type of childcare desired. The information requested will then be mailed out to the parent. The Childcare Specialist will once again ask for permission to call back one more time, close to the end of the parental leave.
4. Towards the end of the parental leave, the Childcare Specialist will call back and check the need for assistance with childcare planning and any other resources that might be helpful. At that time, a satisfaction survey will also be conducted to determine the level and usefulness of the Family Leave Program Service.

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CHILDCARE

- How to Choose the Right Caregiver
- Nanny Agencies
- Private Licensed Home Day Care
- Nursery Schools
- Subsidized Care
- Day Care Centers
- Sick Care Centers
- Emergency Care

For many parents, their whole sense of equilibrium is dependent on the success or otherwise of their childcare arrangements. If childcare is running smoothly, they can relax and attend to the other multiple demands of their lives. When problems arise, everything is thrown out of whack, including the delicate and vital balance that employees struggle to maintain between home and work responsibilities.

The Childcare Support that Parents Need

To help reduce the stress and time involved in researching quality childcare resources, the WorkLife Solutions and Well Being Services can provide wide-ranging support and information about available childcare options. Dependent upon needs, these may include options for daytime, after school, evenings, weekends, and summer holidays and / or in emergency circumstances. They may be in the family's neighborhood or, if requested close to a school or to the workplace. These resources are also likely to include information about free, subsidized and private services available.

How it Works

All services are available by phone. When employees or family members call, they first speak to a Client Care Representative who assesses their needs and matches them with a

- Part-time Care
- Summer Camps
- Weekend Options
- Holiday Options
- After School Programs
- Toy Lending Libraries
- Handling Separation Anxiety

WorkLife Solutions and Well Being Specialist. This specialist will then call, e-mail, fax, or mail information about options that may suit. If the need is urgent, the WorkLife Solutions and Well Being Specialist will call back within a few hours with the available information. Along with their resource package, employees also receive additional helpful educational material, including a caregiver interview checklist, to make selecting the right services even easier. The Specialist will call back to check with the employee to ensure the material sent was useful.

No question is too simple or too complex. For example:

A mother returns home unexpectedly from work to find her child crying alone in the living room and the caregiver upstairs asleep. She dismisses the caregiver immediately but is then left with the problem of finding temporary emergency childcare and a fast, long-term solution.

The WorkLife Solutions and Well Being Services can provide fast and pertinent information on both temporary and long-term childcare options in the employee's neighborhood or close to the workplace, reducing stress and time required for research.

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SUMMER CAMPS

- How Do You Choose the Right Camp?
- What's the Difference Between Private and Municipal Camps?
- Checking Out Special Interest Camps
- Is Your Child Ready for Residential Camp?
- What Difference Does a Child's Personality Make?
- What Questions Should You Ask?

For many parents, summer stress starts early in the year with the race to find summer camp places for their children. Camp not only provides a great summer alternative to the adult supervision provided by school or other childcare options, it's also a wonderful learning and leisure opportunity for kids. The right choices can make a summer a relaxing period for all. Unfortunately however, if the right choices aren't made at the right time, everything can be thrown out of whack as parents struggle to find alternative options. And even if good choices are made, stress still builds up in the pre-summer months as parents worry how they'll keep children occupied before and after camp dates, or during gaps between different camps.

The Support that Parents Need

We know how important summer camp can be for children and parents alike, so at FGIworld we've set out to reduce the stress and time involved in researching and selecting summer activities. Our WorkLife Solutions and Well Being Services can provide wide-ranging support and information about available camp options. For instance, we can provide telephonic consultation to help decide the right selection criteria for your child or children's needs we can research camp solutions in your area or further away, and we can tell you what to look for when making final choices. Dependent upon your particular situation, we'll also send you extensive materials packed full of tips about summer safety and summer activities.

- What Should You Look For?
- Assistance Finding Camps
- Alternative options
- Keeping Kids Safe in the Sun
- Learning and Play Activities
- Summer Activities for Teens
- Water Safety Tips
- Internet Safety Tips

How it Works

All services are available by phone. When employees or family members call, they first speak to a Client Care Representative who assesses their needs and matches them with a WorkLife Solutions and Well Being Specialist. This specialist then discusses specific needs and wishes with the employee, and researches for appropriate solutions. Along with information about available solutions, employees also receive additional helpful educational material, to help make the entire summer a safe and fun experience for everyone. Later, the specialist will call back to check with the employee to ensure the materials sent were useful.

Extensive Materials and Advice

Depending on specific needs, assistance may include:

- Consultation to help parents decide whether their child is ready for residential camp
- Discussion about different types of camps and advice to help determine the right type for the child's personality. For examples, outgoing/team oriented/competitive/shy, independent, artistic etc.
- Information about camps that meet needs
- Tips for touring camp facilities
- Safety and health standards to look for
- A wide range of materials with tips and ideas for everything from summer safety to summer learning and summer fun.

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CRITICAL ILLNESS, LOSS, AND BEREAVEMENT

- How Do You Keep Going When a Loved One is Dying?
- What Help is Available and Where?
- Why is Palliative Care so Valuable?
- How Can You Make Your Loved One Comfortable?
- What Will You Do About Money?
- What Will the Last Days be Like?
- How Do You Arrange a Funeral?
- The Special Grief of Losing a Child
- What are the stages of grief?
- Coping Strategies That Have Worked or Others
- How Can Friends Help?
- What Lies Ahead on the Road to Heal?
- How Do You Explain Death to Children?
- Helping Children Through Grief and Trauma

When faced with the critical illness or death of a loved one or the loss of hopes and dreams through miscarriage or stillbirth, the devastation can be overwhelming. Most people go through a roller coaster of emotions and can't imagine they will ever be able to function properly again. We wish we could wave a magic wand and make the pain go away, but of course we can't. What we can do, however is to provide support, information and coping strategies to make the days and weeks ahead a little easier for employees in this situation.

Compassionate Support and Practical Information

With the input of both professional experts and of men and women who have themselves survived the pain of loss, FGIworld's WorkLife Solutions and Well Being Services has developed a comprehensive program to help employees who are facing the critical illness of a loved one, or struggling with grief. Support is wide-ranging and includes practical support and customized information to help with a broad spectrum of challenges, from coping with terminal illness to assistance following the death of a loved one through natural causes, violence or accident, or suicide. Assistance includes telephonic consultation and follow-up. If required, grief counselling can also be arranged. We also provide help with children who are

experiencing grief or suffering the effects of trauma.

How it Works

When employees or family members call, they first speak to a Client Care Representative who assesses their needs and matches them with a WorkLife Solutions Specialist. Telephonic consultation then takes place to address the caller's situation and assess specific challenges and needs. A customized package of materials is then put together and forwarded to the employee or family member. Later, the specialist will call back to check with the employee to ensure the materials sent were useful.

Broad-Ranging Assistance may include:

- Practical information about palliative care options
- Information and support through the stages of dying and the stages of grief
- Specialist materials for grief following the death of a partner or child, or after violent death
- Coping strategies, including tips for holiday time
- Practical information about living wills and funerals
- Do's and don'ts for friends and colleagues
-and much more

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PARENTING

- How to Choose the Right Caregiver
- What is Quality Childcare?
- Home Management - Time Guides
- Sharing Chores
- Having More Than One Child- Decisions on Time and Work
- Single Parenting
- Safety Tips
- Practical Parenting
- Helping Your Child Sleep Through the Night
 - Toilet Training
- Having Fun With Your Children
- Disciplining Your Children
- Parenting for Teens

One of the myths in life is that all parenting skills come naturally. In reality, learning to parent can be one of the most important and sometimes most frustrating, ongoing, skills that parents need to acquire. Mere everyday survival requires extraordinary adaptability and patience. Add to this, illness or behavior problems and parents can face overwhelming emotional and physical challenges, particularly when balanced with work demands.

Saving Time and Tension

Employees and their families can save time researching practical parenting solutions and minimize the stress, by accessing the wide range of practical parenting options provided by FGIworld's WorkLife Solutions and Well Being. Parents will find excellent parenting advice, together with support and useful proven strategies. These may range from simple, practical tips to help a parent with toilet training, through to help in understanding their teen.*

It's clear that parents and their families need all the help they can get in reducing the stress of parenting and the tensions of trying to balance home obligations with work responsibilities. In addition to providing support and advice, we have therefore made our services as easy as possible to access through one phone call to our

Care Access Center, which operates 24 hours a day, 7 days a week.

How it Works

When parents call, the Client Care Representative assesses their needs and, if they indicate to the Client Care Representative that they are looking for practical parenting tips to deal with a specific behavior their child or teen may be exhibiting or educational material, they will be transferred to an appropriate WorkLife Solutions and Well Being Services Specialist. The WorkLife Solutions and Well Being Services Specialist will discuss these needs and may provide immediate suggestions, followed by research into other options. Parents then receive information on the topic requested, by phone, e-mail, fax, or mail. If it is an urgent need, the WorkLife Solutions and Well Being Services Specialist will call back within a few hours to discuss available options. We will also send helpful, relevant educational material designed to make the job of parenting a little easier.

If Childcare is an issue, the WorkLife Solutions and Well Being Services can provide fast and pertinent information on both temporary and long-term childcare options in the employee's neighborhood or close to the workplace, reducing stress and time required for research.

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HOME ALONE

- When is a Child Old Enough?
- What Are the Key Preparation Steps?
- Safety Measures for the Home
- Building a Support Network
- The Importance of 'What If' Questions

As their children grow older, many employees begin thinking about letting their children stay home alone for periods, while they are at work. This can be a nerve-wracking decision for a parent to make, resulting in considerable stress and anxiety. Let's face it, no matter how focused an employee normally is in the workplace, it's tough to concentrate properly when there are worries about a child's safety and well being at home.

Preparation Minimizes Stress

The right planning is not only key to keeping children safe, it's also vital for a parent's peace of mind. FGIworld's WorkLife and Well Being Services offers wide-ranging support and information to help employees and their children prepare for this important challenge.

The goal is to help free employees from anxiety and distraction while their children are at home, and save them the time and frustration of searching for advice on their own.

How it Works

All our parenting services are accessible through one easy phone call. When employees or family members call, they first speak to a Client Care Representative who assesses their needs and matches them with a WorkLife Solutions and Well Being Services Specialist.

Telephonic consultation is then arranged with this specialist, who will discuss the specific situation, coach employees through 'What If' scenarios to help overcome

- Vital Street-Proofing Tips
- Signing a Parent-Child Contract
- Tasty Kid-Proof Recipes
- How to Keep Boredom at Bay
- What If There's an Emergency?

potential challenges and research their requirements and possible strategies. Employees receive relevant information by phone, mail, e-mail, or fax. If the need is urgent, they will receive a call back within a few hours with the required resources.

Assessment Topics

Issues covered may include:

- Current childcare situation and specific needs
- Indicators that a child may be ready to be left alone
- The child's confidence level and ability to follow rules.
- Discussion of "what if" situations that could arise
- 5 steps to take to safety-proof the home, build a support network and prepare the child

Home Alone Information

If deemed relevant during their assessment, employees may receive information and tools that meet their individual needs and help them feel more confident about their children's safety when they are left alone.

Depending on specific needs, these resources may include:

- Comprehensive Parent Guide
- Young Person's Planner
- Parent-Child Contract
- My Home Alone Cook Book
- Emergency Information Kit
- Animated Street proofing video
- Child ID kit

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PARENTING TODDLERS

- Play Groups
- Practical Parenting Tips
- Developmental Information
- Interactive Coloring Book "What Work and Family Means"
- Educational Websites

New Rewards and New Demands

The toddler years are a new and an exciting stage in your child's life. Your toddler may be in the midst of mastering language, mobility, and may be learning to assert their personality as they test their boundaries. This stage in your child's life may result in a whole set of new boundaries and often stressful responsibilities for employees and their families.

With this in mind, FGIworld's WorkLife Solutions and Well Being Services offers wide-ranging support and information to help employees prepare for and adjust to this important stage in life. All the services are accessible through one easy telephone call to our Care Access Center.

How it Works

Calls are answered by a Client Care Representative who assesses needs and matches them with a WorkLife Solutions and Well Being Services Specialist. This specialist will discuss the situation with the employee by phone, and will then research their needs and possible solutions. Employees will receive the pertinent information, along with additional helpful educational materials by phone, mail, e-mail, or fax. If the need is urgent, the WorkLife Solutions and Well Being Services Specialist will call back within a few hours with the required resources.

Extensive Information

As part of the WorkLife Solutions and Well Being Services, parents can receive support and

- Toddler Safety
- Book "What to Expect the Toddler Years"
- Finding Parenting Classes
- Fun Stickers

resource information to help them cope with any concerns or questions they may have about the toddler years. Clients will receive toddler information resource material, which will include a copy of the popular book "*What to Expect the Toddler Years*" or another book, an interactive coloring book, "*What Work and Family Means.*"

The WorkLife Solutions and Well Being Services Specialist will also follow up with you to ensure that you have received your package, and to answer any questions that may have come up for you. The specialist can assist with a range of issues, from the simple to the complex. For example:

A mother is having difficulty getting her toddler to bed. Child was able to maintain bedtime routines, but when mother returned to work, child has started to be more demanding and requires more of the mother's time. Mother is starting to get frustrated and would like to discuss strategies to help her get her child to sleep.

The WorkLife Solutions and Well Being Services can save employees the time and frustration of surfing through Internet clutter or libraries, by directing them to specific information and resources targeted to their needs. The Specialist can provide some practical parenting tips that can assist parents in moving through difficult developmental stages. These resources can include a list of pertinent support groups, play groups, or educational websites or literature on the issues identified.

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DADDY PROGRAM

- How can a man prepare for childbirth?
- How to communicate with a three-year-old
- What to do when your child is sick
- Becoming a step-dad
- What's the difference between discipline and punishment?
- Raising daughters
- Raising sons
- Handling the additional financial obligations
- Why are teenagers so difficult?
- How to juggle career and family responsibilities

Research has shown again and again that a father's role is as important as a mother's in raising emotionally healthy, compassionate and confident children. But while there is an abundance of material for mothers on how to raise children of all ages, fathers often feel left out and searching in vain for advice, information and support about parenting. What makes a good dad? What makes a great dad? How do you parent stepchildren? How can you prepare yourself for childbirth and the new baby?

Like mothers, fathers need all the help they can get. Whether it's coping with the arrival of new baby, surviving the terrible twos, trying to communicate with teenagers or becoming an instant father through marriage, being a dad is not an easy job. But like any job, parenting gets easier with education, experience and commitment.

With this in mind, FGIworld's WorkLife Solutions and Well Being Services has developed a comprehensive service to help dads-to-be prepare for and adjust to the most important job they'll ever have and experienced dads get ready for the next stage in their child's development.

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The Daddy Program includes a consultation with a parenting specialist, a book especially written for fathers, articles, practical tips and resources to help dads understand how to better parent children of all ages. Better still, all this information is accessible through one easy telephone call.

How it works

When a father, or prospective father, calls, a Client Care Representative will assess his needs and match him with a WorkLife Solutions and Well Being Specialist.

A telephonic consultation is then arranged with this specialist, who will discuss the specific situation, will coach the caller and help him understand and overcome parenting challenges.

Comprehensive information

As part of the service, callers are also offered a customized selection of information and tools geared to their specific needs. All callers will receive a book written especially for fathers as well as a selection of material customized to his particular needs.



SCHOOL AGED DECISIONS

- Nursery Schools
- Public Schools
- Private Schools
- Montessori Schools
- Alternative Schools
- Multicultural Programs
- Tutoring Programs
- Summer Camps
- University Programs
- Scholarship Programs
- Colleges
- Specialized Programs for Computer Skills
- Specialized Programs for Dance
- Specialized Programs for Sports
- Specialized Programs for Music
- Specialized Programs for Art
- After School Programs
- Toy Lending Libraries

Most parents will agree that of all the multiple responsibilities they juggle everyday, making educational choices can be one of the hardest and most important challenges. The right choice can make life smoother and happier for everyone. The wrong decision can impact badly on the child or teen and upset the delicate balance between family and work demands that all employees wrestle with.

To help ease the process, FGIworld's WorkLife Solutions and Well Being Services can provide support and information about educational and skill-building options for the employee's family members, in their neighborhood, close to work or where the employee may be moving, or specific to older child's talents and interests.

The Resources a Parent Needs

Dependent on the needs, these educational options may be for daytime, after school, evenings, weekends, summer holidays, and/or emergency circumstances. Callers may also specify information on different education services from public, private, or alternative schools to tutoring programs, specialized educational resources or university programs. The objective of the WorkLife Solutions and Well Being Services is to save employees research time and stress, by helping them cut through information clutter and direct them straight to the quality skill-building or educational resources they specifically need.

How it Works

All services are available by phone. When employees call, they will first speak to a Client Care Representative who will assess their needs and match them with a WorkLife Solutions and Well Being Service Specialist. This specialist will research their needs and will then call, e-mail, fax, or mail information about options that may suit them. If the need is urgent, the WorkLife Solutions and Well Being Service Specialist will call within a few hours with the available information.

In addition to the resource package, employees also receive helpful educational material to make selecting the right services easier. No question is too simple or too complex. For Example:

A teen is showing unusual talent in art but she feels the subject isn't taken seriously at school. A sibling is struggling a little with math in grade 5.

The WorkLife Solutions and Well Being Service can direct employees and their family members to public, private, or alternative schools in the neighborhood that offers specialized programs or caters to the gifted. A list of after-school or summer programs will also be provided, including information on tutoring and art programs.

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UNIVERSITY AND COLLEGE SUCCESS

- Why is Grade 10 a Great Time to Start?
- How Do You Fill in the Application in Grade 12?
- What Deadlines Have to be Met?
- Why is Self-assessment so Valuable?
- Which College or University is Best?
- How Do You Make Smart Choices?
- How Can Parents Help, Not Hinder?
- Where Will the Money Come From?
- What Helps to Won Scholarships?
- How Do You Make a Back Up Plan?
- What if Teens are Rejected?

Whether starting to plan in grade 10, or actually making the application in grade 12, the entire application process can be nerve-racking for parents and teens alike. There are so many questions to be answered and so many choices to make - and so much seems to be at stake. What everyone really needs is a coach to explain and provide support through all the steps.

A Valuable Guide

Because we know how important this can be during a teen's critical last years at school, FGIworld's WorkLife Solutions and Well Being Services offers wide-ranging support and information to guide employees and their teens step-by-step through the process.

We not only provide smart and valuable advice to help plan and manage the process and achieve success, we also offer practical assistance with research into universities and programs. The goal is to cut employees' anxiety and stress, and reduce the time and frustration of searching for information and solutions on their own.

How it Works

Our University and College Success Services are accessible through one easy phone call. When employees or family members call, they first speak to a Client Care Representative who assesses their needs.

The employee is matched with a WorkLife Solutions and Well Being Service Specialist, and a telephonic consultation is arranged. The specialist discusses specific needs or issues that have arisen or may arise during the planning or

application process, and talks about available options.

Following this initial consultation, the specialist researches the employee's requirements and possible strategies, forwarding the pertinent information by phone, mail, e-mail, or fax. If required, consultation can also be arranged with Financial Services or Career Development Specialists.

Student Support

If appropriate, consultation is also available for teens with a Career Specialist for students.

Typically, this involves 3-4 sessions and may include interactive occupational exploration, self-assessment testing, career identification, educational goal planning, and information gathering. Coaching is offered for each step.

Comprehensive Information and Materials

As part of our service, employees will also be offered a customized selection of the information and tools that are deemed most appropriate for their specific needs.

Selection is made from the following extensive materials. We may also include MACLEANS magazine issue on Selecting Colleges and Universities.

- The application year: how parents can help
- Choosing a university or college
- What the application year looks like
- Student action plan
- Financial issues and solutions
- Making the application
- Making a back-up plan
- Aiming for scholarships
- Helping teens cope with stress
- Coping with the double cohort (Ontario only)

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SPECIAL NEEDS

- Testing and Assessment Information
- Children With Disabilities
- Children With Acute Illness
- Adults with Special Needs
- Locating In-home Caregivers
- Making Childcare Arrangements
- Finding Gifted and Talented Programs
- Making Financial Decisions
- Therapeutic Programs
- Community Resources
- Homecare Programs
- Early Intervention Programs
- Finding Support and Advocacy Groups
- Dealing With Attention Disorders
- Handling Birth Disabilities

Coping with Special Responsibilities

The emotional pressures and practical demands of caring for a loved one with special needs can be overwhelming for anyone. Add to these stresses the responsibilities and tensions of the workplace, and it is clear that employees in such situations need all the help and support they can get to function at their best.

To help reduce the stress of finding quality resources for these special children and adults and relieve some of the pressure for employees balancing home and work obligations, FGIworld's WorkLife Solutions and Well Being Services provides a full spectrum of services and support. These can help employees cut through the clutter of the Internet or other information services, by directing them straight to the specific resources they need. All services can be accessed by employees and their families through one phone number that is answered 24 hours a day, 7 days a week.

How it Works

When an employee calls the WorkLife Solutions and Well Being Service, a Client Care Representative will assess the specific needs, which could range from resources for a child with an attention disorder to in-home care for an adult with disabilities or selecting special day programs and schools. The employee will then be matched with a WorkLife Solutions and Well Being Service

Specialist, who will fully research the needs and then call, e-mail, fax, or mail the information required. If the need is urgent, the WorkLife Solutions and Well Being Specialist will call back within a few hours with the available resources. Along with the resource package, the employee will also receive other relevant educational material to help make the selection of services even easier. No question is too simple or too complex. For Example:

A teacher reports that a child's reading skills are well behind those of classmates and suggests your child may have a behavior problem. The teacher recommends seeing the school social worker. The parents are concerned that their child may be labeled troublesome and may actually have a learning disability - the child is hyperactive and already has difficulty making friends.

The WorkLife Solutions and Well Being Service can help employees identify what problems or special needs may lie at the root of school or behavior problems, provide relevant information and refer parents and children to appropriate resources. These may include testing and assessment specialists and/or information on specialized school programs and support groups or therapeutic programs.

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YOUTHLINE

For Parents:

- Information on Teen Development
- Strategies and Parenting Support
- Practical Advice and Suggestions

Statistics suggest there will be a 4.36 million teens in Canada by 2006. This group will change the demographic landscape of our society and will also individually pose a formidable challenge for their parents - many of whom are balancing work and family responsibilities

While every stage of a child's development has its share of rewards and challenges, parenting a teen can be particularly demanding. Parents want to help, but their teens aren't convinced their parents have any answers.

Both teens and their parents often find it easier to talk to someone outside of the family to gain an objective point of view. FGIworld's YouthLine offers parents and their teens the opportunity to connect with a parenting or youth specialist over the telephone, to confidentially discuss their questions or concerns.

What is the YouthLine?

YouthLine is a telephone information and counselling service, offered through FGIworld's WorkLife Solutions and Well Being. It provides access to youth and parenting specialists and counsellors from Monday to Friday 9:00 am to 11:00 pm.

YouthLine's counsellors can answer questions and provide the tools that teens and their parents need in order to take their problem-solving to the next step - whether this means helping callers understand their options more clearly for decision making: providing information; or helping to connect individuals with the necessary referral sources.

How it Works

All services are available by phone. When employees or family members call and ask for

For Teens and Young Adults:

- An Objective Listener and Advisor
- Education and Career Information
- Help with Physical or Emotional Issues

YouthLine, the Client Care Representative who answers the call will take some basic information and arrange a telephone appointment with a YouthLine Counsellor.

The teen will be asked their name, parent's company name, and their date of birth. Parents additionally will be asked their mailing address, so that we can mail the book "*Understanding Your Teen*." Some other preliminary information may be asked, in order to match the caller with the most appropriate counsellor.

If it is a critical situation, teens or other parents can receive immediate crisis counselling 7 days a week, 24 hours a day, through the Care Access Center.

YouthLine Offers Parents:

- The book "*Understanding Your Teen*"
- Practical advice and suggestions on issues such as money matters
- Strategies to take problem-solving to the next step with their teens
- Tips for negotiating guidelines for acceptable behavior, appropriate rewards and discipline for early, mid, and late teen years.

YouthLine Offers Teens or Young Adults:

- An objective listener who can offer information counselling on relationships, school, violence, alcohol, drugs, and sex education
- Education and career planning information referral
- Tips for balancing part-time work, school, social and family responsibilities
- Help in coping with physical and emotional challenges through the teen years

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YOUTH SUMMER EMPLOYMENT

- What's the Right Summer Job for Your Teen?
- How Might it Affect Future Opportunities?
- Self Assessment for Career Planning
- What Helps Scholarship Applications?
- Information on Volunteer Opportunities
- Qualifications on Volunteer Opportunities
- Qualifications for Careers
- How Do Teens Start Looking for Jobs?
- Job Listings in Your Area
- How Old Do Teens have to be?
- Getting a Business Idea Off the Ground
- Writing a Resume That Gets Results
- Acting an Interview
- Government Programs
- When Should Teens Apply?

The right summer employment or volunteer experience can increase teens' chances of future scholarships or careers. For many families, it's also essential to help fund teens' dreams of college or university. Finally, and not to be overlooked, summer jobs can be a great way to keep kids safely occupied and out of trouble during the summer months.

With so many teens out there looking, though, how do you find out what's available? And when teens finally find a job they want, what should they do to increase their chances of being hired? That's what FGIworld's Youth Employment program is all about.

Help for Parents and Teens

Finding a summer job can seem impossible if you don't know where to start. That's why we've put together a comprehensive Student Employment Program at FGIworld. The objective is to help parents and students find the solutions they need, and reduce the stress and time involved of searching from scratch on their own.

Through telephonic consultation, our WorkLife Solutions and Well Being Service can help identify the right kinds of jobs, research available vacancies and help teens land the job they want.

Dependent upon the teen's specific needs, we'll also send comprehensive information about finding job vacancies and mastering the application process.

How it Works

It all starts with a phone call. When the employees or their teens call, they first speak to a Client Care Representative who assesses their needs and matches them with a WorkLife Solutions and Well Being Specialist. This Specialist then discusses specific needs with the employee and researches solutions or arranges for referral for assessment testing or career coaching etc.

Along with information about available options, employees also receive valuable educational material to help them in their job search. Later, the specialist will call back to check that the materials sent were useful.

Wide Ranging Resources and Support

Depending on the teen's specific needs or goals, assistance may include:

- Self-assessment advice and/or career aptitude tests
- Information about entrepreneurial opportunities
- Sample cover letter for job applications
- Sample resume worksheet
- List of the top 100 Internet sites for learning and employment
- Job listings from Student Employment Offices (HRDC)

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HOMECARE

- How to Choose the Right Caregiver
- Emergency Care
- Homecare Assistance
- Caregiver Support Programs
- Understanding How the Health Care System Works
- Free and Subsidized Services
- Support Programs
- Specialized Assessments
- Meals on Wheels
- Transportation
- Medication Monitoring
- Supportive Housing
- Subsidized Apartments
- Day Programs
- Rehabilitation Services
- Medical Supplies
- Private Care
- Nursing Assessments
- Homemaking Services
- Housekeeping Services
- Yard Care
- Home Maintenance
- Emergency Alert Programs
- Part-time Care
- Weekend Options
- Holiday Options

As the “Baby Boom” generation moves towards the later life stages, many more of us are finding ourselves in the role of caregivers to family members with health concerns. This group will inevitably grow even larger as medical science continues to find treatments to help control illnesses that would previously have been filial.

The Effects of Health Cutbacks

With government cutbacks to the health system leading to a growing emphasis on community-based care, many caregivers are now also finding that services previously provided by health centers or hospitals are not unavailable or offered only on an outpatient basis.

This can place a great onus on caregivers, who may be forced to supplement services or find alternative means to provide medical care in the home. Not surprisingly, many such caregivers voice concern about their ability to maintain the balance between home and work responsibilities.

FGIworld’s WorkLife Solutions and Well Being Services has developed a full range of options and resources to help give caregivers the

support required to manage the health care system and related services with a minimal outlay of time and stress.

How it Works

When a caregiver calls the WorkLife Solutions and Well Being, a Client Care Representative will answer the call and assess their needs in order to match them with a WorkLife Solutions Specialist.

After discussion with the caregiver, the WorkLife Solutions and Well Being Services specialist will research needs and possible solutions. These options may be for daytime, evenings, weekend, and holiday’s and/or emergency circumstances and usually include free, subsidized and private resources. The information will be provided to the caregiver by phone, e-mail, fax, or mail.

If the need is urgent, the WorkLife Solutions and Well Being Specialist will call back within a few hours with the available information. Along with the requested resource package, we also forward additional educational material and a caregiver interview checklist to help make selecting services as easy as possible.

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ELDERCARE COUNSELING

- How to Choose the Right Caregiver
- Homecare Assistance
- Specialized Geriatric Assessments
- Support Programs for Specific Chronic and Acute Conditions
- Legal Step to Arrange for Financial or Personal Care Decisions for Family Members
- Meals on Wheels
- Transportation
- Friendly Visiting
- Caregiver Support Programs
- Respite Care
- Weekend Options
- Holiday Options
- Caregiver Guidebook
- Part-time Care
- Service Coordination
- Seniors Apartments
- Subsidized Apartments
- Supportive Housing
- Retirement Homes
- How to Choose a Retirement Home
- Nursing Homes
- Day Programs
- Long-term Care Facilities
- Rehabilitation Center
- Medication Monitoring
- Nursing Care
- Homemaking Services
- Yard Care
- Home Maintenance
- Emergency Care

Statistics Canada's labor force data for 1998 indicated that 19% of women and 14% of men were caring for an elderly family member. Today, one in four employees had eldercare responsibilities.

The Challenge for Society

These increasing numbers, combined with government cutbacks to the health care system, are resulting in considerable demands on a growing portion of society. Even when outside caregivers are retained, the family inevitably plays a key role in overseeing the care plan of aging parents. In a world where many employees are already struggling to juggle multiple responsibilities, these additional challenges can tip the delicate balance required between home, family, and personal needs.

How it Works

All services are accessed through one convenient phone call to FGIworld's Care Access Center. Calls are answered by a Client Care Representative, who assesses specific needs and then refers to caller to the most appropriate WorkLife Solutions Specialist.

Whether the need is for a day program, caregiver support, in-home care, a caregiver, other accommodation or other options for care, we can help. Specialized geriatric assessments are also available.

Our service helps employees cut through the clutter of information overload, by directing them straight to the specific resources provided, along with a package of additional relevant materials and helpful fact sheets.

Ask us to Coordinate Homecare Services

We know how difficult and time-consuming it can be for employees to call around and arrange varied services, so we now also offer homecare coordination as an optional part of our program. When an employee or family member calls, they will be asked if homecare coordination would be of help. If so, the specialist will first discuss the caller's needs and suggest appropriate options. The specialist will then make the necessary calls to coordinate these services, which may include referral to the CCAC and/or arranging visits to a nursing home etc. We can also contact providers of caregiver support, in-home care or other required services.

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CRITICAL ILLNESS, LOSS, AND BEREAVEMENT

- How Do You Keep Going When a Loved One is Dying?
- What Help is Available and Where?
- Why is Palliative Care so Valuable?
- How Can You Make Your Loved One Comfortable?
- What Will You Do About Money?
- What Will the Last Days Be Like?
- How Do You Arrange a Funeral?

When faced with the critical illness or death of a loved one or the loss of hopes and dreams through miscarriage or stillbirth, the devastation can be overwhelming. Most people go through a roller coaster of emotions and can't imagine they will ever be able to function properly again.

We wish we could wave a magic wand and make the pain go away, but of course we can't. What we can do, however is to provide support, information and coping strategies to make the days and weeks ahead a little easier for employees in this situation.

Compassionate Support and Practical Information

With the input of both professional experts and of men and women who have themselves survived the pain of loss, FGIworld's WorkLife Solutions and Well Being Services has developed a comprehensive program to help employees who are facing the critical illness of a loved one, or struggling with grief.

Support is wide-ranging and includes practical support and customized information to help with a broad spectrum of challenges, from coping with terminal illness to assistance following the death of a loved one through natural causes, violence or accident, or suicide. Assistance includes telephonic consultation and follow-up. If required, grief counselling can also be arranged. We also provide help with children

- The Special Grief of Losing a Child
- What Are the Stages of Grief?
- Coping Strategies That Have Worked or Others
- How Can Friends Help?
- What Lies Ahead on the Road to Heal?
- How Do You Explain Death to Children?
- Helping Children Through Grief and Trauma

who are experiencing grief or suffering the effects of trauma.

How it Works

When employees or family members call, they first speak to a Client Care Representative who assesses their needs and matches them with a WorkLife Solutions Specialist. Telephonic consultation then takes place to address the caller's situation and assess specific challenges and needs. A customized package of materials is then put together and forwarded to the employee or family member. Later, the specialist will call back to check with the employee to ensure the materials sent were useful.

Broad-Ranging Assistance may include:

- Practical information about palliative care options
- Information and support through the stages of dying and the stages of grief
- Specialist materials for grief following the death of a partner or child, or after violent death
- Coping strategies, including tips for holiday time
- Practical information about living wills and funerals
- Do's and don'ts for friends and colleagues
-and much more

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COMPASSIONATE LEAVE

- How Can You Best Help Your Critically Ill Family Member?
- Will You Be Entitled to Government Benefits While on Leave?
- How Do You Manage the Stress?
- What Emotions is Your Loved One Feeling?
- How Have Others Got Through This?
- Where Can You Get Help?
- Why is a Living Will Important?
- How Will the Children Cope?
- How Will You Manage When You Go Back to Work?
- What If Your Loved One Dies?

There are so many questions when a family member is diagnosed with a critical illness - and often there seem to be so few answers. As a caregiver, you're overwhelmed with responsibilities and feel as though you're on a roller coaster of emotions. Just reaching out to get the help you need, can seem like one burden too much.

At FGIworld, we understand the challenges that caregivers face and have designed a program specifically to help you through this family crisis. Along with ongoing telephone consultation, the program includes a comprehensive kit of resource materials to provide answers simply and quickly to many questions that may arise.

How it Works

Prior to or at the start of Compassionate Leave, a telephone consultation is arranged for the employee with one of FGIworld's Compassionate Leave Specialists. During the consultation, the employee's family situation is discussed and specific needs are identified. A full package of materials that relate to these issues is then forwarded to the employee. A follow-up call ensures that appropriate information has been received and that there are no additional needs at that point. Later during Compassionate Leave, the specialist will call again to see how the employee and the family are doing and ensure as smooth a return to the workplace as possible. Any new needs will be discussed and when appropriate, additional materials may be forwarded.

In the sad event that the family member dies during the Compassionate Leave Period, the employee will be offered bereavement support and additional resources.

A Comprehensive 6-week Program

During this time, the employee receives extensive materials and ongoing support and assistance.

Depending on specific needs, the employee may receive:

- A fact sheet explaining the government Compassionate Benefits program and eligibility criteria. Information is also provided on how to apply for the benefits.
- Ongoing telephonic consultation with a Compassionate Leave Specialist.
- Extensive educational materials to help cope with care giving responsibilities during critical illness.
- Information about palliative care, and about the different shelter and care options that may be available.
- Tip sheets to help with specific family needs such as talking to children about terminal illness, getting through holidays, or special days etc.

If the family member dies, the employee will also be offered:

- Specialist bereavement support
- Additional materials related to arranging a funeral, coping with grief, dealing with financial challenges, and returning to the workplace...among other issues.

Calls to the WorkLife Solutions and Well Being Services are completely confidential and are not revealed to anyone without prior consent.

To contact FGIworld's WorkLife Solutions and Well Being, call 1-800-268-5211 or visit our website at www.fgiworldmembers.com

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MANAGER'S GUIDE TO COMPASSIONATE LEAVE

- The Facts on Government Compassionate Care Benefits
- How To Talk To Employees With a Critically Ill Family Member
- What is Helpful - and What's Not - To Employees in Crisis?
- What Emotional Stages Will They Go Through?
- How Can Their Co-workers Help?
- What If the Family Member Dies? How to Help?
- Should You Go To the Funeral?
- What Do Employees From Different Cultures Expect of You?
- How Do You Ease the Transition Back into Work?

When managers learn that an employee's loved one is critically ill, a number of challenges arise - including some that may be new and unfamiliar.

Most managers feel great sympathy for the employee and want to do whatever they can do to help. However, it's difficult knowing what kind of help will be appreciated. How involved should you become? Should you even get involved at all? What kind of help would be genuinely useful? What will happen if the loved one dies? This is not comfortable territory for most of us, and we struggle to find the right answers. With this in mind, FGIworld has developed a comprehensive program that's specifically designed to guide managers who have an employee going on Compassionate Leave. A parallel package is available for the employee.

How it Works

Prior to the employee's Compassionate Leave, the manager calls FGIworld and receives an immediate telephonic consultation with a Masters level counsellor. After discussion of specific needs, the counsellor forwards the Compassionate Care Guide Federal Regulation and guide to interpreting the legislation, along with a comprehensive package of customized strategies and advice on how to best support the employee. The manager will receive a follow-up call to ensure they understand the materials and how they might apply to their circumstances. The counsellor will also answer any further questions that the manager has at this point. Several weeks later, the counsellor will call back to follow up on the situation. He or she will

check whether the employee is back at work and, if so, will provide further guidance on issues to look out for during the re-entry period and afterwards. If the family member has died, they will also discuss the effects this may have on the employee and how the manager can help through the first difficult weeks. Assistance is also offered on how to help co-workers deal with the situation.

A Broad Spectrum of Assistance

Our comprehensive program of guidance and materials includes:

- Ongoing telephonic guidance from FGIworld Counsellors
- A wide range of educational materials related to supporting employees who are in crisis
- Guidance on helping co-workers provide support
- Tips on helping employees get the help that they need
- Strategies to help bereaved employees
- Information and guidance for specific situations eg. Employees with a critically ill child, employees who lose a family member to violent death etc.
- A number of information sheets on how to help bereaved employees from a range of different cultures - including facts on funeral traditions
- Guidance on easing an employee's transition back into the workplace
- Tips on how to help employees when a coworker dies

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PERSONAL SERVICES

Career Counselling

- Pre-Retirement Lifestyle Issues
- Resiliency Coaching

Financial Counselling

- Budgeting and Money Management
- Pre-Retirement Planning

Legal Advisory

Relationship Information

- Separation



CAREER COUNSELLING

- How To Manage/Plan Your Career
- Skills Assessment
- Increasing Job Satisfaction
- Preparing for Interviews

- Resumes and Cover Letters
- Looking for Jobs
- Conflicts With Peers and Supervisors

Career issues - such as a serious concern about job loss or a quandary over how to best manage for advancement - can result in distress and distraction and can also lead to employee turnover.

That's why FGIworld offers Career Counsellors to help employees find solutions to their career issues before these impact on personal life or work performance.

Career Counsellors help employees address a wide range of personal and workplace issues through face-to-face (in some locations) or telephone counselling. Career Counsellors can help WorkLife Solutions and Well Being participants:

- Identify career direction and choices
- Assess their interests and skill sets
- Develop and employ strategies that enhance work satisfaction and performance

How it Works

Employees can arrange for telephone career counselling anywhere - by calling FGIworld's 24 hour, toll-free number. A Client Care Representative will assess needs and arrange consultation with one of our Career Counselors. Depending on specific needs, services may include:

Stress/WorkLife Issues:

- Identifying career/job stress factors and strategizing changes to reduce and/or better manage stress
- Planning a career strategy in order to balance work/career and family needs

Career Planning/Redirection:

- Identifying career interests and personality type, via standardized instruments and self-evaluation
- Focusing on a direction that best matches personality type, skills, interests, and experience and/or determining retraining to pursue new career plans
- Creating action plans and using decision making strategies to set and achieve new career goals

Job Search

- Preparing effective resumes and cover letters
- Coaching for effective presentations to internal contacts or potential employers
- Tips on internal networking: mining the hidden job market within current organization or externally
- Training for effective job and "career research" (informal information gathering) interviews
- Coaching on how to respond to internal job postings or advertisements, proper use of Human Resources, executive recruiters/placement agencies

Performance Issues

- Helping individuals understand and exploit their strengths and work style to improve job satisfaction and performance.
- Determining a more suitable job/career fit

Retirement/Lifestyle Issues

- Developing plans for meaningful activities considering financial circumstances

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PRE-RETIREMENT LIFESTYLE ISSUES

- What Causes Pre-retirement Anxiety?
- Meeting Psychological and Practical Needs
- Why Is a Sense of Purpose Vital?
- Is Relocation a Good Idea?

- What Will Happen If Needs Change?
- How Far Will the Nest Egg Stretch?
- Why is it Smart To Cut Costs Today?
- Strategies To Start a New Career

Some employees yearn for retirement while others dread the day. Many others are afraid they won't have the financial resources to live comfortably and realize their retirement goals. The truth is, the move into retirement is a major event in people's lives and one that, with today's increasing life-span, is likely to herald a stage that lasts a good third of our lives.

Planning Benefits Everyone

The right planning for this important life-stage can mean the difference between a comfortable and empty retirement. It is also a vital key to enabling employees to continue in healthy and productive mode in the years leading up to retirement.

With this in mind, FGIworld's WorkLife Solutions and Well Being offers wide-ranging support and information to help employees prepare for this important stage. The objective is to help free employees from stress and fear of the unknown and save them from worry, time and distraction of searching for resources on their own.

How it Works

All our services are accessible through one easy phone call. Employees' calls are answered by a Client Care Representative who assesses their needs and matches them with a WorkLife Solutions Service Specialist. This specialist will discuss the situation with the employee and will then research their needs and possible solutions. Employees receive the pertinent information, along with additional helpful educational materials, by phone, mail, e-mail, or fax. If their need is urgent, they will receive a call back within a few hours with the required resources.

The Pre-Retirement Lifestyle Planning Guide and Workbook

If deemed appropriate for their needs, employees may also receive a comprehensive guide and accompanying workbook to help them prepare for life in retirement.

These resources help employees assess their psychological and practical needs and goals and find the solutions and resources to match them.

Topics covered include:

- Self-assessment of values and goals
- Planning for a meaningful life
- Looking at housing options and needs
- Building a retirement support network
- Community resources and services
- Exercise, healthy diet, and stress management
- Finding full time or part time work
- Consulting or starting a business

Pre-Retirement Financial Planning Guide

Depending on their specific needs, employees may also receive a valuable guide to help them plan and prepare for their financial future.

They will discover how to:

- Develop a net worth statement
- Improve cash management
- Forecast future costs and incomes
- Modify plans to meet income
- Scale down expenses
- Find a financial planner

A comprehensive Personal Record is also included, making it easy for employees to record vital information in one convenient place.

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RESILIENCY COACHING

Would you like to:

- Make the Changes You've Always Wanted?
- Learn Stress Management Tactics?
- Learn Strategies To Avoid Burn Out When You're Pulled in All Directions?
- Assess Your Personal Resiliency Needs?

- Set Goals and Adopt Habit-changing Tools?
- Bounce Back from Adversity?
- Find Meaningful Purpose and Point of Focus in Life?
- Map the Way to New Directions?
- Avoid Potential Roadblocks?

Do you ever feel there simply aren't enough hours in the day for all the home and work responsibilities you have to handle? You're not alone. Many employees without specific and non-specific problems nevertheless feel overwhelmed by the chaos and want to live a more productive and rewarding life. They are becoming burnt out and worry that life is losing real meaning for them.

FGIworld's Resiliency Coaching program is specifically designed to help individuals find a point of focus in life, reduce overall stress and remove irritants. It can also provide a helping hand to those employees who want to change direction in some area of life.

A One-on-One Program of Coaching

Our Resiliency Coaching service offers a 3-month program. The Program will:

- Help you develop the resiliency required to cope with whatever life throws at you
- Raise energy levels and reduce stress
- Help you find a meaningful point of focus and establish new balance
- Help you take the steps to protect critical time for yourself

How the Program Works

Just call WorkLife Solutions and Well Being and request our Resiliency Coaching Service. An assessment survey, The Stress Map along with a Wheel of Life will be forwarded to you to complete, after which a telephone meeting will be arranged between you and your resiliency

coach. During this meeting, the coach will work with you to establish the resiliency needs, goals, and strategies that you will work on during the program.

The 3-month program includes:

Step 1: The Stress Map and Wheel of Life that you complete by yourself.

Step 2: A 1.5-hour telephonic assessment session with the resiliency coach. During this session, the coach will:

- Review the completed self-assessment with you
- Work with you to identify needs and clarify desired outcomes
- Strategize with you to establish a maximum of three goals and tools required to meet them
- Identify potential road blocks and tools required to overcome them
- Work with you to develop habit changing methods that suit you and your lifestyle

Step 3: One to two weeks later, a half hour telephonic coaching session takes place to review progress and discuss any unexpected hurdles.

Step 4: One month later, a second half hour telephonic coaching session takes place where you and your resiliency coach will be creating new progress agreements.

Step 5: At the end of the 3-month period, a final half hour session takes place to measure your progress and determine any future needs.

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FINANCIAL COUNSELLING

- Drowning In Debt-Where Should You Turn?
- Need Help With Budgeting?
- Financial Crunch Due To Gambling/Addiction?
- How Do You Save for a House?
- When Should You Start Planning for Retirement?
- Need Budgeting Help for a Teen?
- How Do You Stay Afloat Through Divorce?
- Need To Repair Your Credit Rating?

FGIworld's Financial Counselling Service is available with advice, support, debt counselling, and referrals to community resources to help people take control of their financial lives.

For some, this advice is crucial to help them make informed decisions about financial matters, especially during major life events such as marriage, divorce, retirement or the transition from school to work.

Financial counselling can help those with few financial skills; gambling and addictions; or when the breakdown of a relationship results in the need for in depth-and ongoing financial advice and support.

FGIworld's financial counsellors are skilled, experienced, professionals, trained to provide sound financial advice. Sometimes personal issues may be complicating the individual's financial difficulties.

How it Works

All our financial counselling services are available through one easy phone call to FGIworld's WorkLife Solutions and Well Being Service.

The Client Care Representative who answers the call will assess needs and match the service user with an appropriate financial counsellor. This counsellor will discuss the caller's needs and issues, and will research for solutions. FGIworld financial counsellors do not provide advice about specific investment products, authorize loans or prepare tax returns.

A Broad Range of Information

FGIworld's Financial Counselling service offers general information on a wide spectrum of issues including:

- Debt management
- Student loans; credit card debts and payments; co-signing of loans
- Help with improving credit rating. Outline of credit/bankruptcy counselling and referral to community resources if required
- Pension/Severance packages; RRSP/RESP and insurance education; estate planning
- Budgeting/cash management, including helping family members with budgeting, credit card use etc.
- The financial issues and costs of purchasing a home (eg. Going back to school, maternity leave)
- Financial aspects of divorce
- Safeguards for clients whose partners have gambling/addiction-related expenses

Individuals are taken step-by-step through the process of money management. In order to make financial changes, a workable budget is key to success. A budget may be completed with the help of a counsellor. The counsellor will be able to look at suggestions for change or areas for focus. Helpful tips and hints help keep individuals on track in order to meet goals.

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BUDGETING AND MONEY MANAGEMENT

- How Do You Stretch a Pay Cheque Between paydays?
- What's the Best Way to Develop a Budget?
- How To Save \$\$\$hundreds Without Feeling the Pinch
- How Can You Build Emergency Savings?
- What Every Couple Should Know
- Tips and Tricks on Stretching a Dollar

Most of us today feel that we need more money than we have to live the way we would like. And for many, a gradual build up of debt makes it difficult to even cover the basic with each pay cheque. Building savings for emergencies or long-term goals can seem an impossible dream, and financial stress seems to be omnipresent, especially if creditors are knocking at our doors.

The good news is that no matter what stage your finances are at right now, it's never too late to put a workable plan together and get back in control. With the right tips and strategies, you can make smart budgeting a new and rewarding habit. All you need is a little know-how.

Comprehensive Support and Information

At FGIworld, we know how much stress financial problems can create, so our WorkLife Solutions and Well Being Service has set up a program to provide wide-ranging and very practical support and information related to money issues. For instance, we can provide telephonic consultation to discuss your specific challenges and needs, and we can help you develop a budget and find money for savings. If need be, we can also provide information on options like debt consolidation, credit counselling, and bankruptcy.

Dependent upon your particular situation, we'll also send you extensive materials packed full of tips and tricks to help you make a dollar go further.

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- How to Teach Children About Money
- Drowning in Debt? What Can You Do?
- What You Need To Know About Credit
- What if Creditors Come Knocking?
- What is Debt Consolidation?
- How Can Credit Counselling Help?
- What Does Bankruptcy Entail?
- Can You Rebuild Credit Rating?

How it Works

All services are available by phone. When employees or family members call, they first speak to a Client Care Representative who assesses their needs and matches them with a WorkLife Solutions Specialist. This specialist discusses specific needs and wishes with the employee, and puts together a package full of helpful and relevant information materials, including budgeting and cash management sheets. Later, the specialist will call back to check with the employee to ensure the materials sent were useful.

Essential Information and Clever Tips and Tricks

Depending on specific needs, assistance may include:

- Information and worksheets to help develop a budget
- Facts about your rights and responsibilities related to credit
- Advice and support if creditors are hounding you
- Strategies to help couples talk about money issues
- Money saving tips and tricks for different life-stages
- Ways to cut costs for specific challenges like mortgages, grocery shopping and auto purchases

PRE-RETIREMENT PLANNING

- What Causes Pre-retirement Anxiety?
- Meeting Psychological and Practical Needs
- Why Is a Sense of Purpose Vital?
- Is Relocation a Good Idea?
- What Will Happen If Needs Change?
- How Far Will the Nest Egg Stretch?
- Why is it Smart To Cut Costs Today?
- Strategies To Start a New Career

Some employees yearn for retirement while others dread the day. Many others are afraid they won't have the financial resources to live comfortably and realize their retirement goals. The truth is, the move into retirement is a major event in people's lives and one that, with today's increasing life-span, is likely to herald a stage that lasts a good third of our lives.

Planning Benefits Everyone

The right planning for this important life-stage can mean the difference between a comfortable and empty retirement. It is also a vital key to enabling employees to continue in healthy and productive mode in the years leading up to retirement.

With this in mind, FGIworld's WorkLife Solutions and Well Being offers wide-ranging support and information to help employees prepare for this important stage. The objective is to help free employees from stress and fear of the unknown and save them from worry, time and distraction of searching for resources on their own.

How it Works

All our services are accessible through one easy phone call. Employees' calls are answered by a Client Care Representative who assesses their needs and matches them with a WorkLife Solutions Service Specialist. This specialist will discuss the situation with the employee and will then research their needs and possible solutions. Employees receive the pertinent information, along with additional helpful educational materials, by phone, mail, e-mail, or fax. If their need is urgent, they will receive a call back within a few hours with the required resources.

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The Pre-Retirement Lifestyle Planning Guide and Workbook

If deemed appropriate for their needs, employees may also receive a comprehensive guide and accompanying workbook to help them prepare for life in retirement.

These resources help employees assess their psychological and practical needs and goals and find the solutions and resources to match them.

Topics covered include:

- Self-assessment of values and goals
- Planning for a meaningful life
- Looking at housing options and needs
- Building a retirement support network
- Community resources and services
- Exercise, healthy diet, and stress management
- Finding full time or part time work
- Consulting or starting a business

Pre-Retirement Financial Planning Guide

Depending on their specific needs, employees may also receive a valuable guide to help them plan and prepare for their financial future.

They will discover how to:

- Develop a net worth statement
- Improve cash management
- Forecast future costs and incomes
- Modify plans to meet income
- Scale down expenses
- Find a financial planner

A comprehensive Personal Record is also included, making it easy for employees to record vital information in one convenient place.



LEGAL ADVISORY SERVICE

- Buying or Selling a House and Don't Have a Lawyer?
- What Are the Costs of Contesting Divorce?
- How Does Meditation Help With Custody Issues?
- How Does the Small Claims Process Work?
- When Are You Allowed to Break a Lease?
- How Do You Prepare To Meet With a Lawyer?
- Got a Question About Liability?
- How Do You Help a Family Member Deal With Criminal Charges?
- How Do You Start an Accident Injury Settlement?

Understanding the legal system is often difficult for many employees. People may not know if they require legal assistance, what direction to take, or how to select an appropriate lawyer.

As well, legal problems are frequently linked with financial issues and personal, marital, and relationship issues - further complicating the individuals situation and causing a good deal of distress and reduced effectiveness at work and at home.

For all of these reasons, Legal Advisory Services are a key component of your WorkLife Solutions and Well Being Services. FGIworld offers bilingual telephone legal information and advice and, if necessary, a referral to an appropriate local lawyer, who will offer services- often at a preferred rate.

How it Works

All our Legal Advisory Services are available through one easy phone call to FGIworld's WorkLife Solutions and Well Being Service. The Client Care Representative who answers the call will assess needs and match the service user with an appropriate and experienced lawyer for telephonic legal information and advice.

The level of legal service can be effective when relatively straightforward legal information or advice is required. In our experience 85%-90% of all calls for legal assistance are effectively handled at this level of service.

If specific needs for "hands-on" legal service is identified, the caller will be referred to an appropriate local lawyer. Such cases might include writing a will, notarizing a document etc.

FGIworld's Legal Advisory Service can provide professional legal advice on a wide spectrum of issues including:

- Buying or selling a house
- Creating a will
- Custody matters
- Small claims issues
- Preparing for a meeting with a lawyer
- Tenant's rights
- Criminal charges
- Separation or divorce issues
- Finding a mediator
- Accident injury settlements

FGIworld's Legal Service does NOT provide legal advice or referrals relating to:

- Employment law
- Corporate commercial law
- Immigration law
- Taxation law
- Any issues, advice, or referral in the United States
- Document Review
- Legal Kits
- Claim Forms or Claim Status
- Medical Malpractice

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RELATIONSHIP INFORMATION

- Relationship Adjustment
- Learning To Be Parenting Partners
- Coping with Challenges
- Empty Nest and Retirement

When we commit to a long-term relationship, nobody plans on it going wrong. But let's face it, there are so many challenges to handle, that it's normal for even the most solid of relationships to go through occasional rocky periods. This can throw an employee's work and life balance completely out of whack. Having the information and support needed through challenging times can help employees, no matter what relationship stage they are at. Similarly, some employees will decide they can no longer live within the relationship, and will benefit from information about how to separate in the most positive and healthy way.

Unique Challenges at Different Stages

Co-habitation, same sex committed relationships and marriage share many of the same potential benefits, and issues. Knowledge about what works and doesn't work can prove invaluable to all. WorkLife Solutions Service can provide wide-ranging support and information to help employees better respond to relationship challenges or even separation. As a result, they are less distracted and can function more effectively.

How it Works

All services are available by phone. When employees or family members call and request Relationship information, the Client Care Representative who answers the call will take some basic information and assess specific needs. If it is a crisis, an immediate connection will be facilitated with an appropriate counsellor. In normal circumstances, a confidential telephone consultation will be booked at a time that is convenient for the employee.

- Relationship Difficulties
- Coping with Separation
- Financial and Legal Issues
- Career Issues Through Separation

The telephone consultation with the Family Care Specialist focuses on supportive information, problem-solving strategies and referrals to appropriate resources. Employees also receive written information, including articles, and a list of appropriate sources for other information related to their needs. The Relationship Information Program can offer assistance and resources to help people understand their options and responsibilities through different life stages. These can include:

Pre-marital Planning

Couples about to marry can use our pre-marital questionnaire to assess their issues and follow up with a counsellor.

Adjustments to the Relationship

Couples go through predictable stages that offer unique challenges. These include:

- Birth of the first child
- Learning to be parenting partners
- Empty nest and retirement

A copy of the book "*The Seven Principles for Making Marriage Work*" is offered along with counselling.

Dealing with Separation

We also offer comprehensive resources for couples who decide on separation. Issues covered can include:

- What to do if you are leaving/being left?
- What to say to the children?
- How to handle the financial issues?
- Understanding legal rights and obligations
- Career Issues during separation

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SEPARATION

- Why is Planning so Important?
- What are the Issues for Partners Who Leave?
- Who Can Help the Partner Who Stays?
- What's the Best Way to Tell the Children?

Statistics Canada reported in 1998 that 39% of marriages are likely to end in divorce. Given the number of people - including children - affected by each separation, it's clear that the impact on society and on the workplace can be critical.

Most people feel devastated when they enter into separation and are overwhelmed by the emotional and practical challenges that they face. Understandably, this can lead to increased absenteeism and reduced productivity as individuals struggle with their personal difficulties.

Having the right information and support during this critical period can make a world of difference. With this in mind, FGIworld's WorkLife Solutions and Well Being Services offers comprehensive services and resources for employees who are facing the challenges of separation.

A Healthier, More Positive Experience

Our goal is to help men and women who are about to separate - or who have just been left by a partner - by providing a practical understanding of the issues that need to be addressed. As a result, employees will be better prepared to respond to separation challenges, will feel less distracted and will be able to function more effectively.

How it Works

All services are available by phone. When employees or family members phone and request information, the Client Care Representative who answers the call will take some basic information and match the

- Why Do Children React Differently?
- Who Will Get Custody?
- What are Financial and Legal Issues?
- Will Career Opportunities Suffer?

caller with a WorkLife Solutions and Well Being Specialist. The specialist discusses specific needs or issues with the employee by phone and talks about available options. Following this initial consultation, the specialist researches specific requirements and potential solutions, forwarding the pertinent information by phone, mail, e-mail, or fax.

If it is a crisis, an immediate connection will be facilitated with an appropriate counsellor. In other circumstances, a confidential telephone consultation can be booked at a time that is convenient.

Comprehensive Information

As part of our service, employees are also offered a customized selection of information and tools that are deemed most appropriate for their specific needs. Selection is made from an extensive range of materials that includes but is not limited to:

- Surviving the split -issues and strategies
- Preparing yourself financially
- Things you should NOT do
- Document check list
- Preparing to meet with a lawyer
- Legal costs
- Telling children
- Tips for parents
- Custody issues
- Mediation
- Career issues
- And many more topics

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