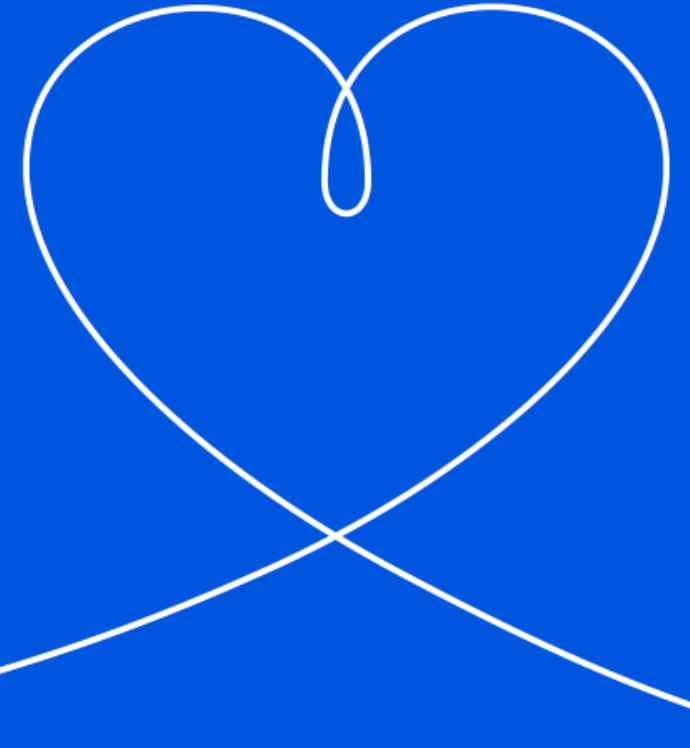


Heartbeat Webinar Series

COVID-19 Response and Preparedness – How your EFAP can Support



March 18th, 2020

Agenda

- Introduce our guest panelists
- Business Continuity Plan/ Morneau Resources Links
- Morneau Shepell's First Access Team – Outside of the Box Support
- Maple – How Virtual Care Services Can Support Employees During a Pandemic
- Workplace Learning Solutions & COVID-19
- Q & A

OUR PANEL



Megi Kokalari- *Moderator*

Customer Success Manager, LifeWorks by Morneau Shepell

Gus Mezinis

Senior Manager

Workplace Learning Solutions

Dalini Ragoonanan

Instructional Designer

Destination Services

OUR PANEL



Christine Yerrill

Director Public Safety Development

LifeWorks by Morneau Shepell



Christy Prada & David Seagrave

Director of Sales / VP Business Development

Maple Virtual Medical Care



Keep Employees Up To Date

Morneau Shepell EAP/EFAP/MAP

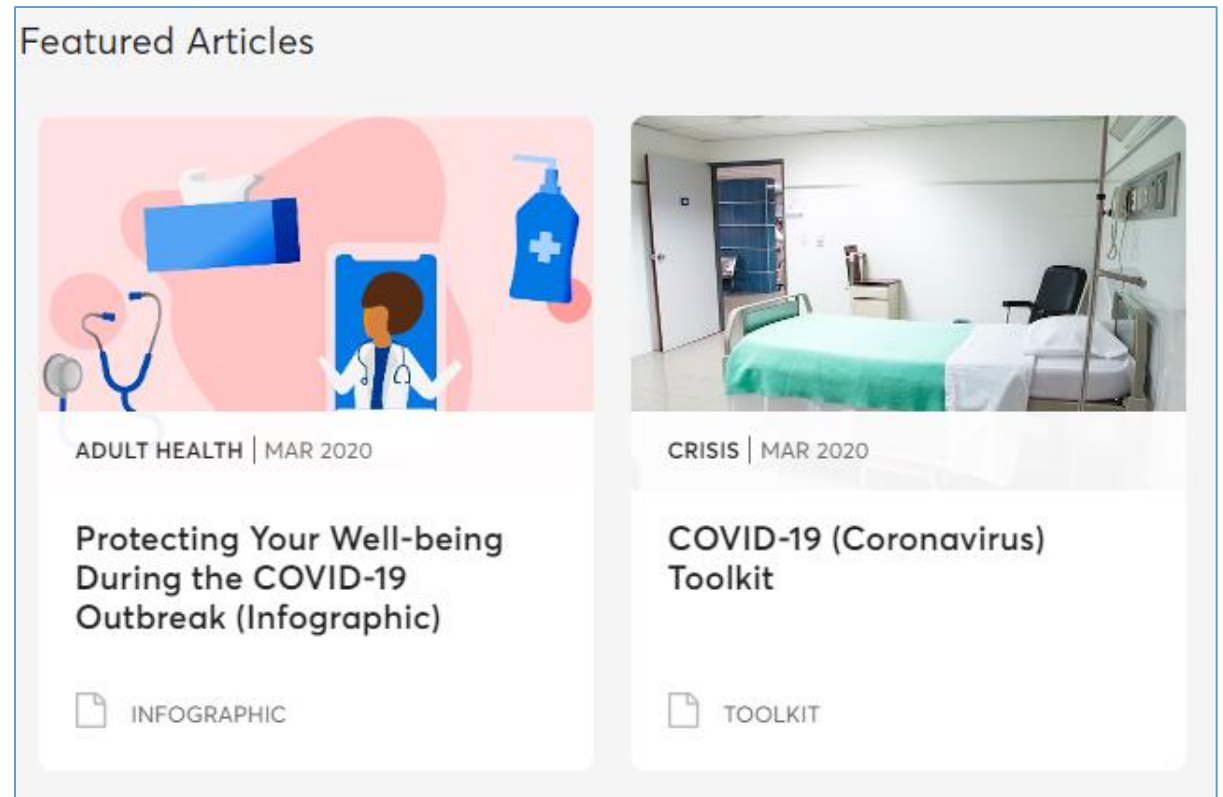
workhealthlife.com

LifeWorks EAP/EFAP/MAP

login.lifeworks.com



The screenshot shows the homepage of workhealthlife.com. At the top left is the logo "workhealthlife" in a teal and purple font. To the right of the logo are links for "Register" and "Log in". Below the logo is a tagline: "Your Employee Assistance Program is a support service that can help you take the first step toward change." A teal navigation bar contains five menu items: "my services", "health & well-being", "career & workplace", "financial security", and "life events", each with a dropdown arrow. The main content area features a large image of a diverse crowd of people. Overlaid on the bottom left of this image is a text box that reads "Tips for protecting from COVID-19." with a purple "Read more" button below it.



The screenshot displays the "Featured Articles" section of the LifeWorks website. It features two article cards. The first card, titled "Protecting Your Well-being During the COVID-19 Outbreak (Infographic)", includes a graphic with a stethoscope, a smartphone showing a doctor, and a hand sanitizer bottle. It is categorized as "ADULT HEALTH | MAR 2020" and is labeled as an "INFOGRAPHIC". The second card, titled "COVID-19 (Coronavirus) Toolkit", includes a photograph of a hospital room with a bed and is categorized as "CRISIS | MAR 2020" and labeled as a "TOOLKIT".

Business Continuity Plan



Global, fully redundant infrastructure ensuring support for employers around the globe.

Governance through an experienced and accountable crisis leadership team



Support to our clients and their people through enhanced services and communication

Support and timely communication to our people ensuring their health and wellbeing



Keep Informed – save the link to MorneauShepell.com



Home » Morneau Shepell's Business Continuity Plan for COVID-19

Share:

A summary of Morneau Shepell's Business Continuity Plan (BCP) for COVID-19

As you will know from media reports, a new virus COVID-19, has been reported in a number of locations globally. Morneau Shepell is actively monitoring the situation and its impact across all the geographies where we operate. In addition to our ongoing business continuity planning activities, we have significant experience managing the wide-scale impact of health related pandemic issues from SARS and H5N1. This experience includes both our approach to ensuring that service remains available to you, our clients and your people, and the additional support that you may require from us.

Morneau Shepell is committed and prepared to address the evolving risk posed by COVID-19. We have a comprehensive Business Continuity Plan (BCP) and specifically a plan and crisis leadership team responsible for pandemic plan implementation. The team includes executive leadership and representation from each region, and each functional area in our organization including account management, clinical services, business operations, communications, facilities management, human resources and IT.





Morneau Shepell's Coronavirus response and preparedness

Let us help you and your employees become more resilient in an uncertain time.

LEARN MORE >

Trending topics



Canada Job Grant Program

Training and development is an important driver of employee



Introduction to Mindfulness



Workplace Mental Health Leadership™ certificate program



An Introduction to Respect in the Workplace

First Access Services

Christine Yerrill

How First Access helps



Immediate and confidential services for management teams and employees worldwide.



Flexible and effective approach to address sensitive issues that can affect workplace productivity and employee engagement.



Services available **on-demand worldwide**, in both French and English, to any organization in any industry 24/7/365

Making a difference in people's lives

COVID-19 Case Study #1

Background

- Canadian rail employer with 150 members of a project team working in China during emergence of Coronavirus



The Ask

- Find workable solutions to address the pressing needs of their employees amid outbreak
- Manage uncertainty & anxiety

Outcomes

- 24 hour turnaround from first request by employer to communication to employees of the established service
- Counselling limited to telephonic delivery (only) due to virus spread

Challenge

- Bilingual English/Mandarin speaking employee population
- Capacity to manage employee and family members asap

Solution

- Established EAP within China in both English and Mandarin for project employees and their families
- Created and distributed a tip sheet for employees in both English and Mandarin

First access sees us moving into providing support to employee populations previously without EAP coverage.

COVID-19 Case Study #2

Background

- US based multi-national manufacturer with over 850 employees within China.
- No EAP services in place in the region



The Ask

- Find workable solutions to address the pressing needs of their employees in the region impacted by the outbreak

Outcomes

- Same day connection to employer ensured timely initiation of project
- Services active and communicated to employees within 72 hours of initial request

Challenge

- Telecommunications in China posed significant challenge – land lines and mobile line service not unified
- Required immediate turnaround

Solution

- Sourced local EAP support for local and expat employees, as well as their family members
- Two numbers established for intake – land and mobile
- Electronic promotional materials in multiple languages

First access sees us moving into providing support that we have never delivered before.



Maple Virtual Care

David Seagrave & Christy Prada

With you today.

Christy Prada
VP of Business Development



- Former management consultant, KPMG healthcare strategy practice
- Experience in leading strategic partnerships with a variety of partners including public sector, insurance and employer groups

Dave Seagrave
Head of Sales

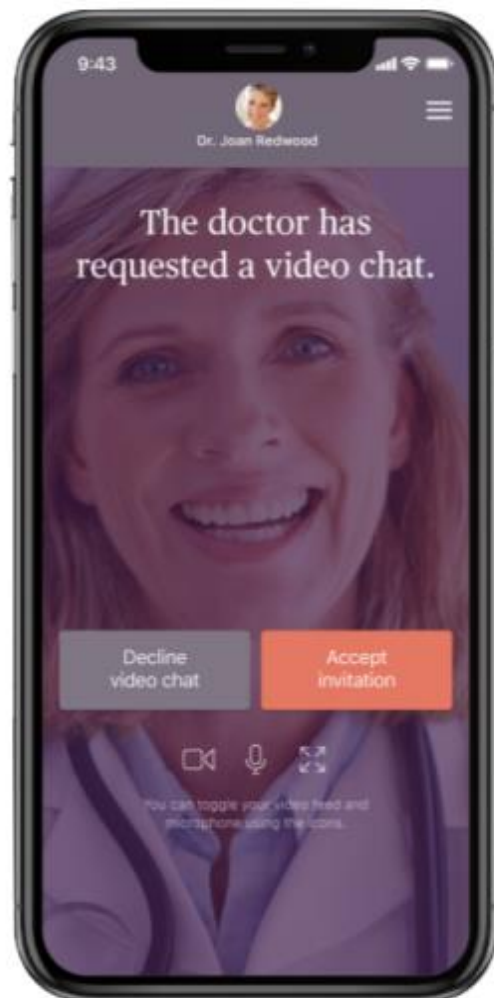


- Former Client Relationship Partner MS100 and Director of Customer Success at Morneau Shepell
- Over 15 years of experience working in HR technology and benefits

Maple is Canada's leading 24/7/365 virtual care platform, offering national on-demand healthcare to Canadians anytime, from anywhere.

Primary Care in Canada

- 7/10 Canadians have skipped seeing a doctor due to long wait times or other barriers¹
- 20% of Canadians wait 7+ days to see a doctor²
- 40,000 Canadians visit an ER every year, just to renew prescriptions³
- 71% of Canadians want to trade some of their healthcare benefits for access to virtual care³



Canada's largest online doctor network (400+ across Canada)



Direct connection to a physician 24/7/365 (avg wait time of <2 mins)



Prescriptions, notes, lab requisitions, imaging requests, specialist referrals



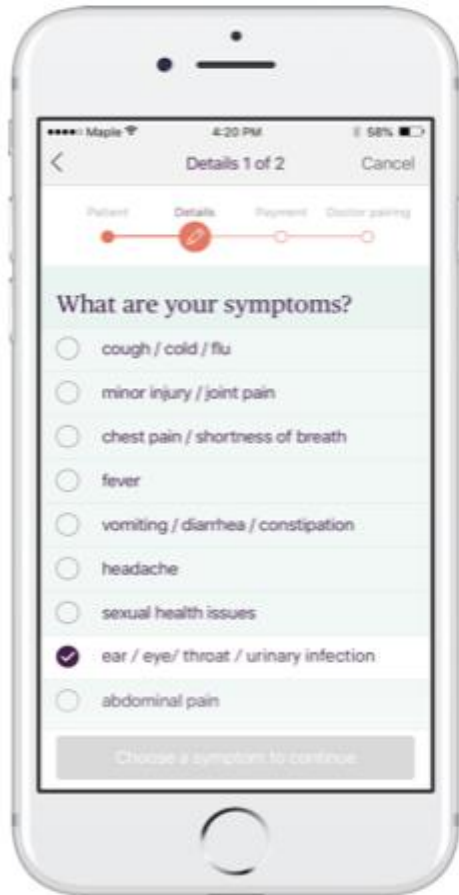
Accessible on mobile and web app with comprehensive virtual records



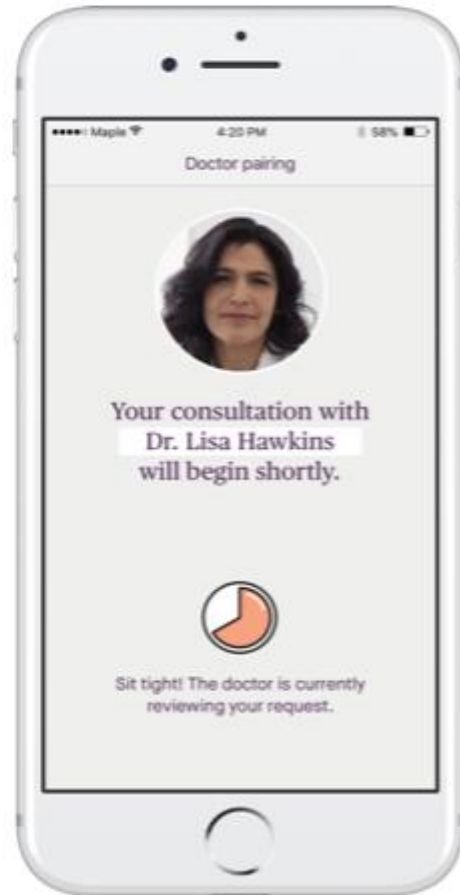
Coordinated employee experience refreshes how health benefits are delivered

Maple's user experience is seamless and simple

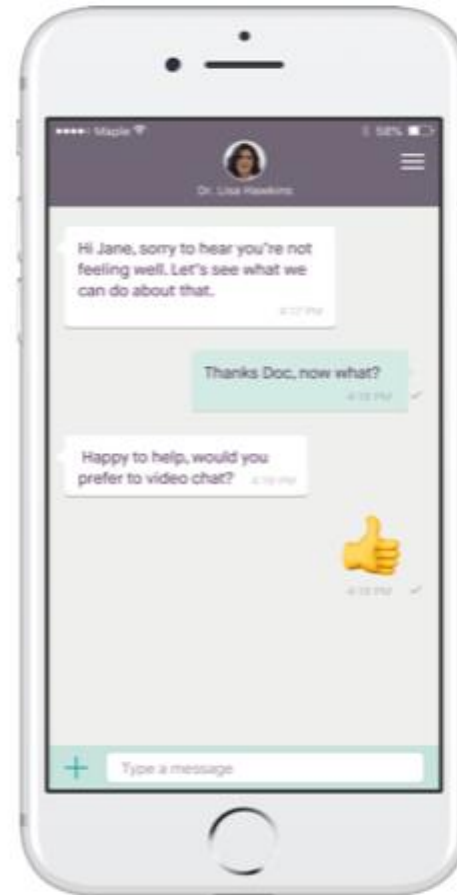
1 Log in and select your symptoms or reason for visit



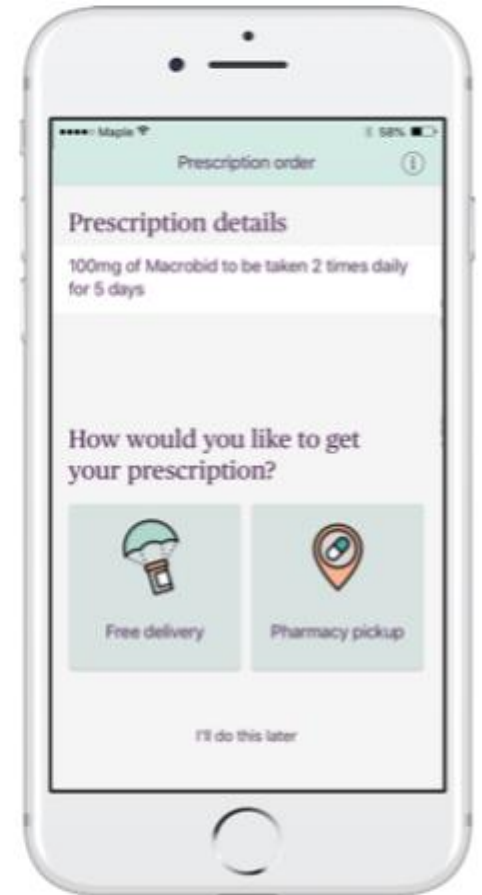
2 Get paired with a doctor licensed to treat you in your province



3 Connect virtually with the doctor for diagnosis and treatment



4 Select the preferred method for getting your prescription filled



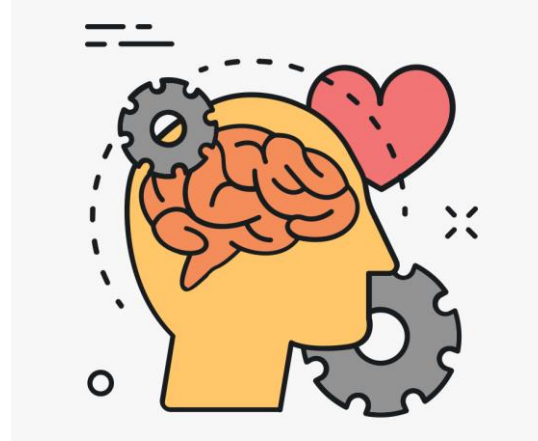
Workplace Learning Solutions

Gus Mezinis & Dalini Ragoonanan

Our response



Did not focus on medical info



Provided strategies to address the psychological response to COVID-19



Emerging situation but addressed using proven techniques and principles

COVID-19 Training Support for People Leaders

1

Leading Through COVID-19

2

Managing Remote Teams

3

Building Resilience in Uncertain Times (COVID-19)
(Available for Quarantine & Non-Quarantine situations)

Leading Through COVID-19

Overview

The coronavirus that causes the disease known as COVID-19 is rocking the world. Amid this turbulence, organisations and their leaders are scrambling to plan their activities and lead their employees through these uncertain times.

One of the most challenging aspects is the human aspect of the response to COVID 19. By leveraging crisis leadership techniques, participants are empowered with tangible skills to actively assist employees through the crisis that is COVID 19.

Learning objectives

At the end of this seminar, participants will be able to:

- Understand your role as a people leader
- Apply crisis management leadership techniques to support employees in uncertain times
- Provide a bridge to resources to assist employees psychological experience of uncertain times in the workplace

Managing Remote Teams

Overview

Restrictions resulting from COVID-19 have changed the work routines of millions of people around the world. Thanks to technology, many organizations are able to transition to a remote workforce. For those who have never worked remotely before, this transition can present challenges. This webinar aims to familiarize People Leaders with some of the challenges they may encounter during this transition. It also aims to provide best practices for working in a remote team.

Learning objectives

Participants will explore:

- The challenges and benefits of working remotely
- Strategies for a successful start to remote working
- Communication mediums for remote teams
- Maintaining relationships and trust while working remotely

Building Resilience in Uncertain Times (COVID-19)

Overview

You find yourself in an unexpected circumstance you have little control over, and you may not know its implications on your personal and family's safety. You may not be aware, but you have coping mechanisms that will help you manage these stressful situations. By understanding that you have control over how you respond, you can help yourself become more resilient in the midst of a challenging or uncertain time.

Learning objectives

At the end of this seminar, you will be able to do the following:

- Recognize the reality of your situation
- Apply quick strategies to immediately boost resilience
- Build resilience through your thoughts
- Apply daily habits to build resilience

Available for Quarantine & Non-Quarantine situations

Proposed Bundle for People Leaders

Module 1:

Leading Through COVID-19

Module 2:

Managing Remote Teams

Module 3:

Building Resilience in Uncertain Times (COVID-19)

(Available for Quarantine & Non-Quarantine situations)

COVID-19 Training Support for Employees

Building Resilience in Uncertain Times

(Available for Quarantine & Non-Quarantine situations)

Free Webinars for All Employees

Introduction to Working Remotely (*EN-Available, FR – Available next week*)

15 minute free webinar

Managing Emotional Well-being during COVID-19 (*EN-Available, FR – Available next week*)

25 minute free webinar

Talking to your child about the Coronavirus (*EN -Available March 20th, FR – Available next week*)

20 minute free webinar

Coronavirus (*EN & FR – Available*)

10 minute free webinar

Portfolio Availability

Product	Audience	EN (Live Webinar)	FR (Live Webinar)	EN (Pre Recorded)	FR (Pre Recorded)
Leading Through COVID-19	People Leaders	Coming the week of March 23 rd	Coming the week of March 23 rd	Coming the week of March 23 rd	Coming the week of March 23 rd
Managing Remote Teams	People Leaders	Available	Coming the week of March 23 rd	Coming the week of March 23 rd	Coming the week of March 23 rd
Building Resilience in Uncertain Times (COVID-19)	All employees	Available	Available	Available	Coming the week of March 23 rd
Building Resilience While Under Quarantine	All employees	Available	Available	Available	Coming the week of March 23 rd
Introduction to Working Remotely	All employees	Format Unavailable	Format Unavailable	Coming the week of March 23 rd	Coming the week of March 23 rd
Managing Emotional Well-being during COVID-19	All employees	Format Unavailable	Format Unavailable	Available	Coming the week of March 23 rd
Talking to your child about the Coronavirus	All employees	Format Unavailable	Format Unavailable	Coming the week of March 23 rd	Coming the week of March 23 rd
Coronavirus	All employees	Format Unavailable	Format Unavailable	Available	Available

Available

Coming the week of March 23rd

Format Unavailable

Life after COVID-19: Managing the Post Traumatic Stress

- Employee (Coming Soon)
- People Leader (Coming Soon)



Questions?

**Join us for more
Heartbeat Webinar Series Discussions**

2020 Calendar Online!

Third Wednesday of each month at 2 p.m. EST

Next Month Webinar Content:

Great Workplaces and their Wellness Programming

THANK YOU!

