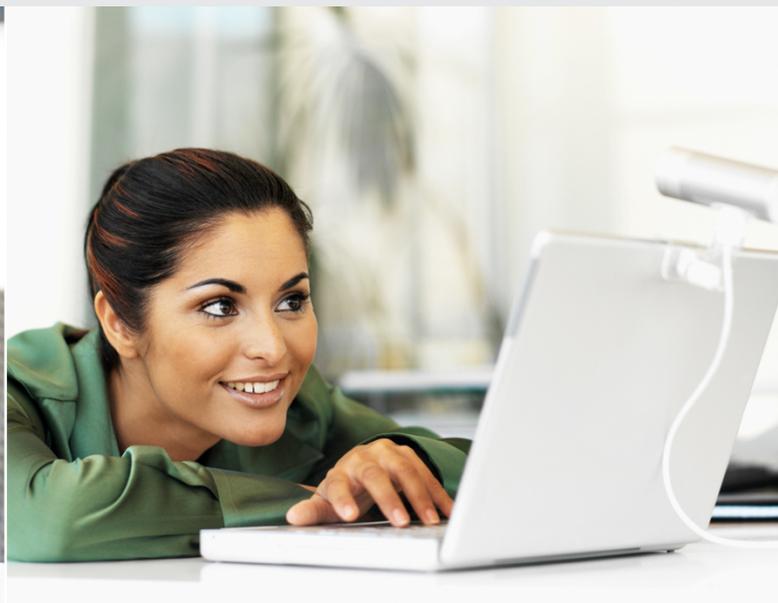


Expatriate EAP

Expatriate employees face a potential challenge to acclimatise in a variety of circumstances and cultures. Our solutions help expatriate employees sustain themselves on assignment and enable access to the right kind of support to meet their unique challenges.



The Challenge of an Expatriate Assignment

International assignments represent a significant investment on the part of the employee and the organisation. Organisations invest in these employees financially – by funding the placement; and mentally – by assigning them what is most often an important and high profile mandate on behalf of your organisation. Your employee will be invested emotionally and mentally, ready to tackle their new role, but also aware of the importance of their successful placement.

At the same time, expatriate employees and their families will be faced with unique challenges related to their relocation. They must cope with the stresses of moving to a new location, the loss of their existing social support network, unfamiliarity with and often limited access to local resources, the challenges of integration in their host country and community, culture shock and risk of isolation.

A failed assignment can have severe financial consequences for the organisation, as well as cause significant personal, family suffering and potential deterioration of the employee and / or family members.

Expatriate Employee Assistance Programme (EAP)

Morneau Shepell is the only Expatriate EAP provider that has the unique understanding of the psychosocial impact of international relocation on diagnosis and treatment of problems. This clinical understanding of expatriate employees and international assignments enables Morneau Shepell to effectively address expatriate problems and the spillover of these problems into the workplace. We are the only Expatriate EAP that takes a dual mandate, not only to provide short-term solution-focused counselling support, but also to sustain expatriates while on assignment, even when beyond the scope of standard international EAPs.

Enrolled expatriates and their family members have 24/7 telephonic access to qualified, Expat counsellors through Morneau Shepell's Care Access Centre. In case of a crisis or emergency, telephonic counselling is available immediately. Otherwise, expats can access an appointment for counselling in a variety of convenient ways: telephonically, via Morneau Shepell's website or our award-winning App - myEAP.

Intake:

Intake for expatriates is via our Care Access Centres. Our Client Care Representative will assess the caller for urgency, risk of harm to self or others, and risk of possible assignment failure or premature abandonment. Emergency protocols with local contacts may be initiated when warranted and in accordance with local legislation.

In addition to immediate support locally and over the phone, callers will be encouraged to secure an appointment for further support. For standard cases, a local counsellor will reach out to the individual within 24 business hours and offer an appointment within three to five business days from first contact.

Counselling:

Face-to-face counselling has historically been the most prevalent way of delivering support. However, as the technology landscape continues to evolve, our clients are seeking information and access to support for their personal and work-related concerns in new and different ways. In addition to face-to-face support, Morneau Shepell offers service through a variety of modalities, which are especially beneficial when away from the home country:

- Telephonic counselling
- e-counselling (email exchange with a counsellor)
- Video-counseling (face-to-face counselling via webcam)
- First Chat (instant messaging)
- myEAP (mobile phone application)

Impact of the Expatriate EAP

- Employees are engaged, knowing that their employer takes a pro-active approach to supporting their overall health
- Extending services to family members is a statement that an employee's home-life is valued
- Managers are more engaged, with the tools to support expatriate employees when in need