



Your Member Assistance Program offers immediate and confidential support to help you (or your dependents) overcome challenges in your life. An experienced counsellor will work with you to understand your needs and provide the support that best suits your needs and guide you to resolution.

Some of the personal issues the program addresses are:

- Alcohol & Drug Problems
- Substance Abuse
- Family Violence
- Abuse (verbal, sexual, physical)
- Mental Health/Depression
- Divorce or Separation
- Communication
- Financial
- Gambling
- Legal

Introducing a New Member Assistance Program!

The Board of Trustees have received a large number of complaints about our current Employee Assistance Program run by Shepell-fgi. In particular, the personal counselling support members were getting was unacceptable. With the assistance of Union Benefits, the Trustees are pleased to introduce the Member Assistance Program (M.A.P) effective August 1, 2019. The program is free to you and your dependents – with no out of pocket cost - as part of your Local 537 benefit plan. If you or one of your dependents are facing personal problems and need help or experiencing lifestyle issues and you are unsure of what your next steps should be, the M.A.P. service can help.

How it works

The service is available to you when you need it most. To access M.A.P follow this simple three-step process:

Step 1: Call 1-800-258-0580 to initiate service.

Step 2: M.A.P will collect all of the necessary information and assess your case and then recommend a counsellor best suited to assist you or your dependents.

Step 3: The counsellor will work with you to provide the right treatment.

Your MAP is completely confidential within the limits of the law. No one, including your Local, will ever know that you have used the program unless you choose to tell them.

Please note that the current Employee Assistance Program through Shepell-fgi will be terminating effective July 31, 2019.

Have a question?



**Reach out to us...
we're here to help!**



Phone: **519-725-8818**
Press 1 for Claims
Press 2 for Member Services
Toll Free: **1-800-265-2568**
Email: **info@unionbenefits.ca**



Login to your **My Union Benefits** account for more information about your plan and coverage at www.unionbenefits.ca