WHO SHOULD ATTEND

- EA professionals
- psychologists
- counselors
- social workers
- human resource practitioners
- health educators
- occupational health and safety professionals
- labor educators
- organizational development experts
- researchers and public policy makers
- union leaders
- personnel directors
- marriage and family therapists
- substance abuse professionals
- management consultants
- risk managers
- benefits and insurance managers
- health promotion and wellness managers and consultants

PROFESSIONAL CREDITS AVAILABLE

Earn professional development hours/continuing education units from various disciplines for a fee of $20.00 (10 hours from the Institute). These include:

- Professional Development Hours for Certified Employee Assistance Professionals
- Continuing Educational Units for Social Workers
- Psychologists

SPONSORSHIPS, EXHIBITS, AND ADVERTISING

For information on Sponsorships, Institute Program advertising, exhibit space, and tote bag inserts, call 703-416-0060, or send an email to info@easna.org.

HOTEL OMNI MONT-ROYAL

The room rate will be $179 CAN a night plus tax. The deadline for reservations is April 5. To reserve your room online visit the Institute website: www.easna.org/conferences.

REGISTRATION

The early bird registration fee is $495 for members, $645 for nonmembers until March 15. Register online at the Institute website: www.easna.org/conferences.

EASNA MEMBERSHIP DISCOUNT

EASNA members receive a $150 discount on registration. Membership is based on the calendar year. To join, go to www.easna.org and click on the “Join EASNA” link on the left side of the page.

MAXIMIZE YOUR INSTITUTE EXPERIENCE IN THE EASNA EXHIBIT HALL

The Institute will bring together some of the top EAP service providers in one room, giving you unmatched networking opportunities, as well as exposure to the professional and organizational tools you need as an EA professional. Take advantage of planned uninterrupted hall hours without missing a session, or visit at your leisure, but be sure to spend time in this industry-leading Exhibit Hall.

EXHIBIT HALL HIGHLIGHTS

- Thursday Night Welcome Reception
- Internet Café
- Continental Breakfasts Thursday and Friday
- Coffee Breaks on Thursday and Friday
- Box Lunch on Friday
### WEDNESDAY, APRIL 27

**2:00 p.m. – 6:00 p.m.** Contemporary Initiatives in Workplace Programming

- Preventing and Responding to Workplace Homicides: How can EAPs and other workplace professionals help to reduce this alarming trend in workplace safety? – Kertay and Vergolias
- Contemporary Employer Initiatives in Workplace Programming. This panel of employer and industry representatives will present some of the notable and innovative approaches to workplace programming. – Smofsky, Gaudette, Majdoub
- Industry Forum - Join the presidents of the Employee Assistance Society of North America, the Employee Assistance Professionals Association and the National Behavioral Consortium as they host a joint discussion of the contemporary Employee Assistance and Workplace Behavioral Health arena – Plotkin, Henry, Gorter

**6:00 p.m. – 8:00 p.m.** Welcome Reception in the Exhibit Hall

### THURSDAY, APRIL 28

**7:30 a.m. – 9:00 a.m.** Breakfast in the Exhibit Hall

**9:00 a.m. – 10:00 a.m.** Keynote: Mental Health in the Workplace/Corporate Environment – Pringle

**10:00 a.m. – 10:15 a.m.** Networking Break, Exhibit Hall

**10:15 a.m. – 11:15 a.m.** Session 1: Helping Employers Create the Link between Employee Health, Engagement, Productivity and the Bottom Line – Henderson and Kaufman

**11:15 a.m. – 11:45 a.m.** Networking Break, Exhibit Hall

**11:45 a.m. – 1:15 p.m.** Annual General Meeting and Luncheon

**1:15 p.m. – 2:15 p.m.** Session 2: The Importance of Partnerships in Addressing Workplace Violence – Barton, Paul, and Turner

**2:15 p.m. – 2:30 p.m.** Networking Break, Exhibit Hall

**2:30 p.m. – 3:30 p.m.** Session 3: The Impact of Anxiety, Depression and Alcohol Use on Different Generations of Employees – McCreary and Stevens

**3:30 p.m. – 3:45 p.m.** Break

**3:45 p.m. – 4:45 p.m.** Session 4: True Wellness – Going the Extra Mile for Employees – Authier, Favreau, and Brown

**4:45 p.m. – 5:30 p.m.** Special Session: Corporate Tune Up: Rolling Out the Costs of Musculoskeletal Disorders – Kidwell and Herzog

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**EASNA Fun Run/Walk** **THURSDAY, APRIL 28, 6:30 A.M. – 7:30 A.M.**

Join us for the 1st Annual EASNA Fun Run/Walk at the 2016 Institute in Montreal. Energize your day by joining your fellow registrants on this early-morning event that will be led by a local member. The group will follow a path through beautiful downtown Montreal to Chalet du Mont-Royal, which has a spectacular view of the city. Every registered attendee will receive a fitness-style race shirt. A $10 fee is required. You may register for this event while registering online for the Institute.
### FRIDAY APRIL 29

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<td>8:30 a.m. – 9:30 a.m.</td>
<td>Session 5: Improving Mental Health at Work: Promising Practices and Strategies – Rewari and McDonald</td>
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<td>9:30 a.m. – 10:30 a.m.</td>
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<td>Session 6: Caregiving is Here to Stay: Are We Ready? – Stolow, Erickson</td>
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<td>Quick Tips for Successful Client Relationships – Hardy</td>
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**Don’t Miss the Annual General Meeting and Luncheon**

**THURSDAY, 11:45 A.M.–1:15 P.M.**

The annual general meeting and luncheon is an opportunity for members and nonmembers to network and hear updates on the current business of EASNA and future plans. Be in the know by joining the EASNA board for this informative gathering where new directors will also be elected. The cost is included in your full registration fee. Additional tickets can be purchased through the online registration link.
SPECIAL SESSION A

Cutting Edge Topics in Workplace Mental Health and Organizational Resilience

PREVENTING AND RESPONDING TO WORKPLACE HOMICIDES

Les Kertay, Chief Medical Officer, R3 Continuum
George L. Vergolias, PsyD, Associate Medical Director, R3 Continuum

Increasingly, recent news media reports focused attention on mass homicides and similar tragedies, of which 70% occurred in either a commerce/business or educational environment. How can EAPs and other professionals help to reduce the number and impact of these phenomena? By broadening our understanding of these workplace incidents beyond trauma and recovery, EAPs may be better positioned to positively impact both organizations and individual employees. Panelists will review existing best practices, promising approaches, and look to future efforts designed to reduce the risks and negative effects of these incidents.

CONTEMPORARY EMPLOYER INITIATIVES IN WORKPLACE PROGRAMMING

This panel of employer and benefits industry representatives will present some of the newest, most notable, and innovative approaches to workplace programming.

INDUSTRY FORUM

Judith Plotkin, President, EASNA
Lucy Henry, President, EAPA
Jeff Gorter, President, NBC

Join the presidents of the Employee Assistance Society of North America, the Employee Assistance Professionals Association, and the National Behavioral Consortium as they host a joint discussion of the contemporary Employee Assistance and Workplace Behavioral Health arena, exploring areas of mutual interest, opportunities for greater collaboration, and more.

LEARNING OBJECTIVES

1. Participants will understand and contrast the different areas of focus and activity pursued by each of the three organizations.

2. Participants will engage in active dialogue regarding challenges and opportunities faced by the EAP industry in today’s marketplace.

3. Participants will explore and consider ways to augment the resources and expertise of each group for the advancement of both EAP organizations and practitioners alike.
MENTAL HEALTH IN THE WORKPLACE

Valerie Pringle, Broadcast Journalist

With great honesty, concern, and humor, Valerie explains why she has become an outspoken advocate for issues relating to mental health.

• What was her daughter Catherine’s experience of mental illness?
• How did she get help and how does her daughter look back on the experience now?
• What has Valerie learned from helping her daughter after being what she describes as “pretty clueless” for many years as to what Catherine was experiencing?
• What was the reaction of Catherine’s boss and why was that so significant?
• Why are we failing our children when it comes to their mental health?

• Why does Valerie feel people are hungering for honesty and openness as stigma around mental illness is as damaging as ever?
• Why is the shame so great and what will make it go away?
• What are the most important lessons Valerie has learned about dealing with mental illness and addiction?

LEARNING OBJECTIVES

1. The personal experience of a mother and her daughter who has panic and anxiety disorder and depression. How did they recognize it and get help? What worked and what didn’t? What happened to her daughter in her workplace?
2. That depression is the number 1 cause of disability claims and yet so many people do not seek help. Why? What can be done to change that?
3. With all the public awareness campaigns, why is stigma still so strong and so cruel? How do we fight that and ensure that if people do seek help that they can find it and afford it?
THURSDAY, APRIL 28, 10:15 A.M. - 11:15 A.M.

SESSION 1

Helping Employers Create the Link between Employee Health, Engagement, Productivity, and the Bottom Line

Michael Henderson, Directeur General Regional, La Great West Life
Heather Kaufman, VP, National Partnerships, Shepell

This interactive and experiential session will examine the data leading organizations are using to gain insights into the effectiveness of wellness programs. Particular attention will be paid to the importance of the integration and analysis of insurance health claims and drug data to develop effective workplace health programs.

LEARNING OBJECTIVES

1. Leaders and other participants will gain insight into the value of working with insurance carriers to integrate disability and health metrics, thereby providing meaningful data to employers in order to drive targeted wellness initiatives.
2. Participants will learn how to demonstrate the link between employee health, engagement and the bottom line.
3. Participants will gain a greater understanding of how to leverage available data to measure the success of wellness programs and their impact on workplace health and engagement.

68% OF INSTITUTE ATTENDEES ARE DIRECTOR, VP, OR CEO LEVEL INDIVIDUALS AND 77% MAKE PURCHASING DECISIONS.
The Importance of Partnerships in Addressing Workplace Violence

Larry Barton, PhD, Threat Assessment Consultant and Instructor, US Department of Justice
Rich Paul, Sr. VP, Beacon Health Options
Sandra Turner, Director, EY Assist

Whether an employer or EAP professional attending this workshop, attendees will gain important insight into strategies for reducing the risk of workplace violence through collaborative partnerships that take a holistic and comprehensive approach to reducing the risk associated with incidents of violence. This presentation will highlight issues pertaining to confidentiality and duty to warn, policy development and violence prevention planning, employee and manager training and crisis response protocol.

LEARNING OBJECTIVES

1. Participants will leave the presentation with concrete examples of the kinds and types of collaboration required to develop a comprehensive workplace violence prevention plan.
2. Participants will gather specific information on the components of a workplace violence policy and implementation plan.
3. Participants will understand the important role EAP plays in addressing workplace violence and its many facets.
SESSION 3

The Impact of Anxiety, Depression and Alcohol Use on Different Generations of Employees

Matt McCreary, Director, US Problem Gambling & Special Programs, DBA Morneau Shepell
Aaron Stevens, Clinical & Special Programs Associate, Bensinger, DuPont & Associates

This workshop explores the generational differences in the impact of anxiety, depression and substance use on the workplace. Bensinger, DuPont & Associates, a Chicago based EAP, reviewed information collected from employees accessing EAP services over an 18-month period from January, 2013 to June 2014. BDA's 2015 whitepaper series found differences in the ways that Boomers, Gen Xers and Millennials experience anxiety, depression and substance use at work. These findings will assist EAPs and workplaces in developing promotional, prevention and intervention strategies tailored to the specific needs of each generation.

LEARNING OBJECTIVES

1. Participants will develop an understanding of the unique characteristics of each generation of employee.
2. Participants will gain an appreciation for the need for effective screening for anxiety, depression and risky drinking.
3. Participants will identify specific strategies for engaging different generations of employees.

Join Us for the Thursday Night Dinner Event

THURSDAY, 7:00–9:30 P.M.

Step out on the town Thursday night with your colleagues at the Montreal Science Centre located in the Old Port of Montreal. This institution is dedicated to science and technology and is known for its widely accessible, interactive approach, all in a setting that is both educational and fun. Its focus on innovation and local talent in a setting that is both educational and fun. EASNA attendees will enjoy an evening of socializing. We’ll meet in Belvedere Hall, which offers a spectacular panoramic view of Old Montreal, the Old Port, the St. Lawrence River and the Parc des îles. Transportation is provided from the hotel and will begin departing at 6:15 p.m. The cost is included in your full registration fee.
True Wellness: Going the Extra Mile for Employees

Sylvain Authier, VP, EFAPs, Morneau Shepell
Marie-Helene Favreau, Director Mental Health, Disability Management & Workplace Practices, Bell Canada
Jeremiah Brown, Mgr. of Athlete Wellness, CA Olympic Committee

Participants will discover how employers and EAPs can work both separately and jointly to provide physical and mental health support in ways that suit the various lifestyles of traditional and non-traditional employees; understand the importance of educating employees and the public about the normalcy of mental health issues; how to advocate for people and people leaders alike to seek help when it is needed; and the role EAPs can play in this partnership.

LEARNING OBJECTIVES

1. Participants will learn how to employ mental health and wellness offerings for both the traditional and non-traditional professional workplace.

2. Participants will learn how holistic wellness strategies and other resources help non-traditional employees and Olympic athletes before/during/after their careers.

3. Participants will learn why employers from both traditional and non-traditional workplaces are choosing wellness partners, and the effectiveness of these partnerships in holistically supporting employee physical and mental health.
Corporate Tune Up: Rolling Out the Costs of Musculoskeletal Disorders

Sara Kidwell, Corp Wellness Director, Tune Up Fitness
Genevieve Herzog, Registered Occupational Therapist and Instructor, Tune Up Fitness

This special session will address the musculoskeletal disorders epidemic. These disorders and their associated costs with healthcare expenditures, lost productivity due to absenteeism and presenteeism, are ranked among the top ten health conditions that plague employees. This session will also provide participants with self-care and self-massage techniques using massage therapy balls (provided) to ‘melt away’ pain and stress. Come experience the Roll Model Method based on the best-selling book by Tune Up Fitness and Yoga Tune Up creator Jill Miller.

LEARNING OBJECTIVES

1. Understand the impact of musculoskeletal disorders on employers and employees, as well as learn specifically how much it is costing work organizations and your clients.

2. Learn simple and effective musculoskeletal techniques that can improve mobility and flexibility while reducing pain in the body.

3. Learn ways to implement the Tune Up Fitness program for maximum employee results and engagement.
28TH EASNA ANNUAL INSTITUTE

FRIDAY, APRIL 29, 6:30 A.M. - 7:15 A.M.

SPECIAL SESSION C

urbanMind Meditation Session

Lesley Kovitz, Buddhist and Yogic Scholar

Learn about and practice meditation in this experiential session. Mindfulness meditation encourages learning to calmly observe how the body and mind are responding to a particular situation and giving oneself space to smooth out reactivity and limit negative thoughts. With practice, one can incorporate this approach into daily activities. Even the most disturbing sensations, feelings, thoughts, and experiences, can be viewed from a wider perspective by simply observing them rather than being overwhelmed by them.
28TH EASNA ANNUAL INSTITUTE

FRIDAY, APRIL 29, 8:30 A.M. - 9:30 A.M.

SESSION 5

Improving Mental Health at Work: Promising Practices and Strategies

Nitika Rewari, Program Mgr, Workplace Mental Health

Chris McDonald, AVP, Manulife Financial

The Mental Health Commission of Canada’s three-year national study of workplace mental health has now reached its midpoint. This study follows more than 40 Canadian organizations of various industry sectors and sizes to understand how they are implementing the National Standard for Psychological Health and Safety in the Workplace. The presentation will allow participants to learn about early findings of the project and also hear from Manulife Financial, a project participant, about their journey so far. The speakers will also highlight programs such as Mental Health First Aid and The Working Mind and evidence of their effectiveness in reducing the stigma of mental illness, enhancing the knowledge and resilience of employees, and explore how EAPs can leverage these to help their customers.

LEARNING OBJECTIVES

1. Participants will gain a better understanding of the business case for promoting and protecting the mental health of workers.

2. Participants will identify promising practices, as applied by leading employers, that can be applied in their own workplace.

3. To kick start participants’ journeys in workplace mental health.
SESSION 6

Caregiving Is Here to Stay: Are We Ready?

Mark Stolow, President, The Caregiver Network
Stephanie Erickson, Director, Erickson Resource Group

This session will explore the phenomenon of “working caregivers,” those who are working and taking care of a sick family member. Seventy percent of employees are managing the double-duty of meeting work obligations and caring for an ageing parent, a sick child or an adult with a disability. In a 2014 article, Forbes declared: “Caregiving is here to stay. And corporate America is not ready.” Employee wellness needs to be understood in a broader social context, including the care related stressors that are causing more and more employees to be distracted and overwhelmed with care management or leaving work altogether. The impact to the individual is discussed and recommendations are given to reduce the burden to human resources and the workplace.

*Each attendee will receive a pair of massage therapy balls.

LEARNING OBJECTIVES

1. Participants will have a better understanding of the impact of caregiving on employees and employers.

2. Participants will understand policies and programs that can contribute to working caregiver health promotion and wellness.

3. Participants will understand how to identify and address working caregivers within the work environment.

10% DISCOUNT ON ALL SPONSORSHIPS FOR ORGANIZATION AND AFFILIATE LEVEL MEMBERS. CALL 703-416-0060 TO JOIN.
FRIDAY, APRIL 29, 12:30 P.M. - 1:30 P.M.

SESSION 7
The Rise of Telebehavioral Health

Julius Schilliger, Managing Director, MKS Partners

This session examines the trends, disruptive impact, and explosive growth of telehealth, the use of information technologies, smartphones, mobile applications, high definition video visits, telehealth kiosks, and sensor technology to provide personalized health consultation, care, and education virtually, remotely. Panelists will review case studies with a focus on telebehavioral health, one of the most promising solutions for expanding the cognitive boundaries of EAP and behavioral health providers, to deliver the most relevant care for preventing and treating the looming escalation of behavioral disorders.

LEARNING OBJECTIVES

1. Participants will understand the three digital behavioral health trends helping to create the foundation of a new, more powerful way of delivering mental health counseling sessions, and assess the potential impact on providers, payors, vendors, employers and employees, and caregivers.

2. Participants will review how the telehealth and telebehavioral health market is growing exponentially by creating innovative new products and services that increase access to care while reducing healthcare costs.

3. Participants will learn to identify and use a Telebehavioral Health roadmap for addressing the leading disease costs of mental, behavioral and neurological disorders.
SESSION 8, RAPID-FIRE SESSIONS

Supporting Employee Success: A Tool to Plan Accommodations that Support Success at Work

François Legault, Principal Consultant, Consult-Action Inc.
Marie-Josée Michaud, Consultant, Management & Innovation, Mental Health at Work Inc.

One in five employees will experience some form of mental illness during their career. EAPs are being asked to do more in supporting these employees with mental health disabilities in staying at or returning to work. Accommodating the employee is not just a legal obligation for employers but a necessary workplace function to maintain productivity and reduce absenteeism, while supporting the disabled employee to recovery. Supporting Employee Success—a Planning Tool for Employee Accommodations that Support Success at Work (available in both English and in French) will be presented to and shared with participants. Participants will gain concrete knowledge and tools to guide them in assisting their employer clients when dealing with employees who require accommodation due to a mental health condition that impacts their work performance.

LEARNING OBJECTIVES
1. Participants will learn the reasoning and obligations of the employer in the accommodation process.
2. Participants will practice and develop skills in accommodation planning by using a tool to plan accommodations that can assist in facilitating return to work and maintain “at work” programs.
3. Participants will gain concrete knowledge and tools to guide them in assisting their employer clients when dealing with employees who require accommodation due to a mental health condition that impacts their work performance.

Bridging Public Health with Workplace Behavioral Health Services

Tracy McPherson, Senior Research Scientist, NORC at the University of Chicago

Despite significant investment in behavioral health services by work organizations, the evidence base supporting such services is lacking. This illustrates the need for rigorous studies on EAPs, workplace behavioral health and the professionals that deliver them, by proposing a new framework to promote and organize such research around the world. This new approach encourages collaboration among five groups: work organizations, EA professionals, researchers, educators of EA professionals, and funding agencies that can support new studies. Specific calls to action will be highlighted.

LEARNING OBJECTIVES
1. Participants will learn a new framework to promote and organize workplace behavioral health services research.
2. Participants will discuss the gaps in the evidence base supporting behavioral health services and recent health care policy changes that highlight the need for rigorous studies of workplace behavioral health and EAPs.
3. Participants will discuss specific recommendations to help promote and align EA research with the fields of public health.
Quick Tips for Successful Client Relationships: No Cookie Cutters Here

Lisa Hardy, VP, & Leadership Trainer, CorpCare EAP

Not all organizations have similar visions for an EA program nor do all human resources and benefits personnel have the time or energy to support the EAP. Much talk has been made about engaging the C-suite. Drawing from over 15 years of EAP client management, Lisa will share new strategies and techniques for developing solid partnerships between EA providers and the client organizations they serve.

LEARNING OBJECTIVES

1. Participants will be able to identify the difference between being a vendor and a partner.

2. Participants will learn how to create customized approaches based on the corporate culture of each client.

3. Participants will learn how to set boundaries with clients.