



HUMAN RESOURCES

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Aspiria Corp. has been providing professional, confidential EAP services to Confederation College since November 1, 2007. Due to the geographical dispersion of our employees across 7 campuses in Northern Ontario, we were looking for equally accessible services at all of our locations.

In this time, Aspiria has provided a comprehensive suite of quality services that have been available to both our employees and their eligible family members. These have included professional counselling for work and personal stress, depression, anxiety, work-related performance issues, addictions, marital discord, child and eldercare issues, financial, legal, career, and nutrition issues.

In addition to the core counselling services that have been provided to our employees, Aspiria has also provided timely and effective corporate trauma response services as a result of a number of after-hours traumatic events we have experienced in our organization. In this regard, we have had direct access to Aspiria's President & CEO, Mr. Charles Benayon, who has made himself available after hours for consultation and direction. While confidentiality is paramount to the success of a program of this nature, Aspiria's Assisted Referral Service has also enabled us to refer employees to the program who have had substance abuse or performance issues and receive confirmation from Aspiria (with the employee's permission) that the employee has successfully attended the program.

Aspiria's very responsive customer service is reflective of Aspiria's commitment to ensuring that all employees have access to professional counselling services when and where they needed, no matter where they are located.

The Aspiria administrative team has been responsive to our needs and follow up with us in a very short period of time when a request is made. We have made last-minute requests of Aspiria which have been handled in a very professional and timely manner.

Aspiria has made available a variety of strategic communication tools that have been provided to new employees at orientation in our organization. They are available so that all employees

in our organization are educated with respect to Aspiria's services. These have included brochures, wallet cards and posters to remind employees and their families of Aspiria's 24/7 availability. Aspiria also distributes monthly Employee Productivity Wellness Newsletters named Aspirations, which our employees receive as an educational lifestyle tool. Our Managers receive the Manager's Toolbox which outlines various management-employee issues and provides solutions to address these issues.

The impact reporting that Aspiria delivers provides us not only with the quarterly utilization of the service and identified trends, but also with concrete recommendations on how to address the issues identified. This is a good management measure for Confederation College that targets specific identified areas to be addressed from an organizational perspective. Please note that Aspiria provides us not only with case utilization, but also with an account of all hours delivered per case, thus ensuring a meaningful reporting system.

Although Aspiria is a boutique EAP provider, they pride themselves in customizing their EAP services to meet our organizational needs including accessibility in our region. Aspiria is always looking for new ways to provide value added services to us while maintaining the quality of existing services to its clientele.

If you are looking for an EAP provider that provides quality services and focuses on exceptional customer service, I would highly recommend partnering with Aspiria.



Jeannine Nagy
Manager, Staff Development
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