



## External Clinical Affiliate

### ABOUT ARETE

Arete is a leading provider of employee/member, business, and management assistance programs to Canadian insurers and their clients, including corporations, organizations, associations and unions, individuals and their families. As part of these group benefit assistance plan services, Arete offers psychosocial counselling to covered individuals and/or family members through referrals to our national network of independent, highly qualified counselling professionals.

### PROVIDING SUPPORT AT ARETE

As the support available through all Arete assistance programs is intended to be outcome-focused and goal-oriented, the most suitable counselling methodologies are those offering practical tools, problem-solving strategies and solution-focused skill building. We have a stay-at-work/return-to-work philosophy embedded in all programs, custom solutions to best meet client needs and a unique individual/counsellor matching process that works. Our research shows that the quality of the match is the best predictor for counselling outcome success, so we spend a lot of time with our clients and counsellors on this piece, and we're proud of the outcomes we have to show for it.

Arete's services are available in multiple modalities, including face-to-face, telephone or video through use of PIPEDA-compliant technology.

### CLIENT-REPORTED OUTCOMES

The success of our clients is of the utmost importance at Arete. We engage an independent research firm to deliver anonymous, voluntary surveys, that serve to measure and track the quality of our client experiences, identify emerging issues and areas of improvement and highlight service delivery factors that impact outcomes for our clients. A few of the results from 2021 include:

- The vast majority (93%) reported some problem resolution
- Lower levels of anxiety, depression, psychological and work-related distress and presenteeism
- Higher work engagement, productivity, resilience and life satisfaction
- Of those who had been on disability or absent from work when counselling began (11%) and returned to work during or shortly after using the services (65%), 100% reported that counselling helped in their return to work

### THE ARETE NETWORK

Counsellors in the Arete Network share similar standards of practice and scope of care, including:

- Being attentive, inclusive and responsive to client diversity.
- Being able to obtain referrals on a regular basis.
- Working ethically, in the best interest of individuals, couples, families, groups and organizations.
- Working in the domains of thoughts, feelings, emotions, expressions, learning, behaviour and development.



- Promoting mental health by developing and enhancing:
  - personal, relational, sexual, career and spiritual growth and well-being,
  - personal awareness and resources, and
  - decision-making and problem solving skills.

## **MINIMUM STANDARDS FOR THE ARETE NETWORK**

Because we want our client’s experiences to be incredible, we require all counsellors to:

- have at least a master’s degree in their field of practice,
- have a minimum of five years post-graduate counselling experience, and
- provide annual proof they are a member in good standing of a relevant professional registering body and professional practice insurance.

Our independent research tells us that these standards have ensured counsellors in our network—regardless of their title or designation—are effectively helping clients resolve issues as well as build their resilience to navigate future life challenges.

## **A GOOD FIT**

With Arete, you’re sent confidential information about the referral to determine if it is a good fit for you at the time. We are currently in need of professionals offering in person sessions, CISD services, services for children or teenagers and versatile treatment orientations such as EMDR for example (evenings and weekends are assets).

We have an online reporting system, direct deposit, consultation availability and other benefits. Our team is always here for our professionals—there will always be a kind person at the other end of your email or phone call. Rates are discussed at the time of joining the Network.

If this sounds like a fit for you, come see why we’re different from the rest. You can read more about the Arete Network and apply today through the [Join the Arete Network](#) page on our website.

**Join us, and help us build resilience—together.**