



Life happens.
Let us help.

Employee and Family Assistance Program (EFAP) can help you when you need it most. From everyday stress to serious issues, and everything in between.

What your EFAP has to offer

Immediate, confidential help for any concern

Your EFAP is a confidential and voluntary support service that can help you take the first step towards change.

We'll help you find solutions to all kinds of challenges at any age and stage of life. Whether you have decided to get in shape, are considering buying a new home or want to find a better work-life balance—we have the expert insight to get you on your way.

You and your immediate family members (as defined in your employee benefit plan) can receive support over the telephone, in person, online and through a variety of self-guided resources. You'll get immediate, relevant support in a way that is most suited to your preferences, learning approach and lifestyle. Highly qualified, experienced and caring professionals help you select a support option that works best for you.

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

Available at no cost to you

There is no cost to use your EFAP. This benefit is provided to you by your employer. You can receive a series of sessions with a professional and if you need more specialized or longer-term support, your EFAP can suggest an appropriate specialist or service that is best suited to your needs. While fees for these additional services are your responsibility, they may be covered by your provincial or organizational health plan.

Life happens. Let us help.

Contact your Employee and Family Assistance Program (EFAP) for immediate, confidential help 24/7/365.

1 800 387-4765 TTY: 1 877 338-0275

workhealthlife.com



Solutions for a wide range of life's challenges

Let us help you:

ACHIEVE WELL-BEING • Stress • Depression • Anxiety • Anger • Crisis situations • Life transitions

MANAGE RELATIONSHIPS AND FAMILY • Separation and divorce • Elder care • Relationship conflict • Parenting • Blended family issues

FIND CHILD AND ELDER CARE RESOURCES • Maternity and parental leave • Adoption • Child care services • Schooling • Adult day programs • Nursing and retirement homes

GET LEGAL ADVICE • Separation and divorce • Civil litigation • Custody and child support • Wills and estate planning

GET FINANCIAL GUIDANCE • Credit and debt management • Budgeting • Bankruptcy • Financial emergencies • Changing circumstances

DEAL WITH WORKPLACE CHALLENGES • Work-life balance • Conflict • Career planning • Bullying and harassment

TACKLE ADDICTIONS • Alcohol • Tobacco • Drugs • Gambling • Other addictions • Post-recovery support

IMPROVE NUTRITION • Weight management • Boost energy and resilience • High cholesterol • High blood pressure • Diabetes • Heart disease

FOCUS ON YOUR HEALTH • Identify conditions • Prevent illness • Manage symptoms • Discover natural healing strategies • Create an action plan for better health

CALL FOR CONFIDENTIAL AND IMMEDIATE SUPPORT WITH YOUR WORK, HEALTH AND WELL-BEING 24/7/365.

1 800 387-4765 TTY: 1 877 338-0275



Employee & Family Assistance Program Frequently Asked Questions (FAQs)

Below are commonly asked questions about the Employee & Family Assistance Program.

Is the service confidential?

Yes. The EFAP's strict confidentiality policy and safeguards ensure that no one will ever know you're using EFAP services unless you choose to tell them. Complete confidentiality is the foundation of our services and our caring professionals work within a strict code of professional ethics, within the limits of the law.

To preserve confidentiality:

- Two people from the same organization will not have back-to-back appointments with the same counsellor, ensuring that they will not accidentally meet each other.
- Identifying telephone messages are never left at home or at work.

Personal information is only ever provided to authorities when certain conditions—including threat of violence to oneself or others, child abuse or a subpoena—require Shepell-fgi to release it by law.

If I decide to use the EFAP, will my manager or co-workers know about it?

Not unless you tell them. EFAP counsellors will deal only with you, not with your organizations management, your manager or your co-workers.

Can my employer make me use EFAP services?

No. Your participation is always voluntary. Employers can privately remind you EFAP services are available if you are noticeably experiencing difficulties, or if your work performance has been negatively impacted. The decision to access these services is entirely yours to make.

What if I feel as though I have more than one issue, will this program help me with all of them?

If you want to discuss them together, you're free to do so. You can talk over as many problems with your counsellor as you see fit.

Do I have to make the initial contact for a family member?

No. In fact, a family member must access the service independently as appointments from a third party are not accepted. The service is available for you and your family should they choose to use it. It is a voluntary program.

Will the EFAP provide service to my minor children without my consent?

Laws vary from province-to-province. Children under the age of 16 require a signed parental consent form to use EFAP services. Unless the law requires otherwise, EFAP services provided to children between age 16 and the local age of majority remain confidential. Because the successful resolution of a minor's problem often depends on parental support, EFAP counsellors usually encourage the minor to involve the parent(s).

What are the ways I can receive counselling from my EFAP?

Our goal is to ensure that you are provided with the service that will best meet your needs – leading to efficient and effective problem resolution. Our unique model of service helps us to establish your needs and connect you to programs and services that will help you discover that resolution.

Once the Client Care Representative understands your needs they'll connect you to one of the following counselling options:

- Professional counselling in person.
- Professional counselling over the telephone.
- Professional support online (via E-Counselling or an interactive support program).
- Self-directed resource packages and tools.

A combination of the above can help you resolve your specific issue.

Who pays for EFAP services?

The cost of EFAP services is paid by your employer as a health benefit.

If you need more specialized or longer-term support, your EFAP will help you select an appropriate specialist or service that can provide assistance. While fees for these additional services are your responsibility, some may be covered by your provincial or organizational health plan.

Do I have to come to Shepell-fgi offices to use counselling services?

No. Shepell-fgi provides a variety of support options that don't require your in-person attendance at our counselling offices. The EFAP offers access to programs and services over the telephone, online and/or through text-based tools. When you contact your EFAP, a Client Care Representative will identify the solution that best fits your lifestyle and learning preferences.

How soon can an individual have an appointment with an EFAP counsellor?

We are able to arrange an appointment within 3-5 working days from the time you call the hotline. In urgent situations, arrangements will be made to connect with you on the same day as the hotline call.

How likely am I to run into a fellow employee at a counselling office?

Shepell-fgi does not book any two individuals from the same organization back-to-back at the same counselling office.

What are the counsellors' backgrounds?

Shepell-fgi's counsellors are all social workers, psychologists and addictions counsellors with a minimum of 5 years of experience.

If the individual is referred to another resource, will he or she have contact with their original Shepell-fgi counsellor?

Yes. If the counsellor feels that the problem is going to require further ongoing counselling or specialized care, he/she will make these recommendations known to the individual and will suggest several resources. Your counsellor will manage the referral process, including follow-up to ensure that your concern has been addressed effectively.

For a complete overview of the range of life challenges we can assist you with, please see your EFAP brochure.

To contact the EFAP please call 1-800-387-4765 or visit www.workhealthlife.com