

# Employee and Family Assistance Program (EFAP)

## Professional Support - Anytime, Always Confidential

Balanced living relies on total well-being. While stress is a normal part of life, it is important to recognise when situations create distraction or worry. Your EFAP provides local professional support and consultation to assist you in meeting day to day challenges. Any time, any day, you can contact the service for free.

### What is it all about?

Your EFAP is a **confidential and voluntary** support service that can help you take the first step toward change. You and your immediate family members (as defined in your employee benefit plan) can access immediate and confidential support in a way that is most suited to your preferences, comfort level and lifestyle.

### EFAP Services

Your call will be answered by a caring professional who can help you **choose a support option** that best suits your needs and learning style. If you are experiencing a crisis situation, you can speak to a counselor right away. Morneau Shepell counsellors are experienced Masters level professionals who will understand your concern and guide you to resolution. **As an eligible employee, your program includes a maximum of 6 hours of service per person, per year, from October 1 to September 30.**



#### Counselling Modalities

**In-Person Counselling** is our traditional session format, ideal for families or couples who need interaction

**Telephonic Counselling** is convenient and ideal for time-restricted or travelling individuals

**Video Counselling** offers virtual face-to-face support, in the convenience and comfort of your home

**E-Counselling** via email exchange with a Counsellor is best suited for those most comfortable with written communication. It is also ideal for travelling individuals, providing support anywhere.

**First Chat** provides instant support with a Counsellor online, via [workhealthlife.com](http://workhealthlife.com) or My EAP mobile app.

**Health and Wellness Resources\*** are Text-based, self-directed kits that can be delivered directly to you, based on your specific needs.

\*3 hours will be deducted from your annual bank of 6 hours, per kit sent.

#### Worklife Services

In our increasingly fast-paced world, you may find it challenging to take care of yourself while balancing your responsibilities at work with your obligations at home. Your EFAP is here to help. We offer timely, professional assistance and support to help you manage all of life's complexities—be it issues with your Work, Health or Life.

**Financial Support Services:** Managing your money doesn't have to be complicated; with proper planning and advice, you can finally take control of your finances. Our financial experts provide you with tips and tools to help plan and achieve your financial goals, especially during major life changes such as marriage, divorce or retirement. Learn what our experts have to say so that you can make smarter, more profitable financial decisions. **(Maximum 1 hour per year, per person, which will be deducted from your annual bank of 6 hours.)**

**Legal Support Services:** When is it appropriate to involve a lawyer? What are my rights as a tenant? How are visitation rights and child support determined? If you're looking for answers to legal questions such as these, our legal professionals can provide you with expert, confidential advice to help you understand how the law applies to your specific situation. They can recommend options on possible courses of action and where necessary, refer you to a qualified lawyer for ongoing legal advice. By understanding the laws at hand, you'll be able to make more informed decisions. **(Maximum 1 hour per year, per person, which will be deducted from your annual bank of 6 hours.)**

**Nutrition Support Services:** Maintaining a healthy, well-balanced lifestyle can be a challenge. Fortunately, our programs can help you achieve your goals. Our health professionals can answer questions and offer advice on weight management, eating for health and appropriate nutrition to boost energy and resilience, or manage a medical condition such as high cholesterol, high blood pressure, diabetes or prevent heart disease. This service will provide you with suggestions on how to be and stay well through a more balanced lifestyle. **(3 hours will be deducted from your annual bank of 6 hours, per case)**

#### Accessing the EFAP

Access your EFAP 24/7 by phone, web or mobile app.

**1.844.880.9142** TTY 1.877.338.0275

[workhealthlife.com](http://workhealthlife.com)

Download My EAP app now at your device app store or scan the QR code.

