

Employee and Family Assistance Program (EFAP)



SUMMARY OF SERVICES

EFAP Accessibility & Eligibility:

Note: Within the limits of the law, no one will ever know you used the EFAP unless YOU choose to tell them!

24-hour, 7-days-a-week toll-free confidential telephone access to the Employee and Family Assistance Program (EFAP) for crisis counselling, risk assessment and matching to appropriate service(s).

Access your EFAP by calling English: 1 800 387 4765 / French: 1 800 361 5676, or online via workhealthlife.com. When you call, **you will be prompted to press #1 for Urgent Issues, #2 to Non-Urgent Issues**, or #3 if you are a leader within your organizational and calling for onsite support in response to a critical incident (e.g., Trauma Services).

UGDSB permanent employees (full-time, part-time, contract) & **family members** (eligible spouse and children up to age 18 or age 25 if a full-time student), **are eligible for the EFAP 1 800 387 4765**

When you call the EFAP, you will be prompted to press #1 for Urgent Issues, #2 for Non-Urgent Issues, and #3 to be connected with Trauma Services. 1 800 387 4765

Professional EFAP Counselling Services:

Clinical network of 3,000 counsellors with masters-level training and a minimum of 5 years of related experience.

Available in 147 languages and global capability.

Counselling Services are ideal for short-term and goal-oriented outcomes.

Different Ways to Access Counselling Services:

- In Person Counselling (Face-To-Face) **1 800 387 4765**
- Telephonic Counselling **1 800 387 4765**
- E-Counselling **1 800 387 4765**
- Video-Counselling **1 800 387 4765**
- 'First Chat' Online Counselling (In Real Time) www.workhealthlife.com
- Online Programs (e.g., Stress, Smoking, Finances, Relationships, Divorce) **1 800 387 4765**
- Packages (e.g., Parenting, Relationships, Job Transition, Healthy Eating, Stress) **1 800 387 4765**

Examples of Issues: (No issue is too great or too small!)

Personal/Emotional:

- Personal Stress
- Depression
- Anxiety
- Suicidal Risk
- Self Esteem
- Anger Issues
- Life Stages
- Post Trauma
- Abuse

Couple/Relationship:

- General Relationship
- Relationship Breakdown
- Separation / Divorce
- Intimacy Issues
- Communication / Conflict Resolution
- Family Planning

Addiction Related:

- Alcohol / Drugs, smoking, gambling
- Other's Addictions

Family:

- Parenting
- Child Behaviour
- Adolescent Behaviour
- Blended Family
- Communication
- Elder Related
- Extended Family Relations

Work-Related:

- Workplace Stress
- Work Relationships / Communication
- Workplace Conflict
- Career Counselling:
 - Career Planning
 - Resiliency Coaching
 - Retirement Planning
- Workplace Violence / Harassment
- Work Performance



SUMMARY OF SERVICES

Professional

EFAP WorkLife

Services:

Professional assistance to address life's complexities related to work, health, and personal life.

Several Different Modalities to Accommodate Your Needs:

- In-Person Consultation **1 800 387 4765** / Telephonic Consultation **1 800 387 4765**
- Expertly-Developed Online Programs **1 800 387 4765** / Resource Packages **1 800 387 4765**

Legal Support Services:

- Civil Litigation
- Criminal Law
- Landlord / Tenant
- Property Law
- Real Estate
- Will / Estate
- Child Custody
- Child Support
- Separation/Divorce

Financial Support Services:

- Bankruptcy
- Debt / Credit
- Divorce
- Estate
- Insurance / Taxes
- Investment Planning
- Real Estate / Mortgage
- Retirement / Employment Transition

Family Support Services:

- Planning a Family
- Adoption
- Daycare
- Expectant & New Parents
- Home Support Services
- Parenting Resources & Information
- Special Needs
- Compassionate Care & Bereavement
- Eldercare Resources & Information
- Community Programs
- Residential Care Options

Nutrition Support Services:

- Disease State Management
- General Healthy Eating
- Weight Gain/Loss
- Healthy Eating on the Go
- Regulating Diabetes
- Preventing Heart Disease

Health Coaching:

- Condition Management
- Risk Reduction
- Weight Management / Healthy Eating
- Responsible Alcohol Use
- Stress Management

Naturopathic Services:

- Physiology
- Diet
- Lifestyle
- Mental/Emotional Well Being

Online Information Services:

- **'Online Access'**: Secure and confidential access to a range of support services.
- **'First Chat'**: Confidential online consultation with a counsellor for immediate support.
- **'My EAP'**: Mobile Device Application (for Blackberry, Apple, Android-based devices).
- **Website**: workhealthlife.com featuring 700+ health/wellness articles.
- **E-Newsletters**: Subscribe to the monthly 'Balance' newsletter www.workhealthlife.com.
- **Microsites**: (e.g., Mental Health): Visit <https://lifeworks.com/en>.

Orientation Videos:

- **Employee Orientation (for all Employees)**: Visit www.workhealthlife.com; Log in and click on 'My Services' tab to view 'Employee Orientation Videos'.
- **Manager Orientation (for People Leaders)**: http://shepellmovideos.lifespeak.com/login.aspx?ReturnUrl=/Volume_Details_Shepell_MO.aspx?vid=97&vid=97 (Username: 'manager' / Password: 'orientation').
- **Sandra Tells Her EFAP Story**: <http://www.youtube.com/watch?v=iWkEMyaoGSw> **NEW**
- **David Tells His EFAP Story**: <http://www.youtube.com/watch?v=GTocOn4UJBs> **NEW**

Additional Resources for People Leaders

- **E-Newsletter (for People Leaders)**: Access 'Health Working' people leader newsletters for insight on workplace issues <https://lifeworks.com/en>.
- **People Leader Consultation**: Confidential consultation with a counsellor about an issue within your workplace. **1 800 387 4765**

