

Counselling Services Available

Your Employee and Family Assistance Program (EFAP) provides confidential crisis and personal counselling services. For any urgent need, crisis counselling is available 24/7 just by calling the 1-800 line. Personal counselling is short-term in nature and includes assessment, information, referral, and/or short-term, goal focused counselling. In-person, telephone or e-counselling appointments are available. Professional counsellors are trained to address many issues, including but not limited to:

- Addictions (i.e. alcohol, drugs, gambling, internet, sexual)
- Anger
- Anxiety and depression
- Career development
- Childcare and eldercare issues
- Communication
- Family concerns
- Family violence
- Financial or legal issues
- Grief and loss
- Harassment or abuse
- Health and diet concerns
- Life transitions
- Parenting
- Personal development
- Relationship issues
- Separation and divorce
- Sexuality
- Substance use concerns
- Stress management (work or home)
- Trauma
- Work-related concerns

Work / Life Services Available

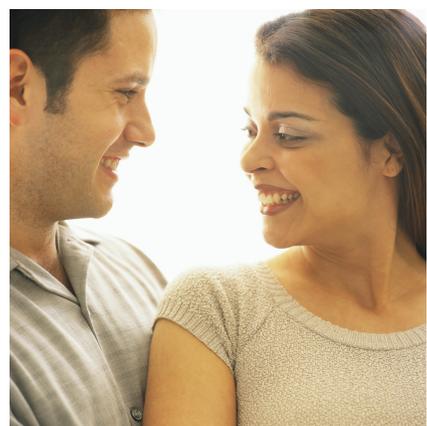
In addition to counselling services, your EFAP also provides a variety of work/life services to help you manage work and personal responsibilities and reach your goals. The work/life services available include:

- Career Counselling
- Child/Eldercare Consultation
- Financial and Credit Counselling
- Legal Consultation
- Life Coaching
- Nutritional Counselling
- Resource Kits—Family Stages
- Smoking Cessation Support

On-Line Health & Wellness Resources Available

The EFAP also offers an online health and wellness resource library, offering articles, newsletters, e-books, learning modules and links to web resources to help you deal with challenges of life stages. You can access these confidential on-line resources at :

www.fseap.bc.ca
Username: **SD52**
Password: **2bwell**



- Confidential Services
- Helpful counselling from qualified professional staff
- Immediate assistance 24/7/365
- Information to help you with life and work



For more information or to access services, just call toll-free

1.800.667.0993

TTY 1.888.234.0414

fseap.bc.ca

What is an EFAP?

Your Employee and Family Assistance Program (EFAP) provides employees and their families with quick access to experienced professional counsellors and consultants who can help you resolve a broad range of personal and work related concerns. Services through the EFAP are paid for by your employer. There is no cost to you.

Who is Eligible?

Employees and their eligible dependents can access the service. This includes partner/spouse and dependent children.

Is the Service Confidential?

Yes, your use of the EFAP and any information collected is completely confidential within the full limits of the law. The information FSEAP counsellors collect during the initial call and throughout the service process is used to:

- Ensure we can contact you;
- Understand your service needs;
- Maintain accountability as a service provider;
- Ensure that safety, legal and ethical standards are met; and
- Assess the quality of our services.

FSEAP counsellors and consultants do not release any information to anyone (including your employer) without your prior written consent. The only exception is to protect life and when ordered to do so by a court of law.

What to Expect?

Our professional EFAP counsellors and work/life consultants are trained to address many issues. The goal of FSEAP's services is to assist you within a short-term, problem resolution style of counselling. We have found over time that most issues are adequately addressed within 3-4 hours of service, although some issues may require more sessions. For issues that require long-term or specialized treatment, our counsellors will provide an appropriate referral to resources in the community.

Who Provides the Services?

Services are provided by FSEAP, a National provider of EFAP services since 1975. The Vancouver office of FSEAP provides and coordinates all services delivered in BC. As a National network of FSEAP offices and affiliate providers, we offer counselling services in locations throughout Canada and the U.S. FSEAP's provider network is made up of highly qualified and professional EFAP counsellors, all of whom hold a Masters or Doctorate degree in psychology, counselling psychology or social work.

How do I Access the Service?

Simply call the toll-free line: **1-800-667-0993**. Your call will be answered live 24/7 by a Masters level counsellor who will talk with you about your reason for calling and assess the level of intervention that is required to address your issue or need. They can provide immediate crisis support as needed, or schedule you for the appropriate counseling work/life service, or help you find the perfect specialized resource in your community.



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