

## Your Employee and Family Assistance Program

### What's New

Private

Confidential

Responsive

#### Video Counselling

We are happy to announce Video Counselling through the Ontario Telemedicine Network (OTN) for clients of BSC. Using OTN PC-VSee, EFAP users across Ontario can confidently access counselling services through their home computer, laptop, tablet or smartphone during BSC office hours.

Appointments can be easily booked by calling BSC at 1-888-423-5862, making sure to request a video counselling session.

Prior to the scheduled session, the user will receive a web link and Personal Identification Number (PIN) in order to access the service; be sure to open the link using your preferred device. The link will provide the information needed to access the session and allow the user to test the system prior to the first appointment. In order to use PC-VSee video counselling, a device with a camera and microphone and a reliable internet/wifi connection are required; the service works very effectively on a tablet. Be sure to arrange for a *private* spot to conduct the session to ensure confidentiality.

#### Enhanced Services for the Fall of 2016

BSC will soon have access to a Registered Nurse to provide one consultation related to health and wellness. More details to come later this summer!

### What services does EFAP provide?

EFAP provides counselling services addressing a broad range of common problems including:

- Relationship issues
- Parenting issues
- Managing workplace stress
- Managing personal stress
- Emotional issues
- Grief counselling
- Couples counselling
- Addictions issues

EFAP also provides Wellness services including consultation with a Registered Dietician or Registered Kinesiologist to address fitness strategies.

### Construction Update

Construction is ongoing on the HRM site so please check our website, [bscnorth.ca](http://bscnorth.ca), prior to your appointment and download the map to help locate our office.

The staff of BSC wish everyone a safe and sunny summer!

For more information about the Employee and Family Assistance Program, please call our office at 807-623-7677 or toll free at 1-888-423-5862 or visit our website at:

[bscnorth.ca](http://bscnorth.ca)



**BSC**  
Behavioural  
Sciences Centre

St. Joseph's Care Group  
300 North Lillie St.  
Thunder Bay, ON P7C 4Y7  
807 623 7677  
[www.bscnorth.ca](http://www.bscnorth.ca)