

Your

# EFAP

**Offers access to:**

- Confidential
- Timely
- Effective

**Services provided  
by a team of  
health care  
professionals.**

**You can get  
help for:**

- Relationship problems
- Self-improvement
- Managing stress
- Chemical dependency
- Emotional difficulties
- Communications
- Workplace conflicts
- Coping with change
- Crisis intervention
- Parenting problems
- Credit problems
- Personal wellness

**and more.**

## **Employee and Family Assistance Program**

### **What Is The EFAP?**

Your Employee and Family Assistance Program (EFAP) will provide you and your significant others with confidential, professional assistance for personal problems that may negatively affect your well being.

### **Why Have an EFAP?**

Most people encounter problems from time to time. This is both natural and predictable. Often, you deal with such problems on your own without specialized help. Sometimes, personal problems are not easily resolved and they may begin to hinder your lifestyle and ability to perform properly on the job. Your EFAP is intended to help you maintain satisfactory work performance and personal wellness.

### **Is It Confidential?**

Confidentiality surrounding use of the EFAP by any employee is essential to preserving confidence in the Program. In order to reinforce your confidence, EFAP services have been contracted from an external provider \*St. Joseph's Care Group, Behavioural Sciences Centre.)

Access to the EFAP is voluntary, and if you decide to refer yourself to the Program, then only you will know. All records concerning you will be kept at the Behavioural Sciences Centre in the strictest of confidence. Within the limits of the law, no file nor its contents will be released to anyone including your employer, unless authorized by you with written informed consent.

### **What Services?**

Your EFAP offers timely access to a team of health care professionals who have the skills required to assist you with a wide variety of personal difficulties or wellness concerns. Some of these services include personal counseling for managing stress and tension, family problems, emotional difficulties and coping with job stress and conflicts in the work place. Family counseling is available for dealing with marital and relationship problems, as well as child management. Crisis counseling is available 24 hours daily by calling the EFAP office telephone number, collect.

### **How Do I Use It?**

Contacting the EFAP services is as simple as picking up the phone and dialing 1-888-423-5862 (toll free) to speak to a counsellor or to arrange an appointment. The Behavioural Sciences Centre is a department of St. Joseph's Care Group, located at the Hogarth Riverview Manor site, 300 N. Lillie Street in Thunder Bay. Counsellors visit the communities of Kenora,

Dryden, Ear Falls, and Sioux Lookout on a regular basis monthly. Visitation schedules will be posted in the schools, the Web site, and information regarding the schedule can also be obtained by calling the EFAP offices. Evening appointments and telephone counseling appointments can be scheduled.

Your first visit to the EFAP will consist of a problem focused interview with a counsellor. Your counsellor will attempt to identify the underlying problem and recommend a mutually-agreeable plan of action. Up to 8 individual or joint counseling sessions are allowable per problem (excluding group sessions) yearly. If you should require longer-term help, your counsellor will assist you in referral to a qualified professional or agency. If your counsellor feels that your problem is very serious, you may be asked to see your physician for referral to ongoing care.

## **Am I Eligible?**

All designated employees are eligible to use the EFAP free of cost. Employees who are under the active care of another agency or professional will not normally qualify for EFAP services if they seek EFAP help for the same problem.

Significant others living in the employee's place of residence are also eligible to receive the same services. Those wishing to attend EFAP group programs are encouraged to do so but should be accompanied by the employee.

## **Remember:**

**If you have a personal problem or wellness concern, then the EFAP can help you.**

Behavioural Sciences Centre  
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(Hogarth Riverview Manor Site)  
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