

Your EFAP

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 **Employee and Family Assistance Program (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.**

A road map to services. Where can we help?











Accessing your EFAP

1-844-880-9142 toll-free confidential telephone access via the Care Access Centre to EFAP for crisis counselling, risk assessment, and matching to appropriate service(s).








Online resources. Secure and confidential access to a range of EFAP support services via our website www.workhealthlife.com.

These services are available **24-hour, 7-days-a-week**; our Intake Specialists are fully bilingual in English and French.

Counselling Modalities

	<p>Telephonic Counselling</p> <p>Convenient and ideal for time-restricted or travelling individuals</p>		<p>Video Counselling</p> <p>Offers virtual face-to-face sessions, in the convenience and comfort of home</p>
	<p>In-Person Counselling</p> <p>Our traditional session format, ideal for families or couples who require interaction</p>		<p>Health and Wellness Resources and Online Tools</p> <p>Text-based, self-directed support packages that are sent directly to your home or email</p>
	<p>Immediate Support</p> <p>Access to a Counsellor 24/7 over the telephone or online</p>		<p>First Chat</p> <p>First Chat provides real-time online support for immediate assistance with work, health, or life issues</p>
	<p>E-Counselling</p> <p>Exchange messages online with a counsellor; best suited for those most comfortable with written communication</p>		<p>Online Group Counselling</p> <p>Group counselling delivered through online chat, specifically designed to support clients struggling with anxiety</p>

WorkLife Services

	<p>Legal</p> <p>Access to legal information and responses to legal questions relating to various areas of law</p>		<p>Smoking Cessation</p> <p>Delivered by specially trained Shepell counsellors using enhanced tools and customized exercises with the goal of quitting</p>
	<p>Family Support Services</p> <p>Telephonic consultations to address a comprehensive range of dependent care needs with relevant information resources</p>		<p>Nutrition</p> <p>Discuss an array of health issues or concerns related to nutrition with a Registered Dietitian</p>
	<p>Naturopath</p> <p>A holistic approach to dealing with a variety of wellness concerns provided by a licensed Naturopathic Doctor</p>		<p>Financial</p> <p>Telephonic or in-person consultations with a professional Financial Advisor</p>
	<p>Career</p> <p>Helps employees find solutions to their career issues before they impact on their personal life or work performance</p>		<p>Physical Health and Fitness</p> <p>Innovated programs aimed at promoting a healthier lifestyle and improving overall physical health</p>
	<p>Health Coaching</p> <p>Professional medical support for physical health issues and health-related choices</p>		