

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

Solutions for your work, health, and life

With the increasingly rapid pace of life, it can be challenging to balance your responsibilities at work with your obligations at home. Your Employee and Family Assistance Program (EFAP) is a confidential and professional support service for you and your immediate family members offered free of charge to employees with benefits. Let us help you manage all of life's complexities in a way that is most suited to your preferences, conform level, and lifestyle.



Accessing your EFAP

- Call **1.844.880.9142** (toll free) for **24/7** access to EFAP services via the Care Access Centre. Our dedicated Intake Specialists can help match you with appropriate service(s) and support. It also acts as a crisis line and will triage call appropriately. Services are available in English and French.
- Visit www.workhealthlife.com for access to a range of EFAP services, as well as 700+ health/wellness articles, e-Newsletters, and mental health microsites.
- Download the free **My EAP** mobile device application (Blackberry, Apple, and Android-based devices).
- Your EFAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the program unless you choose to tell them.

Professional EFAP Counselling Services

Personal/Emotional

- Stress/anxiety
- Depression
- Suicidal risk
- Self-esteem
- Anger issues
- Life stages
- Post-Trauma Support
- Abuse

Addiction-related

- Alcohol
- Drugs
- Other's addictions
- Smoking
- Gambling

Family

- Parenting
- Child behaviour
- Adolescent behaviour
- Blended family
- Communication
- Elder-related
- Extended family relations

Work-related

- Workplace stress
- Work relationships/conflict
- Career: planning, resiliency, retirement planning
- Workplace violence/harassment
- Work performance

Couple/Relationship

- General relationship
- Relationship breakdown
- Separation/divorce
- Intimacy issues
- Communication
- Conflict resolution
- Family planning

Counseling Services Access Options

- Face-to-face
- e-Counseling
- Telephonic
- Text-based Resource Package
- Online Group Counseling
- Video Counseling
- First Chat

Work/Life Services

Legal Support Services

- Civil litigation
- Criminal law
- Landlord-Tenant
- Property law
- Real estate
- Will/estate
- Child custody
- Separation/divorce

Family Support Services

- Planning a family
- Adoption
- Daycare
- Expectant/new parents package
- Home support services
- Parenting resources and information
- Special needs
- Compassionate care and bereavement
- Elder care resources and information
- Community programs
- Residential care options

Financial Support Services

- Bankruptcy
- Debt/credit
- Divorce
- Estate
- Insurance
- Investment planning
- Real estate/mortgage
- Retirement
- Taxes
- Employment transition

Health Coaching

- Condition management
- Risk reduction
- Weight management
- Healthy eating
- Responsible alcohol use
- Stress management

Nutrition Support Services

- Disease state management
- General healthy eating
- Weight gain/loss
- Accommodating shift work
- Regulating diabetes
- Preventing heart disease

Naturopathic Services

- Physiology
- Diet
- Lifestyle
- Mental/emotional well-being

Work/Life Services Access Option

- Telephonic consultation
- Expertly developed online programs
- Text-based resources

Additional Self-Help Resources

Online Program Suite

- Stress management
- Enhancing relationships
- Smoking cessation
- Financial planning service
- Separation/divorce

Health and Wellness Resource Packages

- Eating for health
- Workplace stress management
- Enhancing your relationship
- Separation/divorce
- Parenting
- Enriching your career
- Job Loss/transition

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Let us help

MORNEAU
SHEPELL 

Access your Employee and Family Assistance Program (EFAP) 24/7 by phone, web, or mobile app.

1.844.880.9142 TTY 1.877.338.0275
workhealthlife.com

Download **My EAP** app now at your device app store or scan the QR code.

