



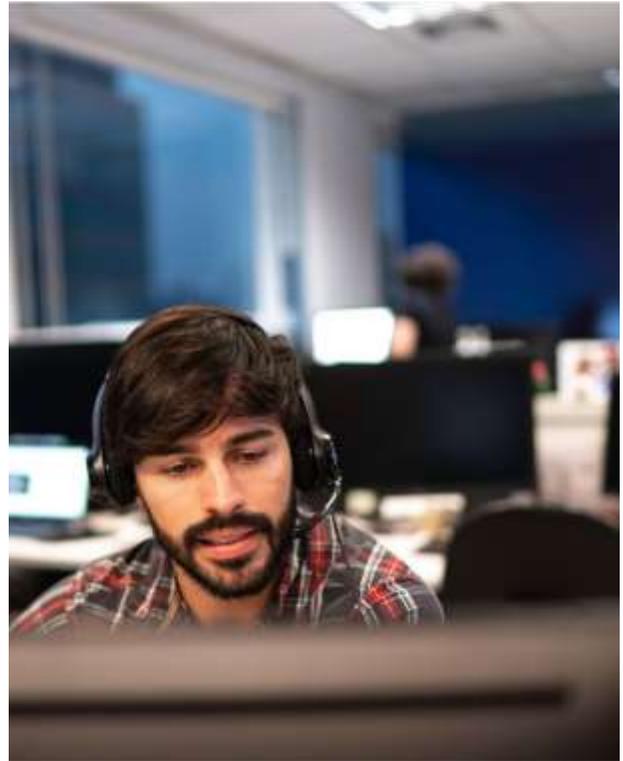
Demystifying EFAP

Information below applies to nonurgent requests for EFAP counselling support.

Intake:

LifeWorks has an accredited intake process for collecting information, starting your file and assessing your needs.

Each call is different, and your experience may vary depending on the type of support you are looking to book. If you are looking for a non-urgent Work/Life service, we may redirect you to book this at your own leisure online. If your call requires the assistance of one of our care access centre agents, your conversation will begin by confirming the demographic information collected at the onset of the call which will be used to create your profile prior, followed by questions to determine your presenting issue, the severity of your concern, and a discussion about all the different ways LifeWorks can support you. It's important to be open and honest with the agent taking your call, so that we can recommend the best services that meets your needs.



Booking:

The more flexible you are, the sooner we can connect you with support – but we will always offer you the first available appointment within five business days.

We will do our best to accommodate any preferences you have for the format of counselling, scheduling, location or even counsellor characteristics, but this may affect the availability of appointments. Plus, it is important to note that the clinical quality and impact of EFAP counselling is virtually the same whether you talk in-person, by telephone, online video or in online groups.

You may get appointment details during this booking call, or your counsellor may call you directly. Additionally, you may be asked to fill out a clinical pre-assessment in advance of your appointment.



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Counselling Sessions:

In your first 1:1 counselling session, you and your counsellor will work together on identifying the goals you wish to achieve. Since EFAP counselling is short-term and goal oriented, you and your counsellor will talk about what is on your mind, and then set a short-term counselling goal.

You and your counsellor will agree to the length of your time in EFAP counselling to ensure you achieve your goal through the short-term program. Or, if your counsellor feels you would be best supported with more specialized or longer-term support, they may recommend resources outside of the EFAP.

What if my counsellor isn't a good fit for me? Any new relationship – even if short-term, can be awkward at first. Keep an open mind and get the most you can from your counselling sessions. But, if you are certain you cannot continue, you can call us back to get a re-assignment. Note, that it may take a few additional days to find availability with a new counsellor.

What if I have a concern about the service? We take concerns seriously and want to make sure we get feedback where it is needed.

You can register your concern by calling the toll-free number and telling the agent you'd like to file a complaint. They will collect relevant information to enter into our investigation software for supervisors or others to action. You can also ask your HR department for the EFAP Account Manager's email address so you can email your feedback to them. They will paste the content of your email directly into the investigation software verbatim. Regardless, it is always best to receive your feedback in your own words.

Our investigations team may contact you to discuss, but only if we have your explicit consent to contact you, with your desired phone number, and if it is okay to leave voicemail.

What about counselling for my children?

EFAP counselling for children is rarely straight forward. The younger a child is the more delicate clinical decisions need to be.

Clinical counsellors - like most professionals - cannot ethically practice outside of their area of skill or training. When a child is exhibiting adult-like mental health symptoms (e.g. anxiety, depression, posttraumatic stress), the child is best served by a child psychologist or another specialist who can assess, diagnose and recommend the most appropriate treatment.

Where an adult can often set and reach a short-term counselling goal in 3 or 4 sessions of EFAP counselling, children typically require that many sessions just to establish the necessary trust before beginning therapy.



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Some areas where we are often able to support children, are mild behavioural issues or family communication issues. But, in almost all cases, our counsellor will need to have an initial session with a parent or guardian to explore the situation first. The counsellor will then make a recommendation for next steps, which in some cases will be a referral to specialized resources in the community.

Do you have more questions? Contact us!

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