Employee and Family Assistance Program

Employee Orientation

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1. About Shepell.fgi
2. Understanding your Shepell.fgi EFAP
3. What is Covered by my Shepell.fgi Benefits?
About Shepell.fgi

- Largest EFAP provider covering 10,000 organizations and 8 million employees and their families.
- Accredited by Council of Accreditation
- Broad suite of services addressing mental, physical and social health
- Over 100 offices & 3,000 + counsellors across North America
Understanding your Shepell.fgi EFAP
Understanding your Shepell EFAP

- Voluntary
- Confidential
- Help for work, health, life issues faced by you and your family
- No cost to you or your eligible family members
Confidentiality is Key

• No one will know you have used the EFAP unless YOU tell them

• Convenient counselling locations – close to home or office or online

• No back-to-back appointments with others from your organization

• Discreet, non-identifying messages

• Confidential records

• Online services and programs are firewall and password protected

* Confidential within limits of the law *
Help with any concern

- Nutrition/Health/ Naturopathic questions
- Stress, depression, anxiety
- Legal/Financial worries
- Family/Parenting
- Workplace challenges
- Relationships
- Addiction concerns
- Crisis
Program accessibility - 24/7/365

Care Access Centres

WorkHealthLife.com

My EAP Mobile App
Intake and Assessment

Access 24/7/365 to bilingual Client Care Representative and immediate assessment of client’s needs

Urgent Request/Crisis Situation

Client identifies need for help, requires care ASAP:
- Immediate access to EFAP Counsellor

Non Urgent Requests

Counselling

Counselling delivery option matched to client need and/or preference:
- Goal Oriented
- Individual
- Couples
- Families
- Different modalities to meet your needs and lifestyle.

Work/Life Solution

Client matched with appropriate professional:
- Assessment
- Consultation
- Resources provided aligned to specific need

Closure and follow-up
What is covered by my Shepell.fgi EFAP benefit?
Counselling Support

• Short-term and solution focused

• Masters-level clinicians

• 5-10 years of EFAP specific experience

• Largest counselling network in Canada = best match to your location and preferences
Counselling Delivery Options

Shepell•fgi Counselling Modalities

- Face To Face
- Telephonic
- Text-Based Self-Directed
- First Chat
- E-Counselling
- Video Counselling

The *right support* at the *right time* for the *right issues*.
Specialized Support

Online Programs

- Stress Management
- Financial Planning
- Enhancing Your Relationship
- Separation and Divorce

Career Support

- Career Planning
- Resiliency Coaching
- Retirement Planning

Smoking Cessation

- Telephonic
- Stop Smoking Centre
WorkLife Solutions

- Professional consultations with experts
- Resources to help with every day issues

Family Support
Balancing the demands of work and family is an ongoing challenge, whether you're looking for childcare or caring for older relatives, we can help.

Legal Support
Looking for answers to legal questions? We provide expert, confidential information about how the law applies to specific situations.

Financial Support
Financial concerns can be overwhelming, leaving you stressed and at times, powerless.
Health Coaching
Your health is often an afterthought, we can help you make the changes needed to be well and stay well.

Naturopathic Services
Another option to help you make better choices, this program provides a natural and holistic approach to the maintenance of good health.

Nutrition Support
Maintaining a healthy, well-balanced diet can be a challenge. Fortunately, our program can help you achieve your goals.
WorkHealthLife.com – go-to online EFAP resource centre

Average of 15,000 unique visitors each month
My EAP mobile device application – on-the-go EFAP support

- Immediate access to counselling
  - First Chat
  - E-Counselling
- Interactive tools: Relationship Meter & Stress Index
- Health and wellness articles, videos
- Download on every device - scan code or visit workhealthlife.com
- Learn more on YouTube

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Quality Assurance – we value your feedback!

After you use the EFAP you may receive:
• A voluntary satisfaction survey
• A telephone follow-up call by an EFAP service representative with your consent

Your EFAP is committed to ensuring the resources and support you receive are the right fit for you.

If you have any questions about the service, please contact us immediately.
Questions
Employee and Family Assistance Program

For confidential and immediate support with your work, health and well-being contact Shepell 24/7/365

Call: 1 800 387-4765  Visit: workhealthlife.com
Composez le 1 800 361-5676 Visitez le site travailsantevie.com