

Employee and Family Assistance Program Frequently Asked Questions & Answers

What is an Employee and Family Assistance Program (EFAP)?

An Employee and Family Assistance Program (EFAP) provides professional, confidential support services including short-term counselling, programs and resources to employees and their immediate family members for help with work, health and life issues.

Is the EFAP confidential?

Yes. The EFAP is completely confidential within the limits of the law. Our Client Care Representatives, Clinical Counsellors and professional service providers adhere to strict privacy and confidentiality procedures. Personal information is only ever provided to authorities when certain conditions—including threat of violence to oneself or others, child abuse or a subpoena—require Shepell to release it by law.

What kinds of problems or concerns can the EFAP help with?

Common issues that the EFAP can help you and your family with include:

- Emotional and mental health
- Relationships and family
- Workplace concerns
- Work-life balance and stress
- Addictions
- Physical health and nutrition
- Career questions
- Child and eldercare
- Legal and financial concerns
- How do I access to the EFAP?

Your EFAP is available 24/7/365:

Call the Shepell Care Access Centre toll free at 1 800 461 9722;

Use Online Access (Canada only) via workhealthlife.com;

Register and login to E-Counselling via workhealthlife.com, shepell.com or My EAP app;

Use First Chat, instant online chat with a counsellor, via workhealthlife.com;

For crisis situations requiring immediate attention, call 911 or the Shepell Care Access Centre at 1 800 461 9722.

Is the service bilingual?

Yes. Service is available in English and French.

To find out more about the services offered through Shepell, please contact us at 1 800 387-4765 or visit workhealthlife.com.

Prefer services in another language? Let us know at the time of your call and our language matching service will ensure you receive help in the language you're most comfortable with.

What are the different services my EFAP offers?

Your EFAP provides you with a variety of professional support services including:

Professional Counselling

Work/Life Services that include financial, legal, nutrition and family support

Tools and Online Resources

A combination of the above catered to solving your specific issue

Do I have to come in to Shepell offices to use EFAP services?

No. Shepell provides services and resources in formats that don't require an in-person visit. We offer access to our programs over the telephone, online and/or through text-based tools. Your initial assessment will identify the solution that best fits your lifestyle and learning preferences.

What if I don't need counselling?

Your EFAP covers a broad range of services, resources and support including, but not limited to, counselling. Learn more about the wide range of support available to you and your family by calling the Shepell Care Access Centre, reading more now here or logging in on workhealthlife.com.

Is there a cost to use the EFAP?

No. The cost of EFAP services is paid by your employer as a health benefit.

In situations where you are referred to a resource outside the EFAP, payment for these services is your responsibility. These fees are often partially or completely covered through the public health system, your company's medical benefits, and/or federal income tax credits.

Can my employer make me use EFAP services?

No. Your participation is always voluntary and confidential. Employers can privately remind you that the EFAP services are available if you are noticeably suffering, or if your work performance has been negatively impacted.

Do I need to make initial contact for a family member to access EFAP services?

No. Family members must access the EFAP on their own. Your family member's right to confidentiality is just as important as yours.

Will the EFAP provide service to my minor children without my consent?

Laws vary by province and country. Children under the age of 16 require a signed parental consent form to use the EFAP. Unless the law requires otherwise, EFAP services provided to children between age 16 and the local age of majority remain confidential. Because the successful resolution of a minor's problem often depends on parental support, EFAP counsellors usually encourage the minor to involve the parent(s).

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