

# Getting to Know Your EFAP

## Highlighting the Employee & Family Assistance Program



**Everybody faces difficult or stressful events in their lives. Most of the time, we handle these personal issues fairly well. Other times, our personal issues can become large enough to interfere with our effectiveness and happiness both at home and at work.**

Your EFAP is a proactive option for helping you manage your personal health and happiness — it provides totally confidential, professional counselling for a broad range of personal and family issues.

### **What benefits are available to me?**

Together, you and your eligible dependents can receive short-term counselling from a professional counsellor either in person, over the phone or through our website.

### **Counselling:**

Your EFAP program offers confidential and professional assessments, guidance, and counselling (and referrals when required) for personal challenges. These include but

are not limited to: relationship problems, trauma/PTSD, family problems, parenting support, stress related problems, depression, alcohol or drug use, anxiety, eldercare, emotional issues, work-related issues, gambling concerns, and grief or bereavement.

Our counselling model does not have a maximum number of sessions but operates within a short term model. You will be matched with a counsellor that best meets your individual needs, however, if you wish to have a different counsellor you can request one and we will meet your needs. If you are identified as requiring specialized or longer-term treatment, counsellors would refer you out to longer term care and often with community-based resources.

### **How does the counselling program work?**

**Counselling is available by telephone, online, or in-person.** When you need to speak with someone, simply call Homewood Health — staff will ask you for some basic information (to establish your eligibility for this benefit) and will help set up an initial appointment at a time that is convenient for you. An experienced counsellor will help

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**For more information please contact us:**

**1.800.663.1142 | TTY: 1.888.384.1152 | International (Call Collect): 604.689.1717**

**Numéro sans frais - en français : 1.866.398.9505**

[www.homewoodhealth.com](http://www.homewoodhealth.com)



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assess your concerns and aid you in developing practical solutions. All Homewood Health counsellors have extensive experience in helping individuals with their problems.

### Plan Smart Services:

Whether clients need to find a care facility for an aging parent on the other side of the country, obtain help getting finances under control, receive advice on how to raise a gifted child, or help stop bullying at school, Homewood helps clients to help themselves!

Clients utilizing Plan Smart Services are provided with an overview of the service by the intake counsellor, who will initiate support with the appropriate specialist. Clients have access to the specialist within 24 hours, and depending on client availability, specialists can provide an assessment of his or her needs upon first contact. Assessment outcomes, including additional support and resources, are customized for each client.

Our comprehensive suite of Plan Smart Services has three major components with service options for each area:

### Life Balance Solutions

- Childcare/Parenting Services
- New Parent Support
- Elder and Family Care
- Legal Advisory
- Financial Consultation
- Relationship Solutions

### Health Smart Coaching Services

- Nutritional Counselling
- Smoking Cessation
- 12 Weeks to Wellness

### Career Smart Counselling Services

- Career Counselling
- Pre-Retirement Planning
- Shift Worker Support

For the most part, these services are delivered by phone or online and often include a personalized package of information and useful tools, such as software programs that have been selected with the client's best interests in mind.

### E-Learning Courses:

These self-paced, interactive, confidential courses target personal issues and workplace issues targeted to managers and supervisors. The content is based on award-winning concepts that are utilized by leading-edge companies worldwide. When clients access our e-Learning courses this means there is no waiting period.

Each confidential e-Learning course is self-directed, and presents printable information, quizzes, and exercises. Some have printable action planning guides that can be customized to allow members to input their own scenarios and goals. Our 20 e-Learning courses provide a self-learning tool that employees/members or their family members can access 24 hours a day, 7 days a week, 365 days a year.

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## How do I register for Homewood Health e-Services?

Visit [www.homewoodhealth.com](http://www.homewoodhealth.com).

1. Once the homepage is displayed, click "Login" in the top right corner (hover over the small human icon).
2. Click "Member Services Area"
3. Click "Register"

Registration is simple:

**Step 1** - You will be prompted to enter your Company Name/Organization. Once your Company Name/Organization is displayed click on "Select". If you are unsure of your Company/Organization name you will be allowed to temporarily register without this information.

**Step 2** - Fill in the required personal, address and system information on the form that is displayed, and click "Continue".

**Step 3** - You now may be prompted for more information to complete the profile section. Note: In some cases this may not be required.

You have now created your client profile for access to the e-Services available to you. You will have the option of logging out or continuing on to the Member Services Area using your username and password.

*Note:* A confirmation email with access instructions will be forwarded to the email address that you provided during the registration process. On your next visit, you will login with your username and password.

## What about confidentiality?

Homewood Health counsellors are required by law to maintain the strictest confidentiality. Everybody who inquires about services available through their EFAP program will not be identified to anybody including their employer, within the limits of the law.

## What if I'm in a crisis?

In times of crisis and emotional distress, members of Homewood Health staff are prepared to take your call 24 hours a day, seven days a week. Help is always available. Signs of a crisis can include:

- feeling overwhelmed;
- constant irritation or anger;
- abusing drugs or alcohol;
- thoughts of suicide or death; and/or
- taking your frustrations out on people you love.

Whether in concern or in crisis, you and your family members are encouraged to take the first step, and access support through your Employee and Family Assistance Program.

## Who do I contact?

To speak to someone in confidence, for crisis services (24 hours a day) or to book an appointment (regular office hours), contact us today.

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