

Frequently Asked Questions

Is the service confidential?

Yes, your use of the EFAP and any information collected is completely confidential within the full limits of the law. The information FSEAP counsellors collect during the initial call and throughout the service process is used to:

- Ensure we can contact you;
- Better understand your service needs;
- Maintain accountability as a service provider;
- Ensure that safety, legal and ethical standards are met; and
- Assess the quality of our services.

EFAP counsellors and consultants do not release any information without prior written consent except to protect life and when ordered to do so by a court of law.

When are appointments offered?

Your EFAP offers flexible appointment times for counselling, including day, evening, and weekend appointments. Work/Life services are offered over the phone, or online, during regular business hours. In-person counselling appointments are typically offered within 3–5 days of your call.

What can I expect from EFAP counselling?

The purpose of EFAP counselling is to provide short-term, goal focused counselling. It can also assist with assessment and referrals for treatment of serious or chronic emotional, relationship, psychiatric, or behavioural concerns.

What if my counsellor is not the right fit for me?

FSEAP's goal is to provide you with effective, supportive services. If you are not comfortable or satisfied with your counsellor or consultant for any reason, call the 1-800 line and a counsellor will assist you with a referral to a different provider.

Confidential assistance to help with life and work.

Counselling Services:

- 24/7/365 Crisis Counselling
- Personal Counselling

Work / Life Advisory and Consultation Services:

- Career Counselling
- Child/Eldercare Consultation
- Financial Coaching and Credit Counselling
- Health Coaching
- Legal Consultation
- Life Coaching
- Nutritional Counselling
- Resource Kits— Family & Life Stages
- Smoking Cessation Support




Your Employee and Family Assistance Program

Confidential assistance to help with life and work.

The right help, at the right time.
Contact your EFAP for immediate, confidential assistance 24/7/365.

 **1.800.667.0993**
TTY 1.888.234.0414

 fseap.bc.ca

fseap Now we're talking.

The right help, at the right time.

From time to time, we all deal with difficulty in life. Most often we can deal with life's challenges ourselves, or with the help of family or friends. But sometimes it can be helpful to talk to a trained professional— someone who is objective, caring and experienced at helping with the particular issue you're facing. When the need arises, your employee and family assistance program (EFAP) is there to help.

Immediate, Confidential Assistance for Any Concern

Your EFAP is a confidential and voluntary support service that helps employees, and their families find the right options and solutions to resolve personal, family, or work-related challenges. Whether you want to improve communication in your relationships, stop smoking, or a find better way to manage personal finances, EFAP's counsellors and expert consultants can assist you in taking the steps that can lead to meaningful change.

You and your immediate family members (as defined in your employee benefit plan) are eligible to access a range of EFAP services, including:

- Crisis and Personal Counselling
- Work/Life Advisory Services
- Online Health and Wellness Resources

The EFAP services are provided and paid for by your employer. There is no cost to you.



EFAP Services

Crisis Counselling

For any urgent need, crisis counselling is available 24/7 toll free. Crisis counselling is accessible from anywhere in North America, and includes TTY and multi-lingual access. A master's level counsellor is standing by to help.

Personal Counselling

Your EFAP offers professional counselling services including information, assessment, referral and/or short-term, goal-focused counselling. You can receive counselling support in-person, over the phone, and via the internet as e-counselling or online chat. You can also access as an individual, couple or family. The EFAP's professional counsellors are trained to help with many issues you or your family may face, such as:

- Addictions (i.e. alcohol, drugs, gambling, internet, sexual)
- Anger
- Anxiety and depression
- Career development issues
- Childcare and eldercare issues
- Communication
- Family concerns
- Family violence
- Financial or legal issues
- Harassment
- Health and diet concerns
- Grief and loss
- Life transitions
- Mental health
- Parenting
- Personal development
- Relationship issues
- Separation and divorce issues
- Sexuality
- Substance use concerns
- Stress management (work or home)
- Trauma
- Work/life balance

EFAP's clinical providers are caring, highly qualified counsellors, all of whom hold a minimum of a master or doctorate degree in psychology, counselling psychology, marriage and family therapy, or social work. Each counsellor has a minimum of five years of clinical experience, and is registered with a professional association.

EFAP Personal Counselling services are available in locations throughout Canada and the U.S.

Work/Life Advisory Services

In addition to counselling services, your EFAP also provides a variety of telephonic work/life advisory and consultation services by qualified experts to help you manage work and personal responsibilities to reach your goals. EFAP Work/Life Services include the following:

- Career Counselling
- Child/Eldercare Consultation
- Financial Coaching and Credit Counselling
- Health Coaching
- Legal Consultation
- Life Coaching
- Nutritional Counselling
- Resource Kits— Family Stages
- Smoking Cessation Support

Online Health and Wellness Resources

Your EFAP offers detailed information about program services and an online health and wellness resource library at www.fseap.bc.ca. You'll find helpful resources on a variety of topics, including emotional and physical health and wellbeing, relationships, addictions, parenting and family, career and job, and more.

For information on how to access the online resources, check with your human resource department or call **1.800.667.0993**.

The right help, at the right time.
Contact your EFAP for immediate, confidential assistance 24/7/365.

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TTY 1.888.234.0414

 fseap.bc.ca