



Shepell-fgi EFAP Services

In our increasingly fast-paced world, you may find it challenging to take care of yourself while balancing your responsibilities at work with your obligations at home. Your Employee and Family Assistance Program (EFAP) is here to help. We offer timely, professional assistance and support to help you manage all of life's complexities—be it issues with your Work, Health or Life.

Accessing your EFAP

24-hour, 7-days-a-week toll-free confidential telephone access via the Care Access Centre to EFAP for crisis counselling, risk assessment and matching to appropriate service(s).

Our Intake Specialists are fully bilingual in English and French. **1-800-387-4765**

24-hour, 7-days-a-week secure and confidential access to a range of EFAP support services via workhealthlife.com with Online Access. Service fully bilingual in English and French.

24-hour, 7-days-a-week direct access via the Internet to Online Programs, E-Counselling and First Chat. Our trained counsellors are fully bilingual in English and French.

Professional EFAP Counselling Services

Counselling Modalities:

A range of **six** counselling modalities to accommodate any client:

- Face-to-Face
- Telephonic
- E-Counselling
- Text-based Resource Packages
- Video-Counselling
- First Chat

Counselling Services:

Personal/Emotional

- Stress
- Depression
- Anxiety
- Suicidal Risk
- Self Esteem
- Anger Issues
- Life Stages
- Post Trauma Support
- Abuse

Couple/Relationship

- General Relationship
- Relationship Breakdown
- Separation/Divorce
- Intimacy Issues
- Communication/Conflict Resolution
- Family Planning

Addiction Related

- Alcohol
- Drugs
- Other's Addictions
- Smoking
- Gambling

Family

- Parenting
- Child Behaviour
- Adolescent Behaviour
- Blended Family
- Communication
- Elder Related
- Extended Family Relations

Work Related

- Workplace Stress
- Work Relationships/Conflict
- Career
 - Planning
 - Resiliency
 - Retirement Planning
- Workplace Violence/Harassment
- Work Performance



Support Modalities:

- In-Person Consultation
- Telephonic Consultation
- Expertly-developed online programs
- Text-based Resource Packages

Work-Life Services:

Legal Support Services

- Civil Litigation
- Criminal Law
- Landlord-Tenant
- Property Law
- Real Estate
- Will/Estate
- Child Custody
- Child Support
- Separation/Divorce

Nutrition Support Services

- Disease State Management
- General Healthy Eating
- Weight Gain/Loss
- Healthy Eating on the Go
- Accommodating Shift Work
- Regulating Diabetes
- Preventing Heart Disease

Family Support Services

- Planning a Family
- Adoption
- Daycare
- Expectant and New Parents
 - New Parent Package
- Home Support Services
- Parenting Resources and Info
- Special Needs
- Compassionate Care and Bereavement
- Eldercare Resources and Information
- Community Programs
- Residential Care Options

Health Coaching

- Condition Management
- Risk Reduction
- Weight Management
- Healthy Eating
- Responsible Alcohol Use
- Stress Management

Financial Support Services

- Bankruptcy
- Debt/Credit
- Divorce
- Estate
- Insurance
- Investment Planning
- Real Estate/Mortgage
- Retirement
- Taxes
- Employment Transition

Naturopathic Services

- Physiology
- Diet
- Lifestyle
- Mental/Emotional Well Being

Self Help Resources:

Online Program Suite

- Stress Management
- Enhancing Your Relationship
- Smoking Cessation
- Financial Planning Service
- Separation and Divorce

Health & Wellness Resource Packages

- Parenting School-Age Children (6-12)
- Parenting Teens
- Enriching Your Career
- Job Loss and Transition
- Managing Workplace Stress
- Enhancing Your Relationship
- Separation and Divorce
- Eating for Health

Online Services:

- Online Access provides users with secure and confidential access to a range of EFAP support services
- First Chat is confidential online chat consultative service with a trained counsellor for immediate support
- **My EAP** Mobile Device Application (for Blackberry, Apple and Android-based devices)
- Client Resource Website workhealthlife.com featuring 700+ health/wellness articles
- E-Newsletters
- Mental Health Microsites

Discover workhealthlife.com

Download [My EAP](#) app | Follow us on  

