



Employee and Family Assistance Program

Services provided by Shepell-fgi

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** (ID = "The Catholic Independent Schools of Vancouver")

24-hour, 7-days-a-week secure and confidential access to a range of EFAP support services via **workhealthlife.com** with Online Access.

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

Counsellor Network of 3000 counsellors with masters-level training and 5-10 years of EFAP specific experience. Available in 147 languages with global capabilities.

Counselling Modalities:

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

- In Person
- Telephonic
- E-Counselling
- Video Counselling
- First Chat
- Text-based Resource Packages

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
- Communication/Conflict Resolution

Family

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

Addiction Related

- Alcohol
- Drugs
- Other's Addictions
- Smoking

Work Related

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



EFAP WorkLife Services

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

Financial Support Services

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

Family Support Services

- Adoption
- Daycare
- Expectant and New Parents
- 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

Nutrition Support Services

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

Naturopathic Services

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

Career Counselling

- Career Satisfaction
- Resiliency Coaching
- Retirement Planning

Self Help Resources:

Online Program Suite

- Stress Management
- Enhancing Your Relationship
- Smoking Cessation
- Financial Planning Service

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
- Eating for Health

Online Services:

- Online Access provides users with secure and confidential access to a range of EFAP support services
- First Chat is a 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  

