

Employee and Family Assistance Program



Understanding your Morneau Shepell Employee and Family Assistance Program

Voluntary

Confidential

Help for work, health, life issues
faced by you and your family

No cost to you or your family

Confidentiality

Immediate
and
confidential
help

- No one will know you have used the EFAP unless YOU tell them
- Convenient counselling locations – AWAY from the workplace and online
- No back-to-back appointments with others from your organization
- Discreet, non-identifying messages, online services and programs are firewall and password protected

Help with any concern



- Stress, depression, anxiety
- Nutrition questions
- Legal worries
- Addiction concerns



- Workplace challenges
- Relationships
- Family/Parenting
- Crisis



EFAP services available to you and your family

Counselling support



Professional Counselling

Through a range of counselling delivery options, our professional counsellors can help you and your family anytime, anywhere.

Delivery options:

- Face-to-face
- Telephonic
- Text-based self-directed
- First Chat
- E-counselling
- Video Counselling
- Online Group Counselling

- Short-term, one issue at a time with solution focus
- Masters-level training
- Largest counselling network in Canada = best match to your location and preferences

Specialized counselling support

Online Programs



Stress Coach Connects

Through a stress assessment and interactive program, we can help you effectively manage stress.



Separation and Divorce

Find support for the emotional, parenting, legal and financial impacts of separation and divorce.



Smoking Cessation

Find the support you need for smoke-free reality!



Financial Planning Service

We have tools and resources to help you plan for a bright financial future.



Enhancing Your Relationship

Learn the key principles to healthy relationships to achieve greater relationship satisfaction.



Work-life services



Family Support

Let us help you find solutions that suit your family's needs.



Legal Support

Have legal questions? We provide expert, confidential information about how the law applies to specific situations.



Financial Support

We have tools and resources to help you plan for a bright financial future.



Career Counselling

Wide range of support to assist you in optimizing your career, resiliency and retirement



Work-life services



Health Coaching

We can help you make the changes needed to be well and stay well.



Naturopathic Services

Take a natural and holistic approach to the maintenance of good health.



Nutrition Support

We can help you maintain a well-balanced diet so you can achieve your goals.





Using the EFAP: from intake to feedback

Program accessibility

Care Access Centres



My EAP mobile app

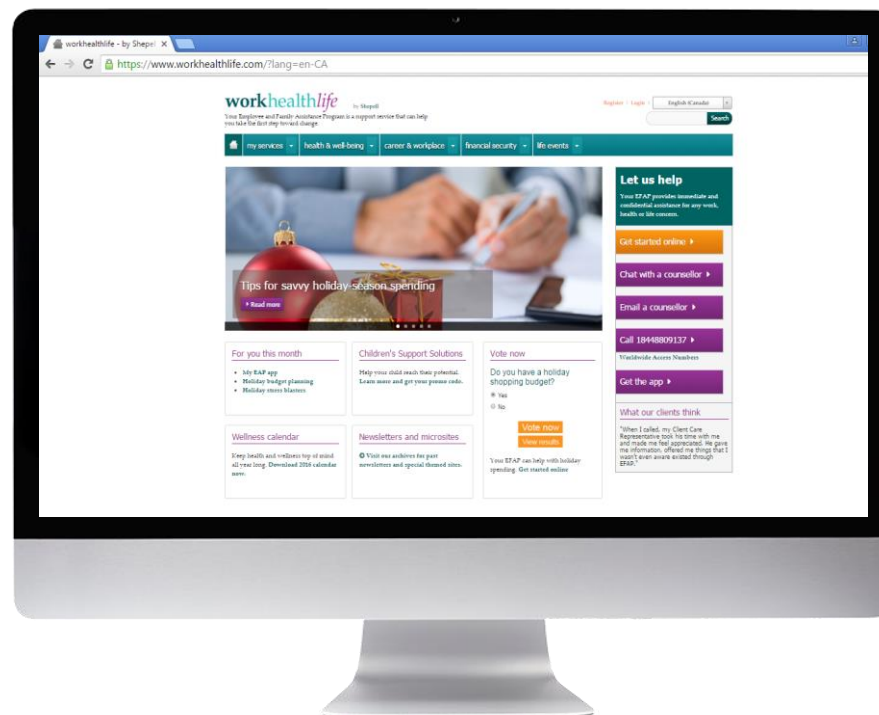
You've got support anytime, anywhere with MY EAP app

NEW ON MY EAP

- Improved access to support
- Financial Wellness Score Assessment
- Now available in Spanish!

A smartphone displaying the My EAP app interface. The screen shows a navigation menu with icons for 'MY SERVICES', 'BOOK A SERVICE', 'ARTICLES & RESOURCES', 'MOBILE PROGRAMS', 'CHAT NOW', and 'ASSESS ME'. There is also a 'Call' button at the bottom.

workhealthlife.com

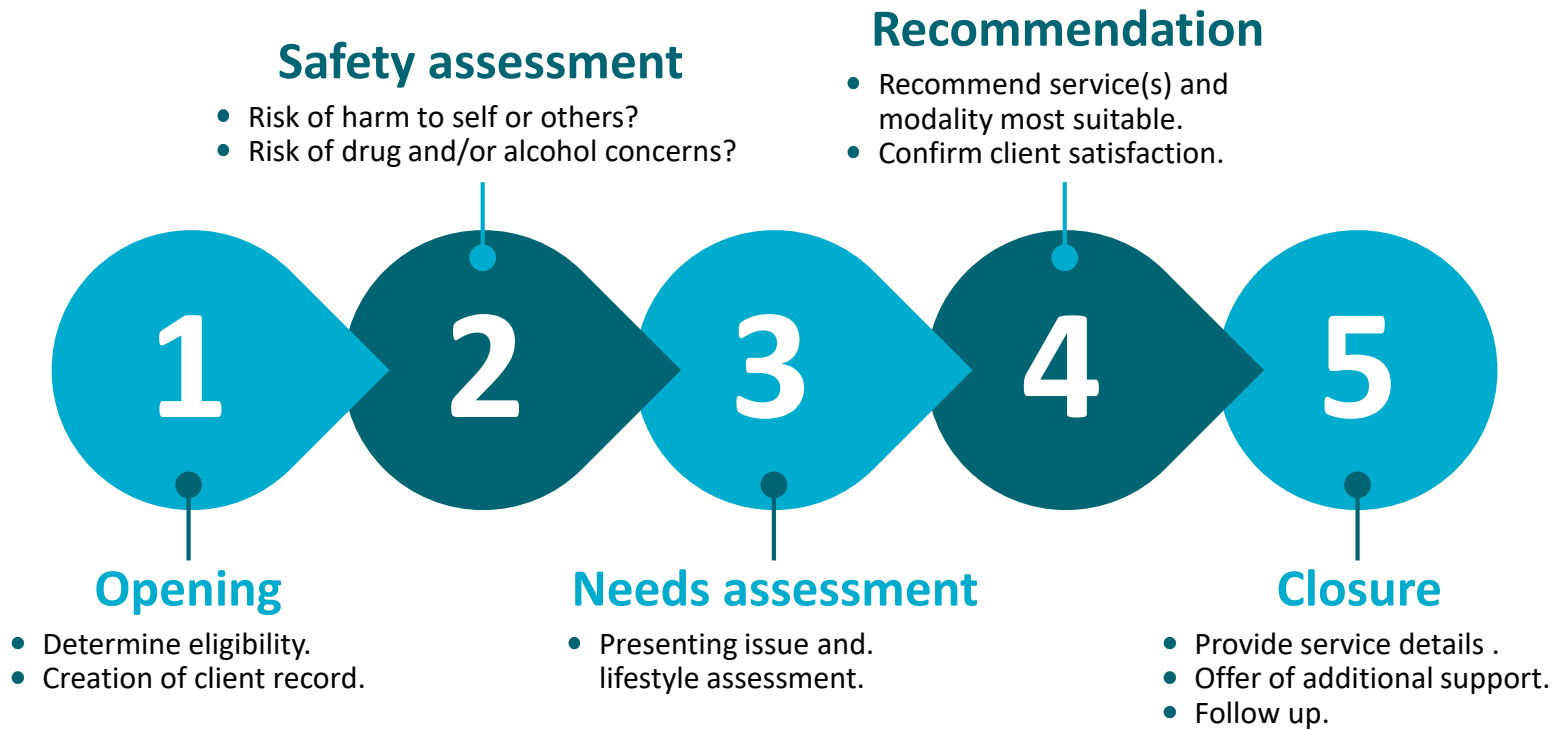


Access to counselling

Toll-free call centres • Online
• First Chat • My EAP App

24/7/365 access to
bilingual intake professionals

Immediate assessment
of caller's needs



85% of appointments booked at time of intake

Quality assurance

We value your feedback!

After you use the EFAP you may receive:

A voluntary
satisfaction survey



A telephone
follow-up call by
an EFAP service
representative



Your EFAP is committed to ensuring the resources and support you receive are the right fit for you

Questions?





Thank you

Access your Employee and Family Assistance Program (EFAP) 24/7 by phone, web or mobile app.
1.844.880.9142
TTY: 1.877.338.0275
workhealthlife.com

My EAP app



workhealthlife blog

