



YOUR EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)

As of September 18th all UNSM elected officials will now have access to the Employee and Family Assistance Program (EFAP) provided by Shepell.fgi.

The EFAP is a **voluntary, confidential, short-term counselling and advisory service** that connects individuals and their immediate family members to a network of dedicated counseling professionals who are available to provide assistance **24 hours a day**. There is no cost to you and your family to access any of the services.

Counselling Services

You can access the EFAP for support with a variety of personal or work-related problems. This may include:

- **Relationship Issues**
- **Mental or Emotional Health Challenges**
- **Addictions**
- **Life Transitions**
- **Career-Related concerns**

Work/Life Services

Your EFAP also offers a number of professional consultation and information services, which address a more specialized range of concerns. This range of services includes:

- **Family Support Services:** Helps with issues faced throughout an individual's family and personal life.
- **Financial Support Services:** Take control of your financial future with advice from financial experts.
- **Legal Support Services:** Confidential consultations that will help provide information and clarification concerning how the law applies to a specific situation.
- **Nutrition Support Services:** Achieve your nutrition goals with help from a Registered Dietician.
- **Naturopathic Services:** Natural and holistic approach to the maintenance of good health.

Shepell.fgi's master's level, experienced counsellors provide support **in person**, over the **telephone**, online via **e-counselling**, & **video counselling**.

To access the EFAP, contact Shepell.fgi, toll free 24 hours a day, 7 days a week at **1 800-387-4765** or online at **workhealthlife.com**



Download the MyEAP app, an at your finger tips resource, at www.shepellfgi.com/myeap or scan the QR code now.

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Download our [My EAP](#) app today!

EAP clients login and discover workhealthlife.com

Follow us on  

Connect to better health and well-being

Immediate, confidential help for any concern

Feel better. Solve a problem. Prevent future problems.

IMMEDIATE, CONFIDENTIAL HELP.

Your Employee Assistance Program (EAP) is a confidential and voluntary support service that can help you solve all kinds of problems and challenges in your life.

You and your immediate family members (as defined in your employee benefit plan) can receive support over the telephone, in person, online, and through a variety of issue-based health and wellness resources. You can also take advantage of online tools to help manage personal well-being.

You'll get practical, relevant support, fast and in a way that is most suited to your preferences and learning approach. Caring professionals can help you select a support option that works best for you.

IS THE SERVICE CONFIDENTIAL?

Yes. Your EAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the service.

HOW MUCH WILL IT COST?

There is no cost to use your EAP. If you need more specialized or longer-term support, your EAP will help you select an appropriate specialist or service that can provide assistance. While fees for these additional services are your responsibility, some may be covered by your provincial or organizational health plan.

YOUR EMPLOYEE ASSISTANCE PROGRAM HELPS YOU:

Achieve Personal Well-Being:

- Personal stress • Depression • Grief and loss • Anxiety
- Aging/midlife issues • Life transitions • Managing anger • Mental health and well-being • Crisis situations • Trauma

Manage Relationships and Family:

- Communication • Relationship conflict • Separation/divorce
- Parenting • Domestic abuse • Blended family issues • Family relationships • Aging parent concerns

Get Legal Clarity:

- Family Law • Custody • Separation/divorce • Bankruptcy
- Summons/warrants/subpoenas • Consumer protection

Get Financial Clarity:

- Credit/debt management • Bankruptcy • Early retirement
- Financial aspects of separation/divorce • Financial emergencies



Research Child and Elder Care Resources:

- Child care • Adoption • Maternity/parental leave • Schooling
- Adult day programs • Nursing/retirement homes

Address Workplace Challenges:

- Workplace conflict • Workplace performance • Career planning
- Violence • Harassment • Work-life balance • Work-related stress

Tackle Addictions:

- Alcohol • Drugs • Tobacco • Gambling • Other addictions
- Post-recovery support

Understand Nutrition:

- Weight management • Addressing: high cholesterol, high blood pressure, diabetes, heart disease • Boosting energy and stress resilience

Get Healthcare Advice:

- Flu, high fevers, cough/cold • Minor burns • Vomiting • Tests
- Generalized aches/pains • Medications • Public health warnings
- Preventing illness • Natural wellness and healing strategies

Call your Employee Assistance Program (EAP) toll-free, 24 hours a day, seven days a week for immediate, confidential help:

1.800.387.4765

TTY Service: 1.877.338.0275.

Or, visit

online counselling at: www.shepellfgi.com/ecounselling

online resources at: www.shepellfgi.com

Your Employee Assistance Program (EAP)

Confidential Help For Any Concern

Struggling with a relationship issue? Under a lot of stress: work-related or personal? Trying to get along better with a co-worker? Concerned about alcohol, drugs, or a possible gambling problem? Feeling anxious or depressed?



Your Employee Assistance Program (EAP) is a confidential and voluntary support service that can help you solve all kinds of problems and challenges in your life.

You and your immediate family members (as defined in your employee benefit plan) can receive support over the telephone, in person, online, and through a variety of issue-based health and wellness resources. For each concern you are experiencing, you can receive a series of sessions. You can also take advantage of online tools to help you manage personal well-being.

You'll get practical, relevant support, fast and in a way that is most suited to your preferences, learning approach and lifestyle. Caring professionals will help you select a support option that works best for you.

CONFIDENTIALITY

Your EAP is completely confidential within the limits of the law.* No one, including your employer, will ever know that you have used the service unless you choose to tell them.

How can I be sure this service is confidential?

Shepell•fgi assures **confidentiality** by the following means:

- Statistical reports do not include any identifying information concerning any individual or their activity.

- The confidentiality of all transactions and the identity of all persons using the EAP will be maintained by Shepell•fgi.
- Clients sign a Statement of Understanding acknowledging that no personal information can be released to any individual, family member, other persons or organization without their prior knowledge and written consent, except as required by law (or in a situation that may be deemed as potentially life threatening by the EAP counsellor).*
- All counselling records are the property of Shepell•fgi and shall not be released to medical authorities or other professionals without written consent of the client.
- Shepell•fgi does not schedule two persons from the same organization for back-to-back appointments.
- Shepell•fgi does not leave identifying telephone messages at home or at work.
- Shepell•fgi counsellors work within strict codes of professional ethics.
- All electronic information within the Shepell•fgi network is protected by a robust, advanced and highly reliable security architecture and monitoring system (using the same level of encryption as the major banks).

**Limits to confidentiality as required by law include, but are not limited to, situations involving child abuse and directed threats of violence to self or others.*

Call your Employee Assistance Program (EAP) toll-free, 24 hours a day, seven days a week for immediate, confidential help:

1 800 387-4765 TTY Service: 1 877 338-0275

Or, visit online information and resources:
www.workhealthlife.com

Your Shepell•fgi EAP is a confidential service available to you and your family members as part of your organization's healthcare benefit package. There is no cost to use the EAP.



Life happens, let us help

Work/Life 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 Assistance Program (EAP) 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.

HELPING YOU MANAGE DAILY DEMANDS

Family Support Services: Dealing with family issues can sometimes be overwhelming. Fortunately, our Family Support Specialists can help you navigate through many of the challenges you and your family may be experiencing. Not every family is alike, so whether you need help selecting childcare or have questions about caring for older relatives, we're here to provide you with relevant information, resource referrals and education materials to improve your family's well-being.

Financial Support Services: Managing your money doesn't have to be complicated; with proper planning and advice, you can finally take control of your finances. Our financial experts provide you with tips and tools to help plan and achieve your financial goals, especially during major life changes such as marriage, divorce or retirement. Learn what our experts have to say so that you can make smarter, more profitable financial decisions.

Legal Support Services: When is it appropriate to involve a lawyer? What are my rights as a tenant? How are visitation rights and child support determined? If you're looking for answers to legal questions such as these, our legal professionals can provide you with expert, confidential advice to help you understand how the law applies to your specific situation. They can recommend options on possible courses of action and where necessary, refer you to a qualified lawyer for ongoing legal advice. By understanding the laws at hand, you'll be able to make more informed decisions.

HELPING YOU BE WELL AND STAY WELL

Health Coaching: Your health can often become an afterthought. Health Coaching helps make it a priority—offering practical, personalized and interactive consultation that is tailored to you and your issue. Health Coaches provide you with information about a variety of physical health conditions and risks, and offer support to create a targeted risk reduction action plan.

Naturopathic Services: Looking for an alternative to conventional medicine? Naturopathy provides a natural and holistic approach to the maintenance of good health. Our Naturopathic Doctors offer customized health and wellness information as well as natural remedies to help you prevent and treat illness, recognize the mind/body connection and understand and utilize the body's full healing potential.

Nutrition Support Services: Maintaining a healthy, well-balanced diet can be a challenge. Fortunately, our program can help you achieve your goals. Our Registered Dietitians can answer questions and offer advice on weight management, eating for health and appropriate nutrition to manage a medical condition. They will provide you with suggestions on how to be and stay well through a more nutritious, balanced diet.

To access any of these services*, call your EAP toll-free,
24 hours a day, seven days a week:

1 800 387-4765 TTY Service: 1 877 338-0275

To access online counselling or resources, visit: www.workhealthlife.com

*For more specific information about service parameters please refer to your EAP brochure.

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Innovative Online Programs from Shepell-fgi

As part of Shepell-fgi's commitment to provide support how and when people want to receive it, we proudly to introduce our line of expertly developed online programs. Access these programs by calling our Care Access Centre or via Online Access (in Canada) on workhealthlife.com and get started on the path to a healthier you!

Online Stress Management Program

Featuring proven techniques and presented in an engaging and interactive online real-time environment, this program helps people manage stress and make meaningful changes in their lives. Based on a detailed individual stress assessment, users can work at their own pace, learn techniques, set goals, complete actions and measure their results in real-time. Interactive features and tools include action email reminders, a three-month goal overview calendar, an area to record thoughts and evaluate one's thinking patterns, stress-busting games and activities and real-time status indicators showing goal progress.

Online Enhancing Your Relationship Program

In collaboration with clinical experts in the field of intimate relationships we have developed a comprehensive new program featuring evidence-based best practices to help both individuals and couples achieve greater overall understanding of and satisfaction in their intimate relationships. The program will educate users about the keys to healthy relationships through articles, videos, interactive activities and exercises, and extensive resources including online book ordering. Every relationship is different, but with the right building blocks and support, a happier and healthier relationship can be a reality!

Online Smoking Cessation Program (Shepell-fgi Stop Smoking Centre)

Whether you are just thinking about quitting, feeling challenged by having made multiple attempts to quit and/or well on your way to being smoke-free, this program will provide you with tools, tips and strategies to better formulate and follow a successful path on your smoking cessation journey. Interactive and personalized tools help you identify and track progress as you accomplish major milestones. In addition you will find a nicotine dependency test, a Quit Meter to help you track money saved and years gained with each smoke-free day, a live moderated chat forum to seek support and inspiration from others.

Online Financial Planning Service

Designed to give you convenient access to financial education, resources and tools, Online Financial Planning Service also includes interactive and personalized features. Users may complete an assessment that will help them create a financial action plan tailored to their personal situation or learn at their own pace using a variety of online resources and tools such as calculators and worksheets. Areas covered include debt and credit, budgeting, investing, bankruptcy, taxation, mortgages, retirement, insurance, estates, employment transition and divorce.

To find out more about the Online Program suite offered through Shepell.fgi, please contact us at **1 800 387-4765** or visit workhealthlife.com.



Download [My EAP](#) app for free. Work, health life goes mobile! Now available for Android and iPad.

Visit shepellfgi.com/myeap or scan the QR code. Follow Shepell-fgi on [twitter](#) and [Linked in](#).

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