



CONFIDENTIALITY

If I use the Employee & Family Assistance Program (EFAP), will anyone know I have used it? Can anyone phone the EFAP and get information about my use of the program?

No. Strict confidentiality and anonymity will always be maintained by *Morneau Shepell*, as it is one of the most important pillars of our organization. No personal information will ever be released to anyone by *Morneau Shepell* unless the employee specifically requests for us to do so. In this case, the employee's request must be written, informed, and voluntary. *Morneau Shepell* has many different processes in place to ensure confidentiality.

Is there confidentiality for everyone in the organization?

Yes! It does not matter if you own the organization in question or you are an employee of the organization... the EFAP works the same for everyone when it comes to confidentiality.

What will appear on my employee personnel file? Will Human Resources or my Manager or anyone else be told that I have used the service?

There will be **NO** information concerning an employee's use of EFAP services communicated to the workplace unless the employee specifically asks us to do so.

What about cases where a counselor feels that an employee or others are at risk or in danger?

In such cases, communications between *Morneau Shepell* and appropriate others concerning the perceived dangerousness of an employee to himself/herself or others may be required. This does not constitute a breach of confidentiality. *Morneau Shepell* may also be required to communicate with the appropriate authorities concerning suspected violations of Child Welfare legislation. Communications made by *Morneau Shepell* staff as a result of being subpoenaed by a court of law also does not constitute a breach of confidentiality.

If a family member uses the EFAP, will the employee be informed?

NO. Any covered partners and/or dependents of an employee are considered equally important as the employees themselves. Thus, the employee will not be informed when a family member reaches out (nor will a family member be informed if the employee uses the EFAP).

Do I have to give my Social Insurance Number, Employee Number, or provide any other type of identification?

Not at all. You simply identify yourself as an employee of your organization. You will also be asked for your date of birth, a way to contact you, and a password. If a family member is calling in, they will also be required to provide the eligible employee's name.



Connect with us for confidential support or to learn more

Use the EFAP resources and support designed just for you – the people leader.
For immediate assistance, contact us at **1.844.880.9142** or visit **workhealthlife.com**.





COUNSELORS



What are the counselors' backgrounds?

Morneau Shepell's counselors are all social workers, psychologists, and addictions counselors who come with a Master's Degree. They also need to have a minimum of 5 years of experience in a similar field of counselling.

Will counselors make house calls?

No, generally not. Counselors are available to employees and their eligible spouses and/or dependents for in-person counselling sessions at a number of convenient office locations throughout Atlantic Canada. In very exceptional circumstances, a counselor will make a house call (ex: if an employee is off work on disability and is not mobile at all and, thus, cannot leave the house. However, this is rare).

Do I have to speak with a counselor in person?

Not at all! Not everybody is comfortable with speaking with someone in person about their issue. Therefore, *Morneau Shepell* offers a variety of alternative modalities for counselling: telephonic, video counselling, First Chat (texting), E-Counselling (via email), online group counselling. At the end of the day, the individual comfort level with how they are receiving the help they are looking for is the only thing that matters.

How likely am I to run into a fellow employee at a counselling office?

This simply will not happen. To ensure confidentiality to those looking to speak with a counselor in person, *Morneau Shepell* will not book two people from the same organization back-to-back at the same office (which includes a buffer of time before AND after each meeting), ensuring that an employee will never run into a co-worker.

Will the counselor be willing to talk to other professionals that I or my family might be seeing? (For example, will he/she talk to a school counselor if my child is having difficulty at school?)

This is a rare occasion, but it is quite possible for a *Morneau Shepell* counselor to communicate with other professionals as long as they have the written, informed, and voluntary consent of the employee or eligible family member to do so.

What if my assigned counselor is unavailable and I have a crisis?

Morneau Shepell's professional Care Access Centre counselors are available for telephone counselling support **24 hours a day, 7 days a week, 365 days a year.**

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COUNSELLING

What hours of the day is counselling available?

In-person counselling services are available during the day, usually between the hours of 8am and 5pm. Sometimes sessions can be booked into the evening hours, but that is dependent upon the availability of the local counselors. Telephone counselling, however, is available 24 hours a day by calling the 1-800 EFAP telephone number.

Can management force an employee to go for counselling?

No. The EFAP is a completely voluntary program. While an organization's people leader(s) may recommend EFAP services to you, the decision to access these services is yours to make.



How many sessions can be scheduled? Is there any cost for the services provided?

The EFAP provides short term counselling at no cost to the employee or immediate family member. This means that our service delivery responds to the employee's needs by being both flexible and comprehensive, in response to the intensity, severity, and complexity of the presenting issues. On average, most individuals use between 3-5 sessions to successfully resolve their problem. If an individual has long term issues or requires specialized services (ex: for addictions or serious mental health), the *Morneau Shepell* counselor carefully assesses the needs of the client, then refers the individual or family member to an appropriate community professional or agency. The employee may have some responsibility to pay for the community resources or to use extended benefits to cover the costs of the services they are referred to. The counselor attempts to match the client with the most appropriate and cost effective resource with the shortest waiting period.

How do I make an appointment?

To make an appointment, simply call our toll free telephone line as outlined below or on our brochure. The Care Access Representative (CCR) assesses the caller's needs, determining the nature and immediacy of response required. They will require the caller's name, date of birth, and contact information. The CCR will then match the individual or family with a *Morneau Shepell* counselor who is local to the caller. This counselor will contact the caller within 2 business days to schedule an appointment within 5 days (unless it is an urgent situation). Counselors are available telephonically (or within another modality) for situations where assistance is needed immediately, or where it is inconvenient to meet in a face-to-face format.

How can an employee evaluate the service?

Everyone who uses the EFAP will be given a Satisfaction Survey, allowing them to respond, confidentially, to a number of questions concerning the quality of the services provided. It also allows the client to make comments about the program, in general. This information allows *Morneau Shepell* to monitor the quality of services being provided and also provides your organization with useful feedback about the services.

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