

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 & Family Assistance Program (EFAP) 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 EFAP 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 EFAP. If you need more specialized or longer-term support, your EFAP 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 EFAP 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 & Family Assistance Program (EFAP) toll-free, 24 hours a day, seven days a week for immediate, confidential help:

1.800.268.5211

TTY Service: 1.800.363.6270

Or, visit

www.shepellfgi.com/go/members