

## Employee and Family Assistance Program (EFAP)

Reference guide

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## Employee Support Solutions by Morneau Shepell

- We improve organizational health and drive productivity.
- We do this by understanding the needs of people and organizations and delivering competitive, high quality, research-based solutions.
- We are recognized as a leader in Health and Productivity Solutions, delivering your organization and people the very best support anywhere, anytime, anyway.

### **To our Organizational Clients:**

We are a trusted provider of essential services that keep employees healthy, productive, and engaged.

### **To our Client's Employees and their Family:**

We are a confidential source for expert support that makes a positive difference in their lives.

## Experts in prevention-focused employee support

- World's largest EFAP provider.
- Accredited by the COA – Council on Accreditation.
- Employee and Family Assistance Program covers over 20 million lives
- Size of our worldwide clinical network: 60,000
- One of the largest Workplace Learning Solutions firms in Canada, delivering over 6000 learning sessions a year.
- Six Care Access Centres (Toronto, Mississauga, Montreal, Vancouver, Ottawa & Regina)
- Service delivery in over 104 countries.
- National media and corporate partner for mental health.

## Key components of Employee Support Solutions

### **Employee and Family Assistance Programs (EFAP)**

- Counselling: In-Person, Telephonic, E-Counselling, Video, Online Group, First Chat (online chat with a counsellor), and Text-based self-directed.
- WorkLife Services: Legal, Financial, Nutrition, Family, Child to Eldercare, Health Coaching, and Naturopathy Support, Career Counselling, Fitness Coach Connects, Smoking Cessation.
- Health and Wellness Resource Packages: target life events/changes.
- Online Programs: Stress Management, Enhancing Your Relationship, Smoking Cessation, Financial Planning, Separation and Divorce, Fitness Coach Connects.
- Tools and Online Resources:

- Go-to EFAP resource, [workhealthlife.com](http://workhealthlife.com).
- Online Access.
- Online counselling: First Chat, E-Counselling, Video, Group.
- Mental health microsites.
- E-newsletters for employee and manager audiences.
- Award-winning My EAP mobile device application.
- Blogs: workhealthlife blog, Shepell blog.
- Employee and Manager Orientation videos.
- LifeSpeak on Demand, and more.
- People Leader Consultations: confidential, immediate and essential support for people leaders.
- Live Online Training: Manager and Employee Orientations.
- Consistency in quality of standards.

### **Six Care Access Centres**

- Immediate support offered on first call.
- 24/7/365 access to professional counsellors for urgent or crisis situations.
- Same-day appointments for urgent matters, three to five business day maximum for non-urgent calls.
- Multilingual service in English, French, Spanish and 150+ additional languages.
- User confidentiality assured at every level within the limits of the law.

### **Account management**

- Promotion of EFAP: complete range of employee communication online and print materials.
- Leadership training on handling sensitive situations and referrals to the EFAP.
- Strategic support to create a healthy workplace.
- Quality Assurance Review Team and monitoring.
- Regular utilization reports and analysis.

## **Additional services available through Morneau Shepell (fee for service)**

### **Total Health Index Discovery**

- Measures four pillars that are key to overall health and well-being; physical, mental, financial, and workplace productivity and resilience.
- The confidential online assessments identify areas of health risk, and the report provides recommended support and actions for both the individual and the organization – making it easier to focus in on specific wellness strategies and decisions.

[Click here for more information on Total Health Index Discovery](#)

## **Fitness Coaching**

- Designed to help participants understand and improve physical and mental health through education, behaviour change, and fitness!
- Fitness Coach Connects is an accessible way for individuals to get started with fitness or manage their weight.
- Team Fitness Works offers organizations a complete fitness solution for their employees and workplace. Our solutions use a proven combination of technology and coaching.

[Click here for more information on Fitness Coaching](#)

## **Children's Support Solutions**

- Provides screening, assessment, and support for children who experience difficulty with development, learning and behaviour.
- Through a unique multidisciplinary approach, we help parents, educators and children with convenient access to our team of experts in development, behaviour and education.
- Services are available at our clinics nationally or on-site at schools or childcare facilities.

[Click here for more information on Children Support Solutions](#)

## **Proactive Reach Outs**

- Innovative concept; your employees receive support in real-time, as important life events happen, such as having a baby or celebrating a 50th birthday.
- Customized resources and expert advice arrive confidentially in kit format to employees at their homes.

[Click here for more information on Proactive Reach Outs](#)

## **Customized Programs**

- Support unique workforce situations and challenges.
- Our 30 years of experience in workforce health and productivity means we have programs that provide a full spectrum of customized support to assist with mental health challenges including depression, addiction and substance abuse, unique employee populations like expatriates and remote work forces, and life stage changes.

[Click here for more information on HR Support Solutions](#)

## Traumatic Event Support

- 24-hour immediate and confidential response starting with an Immediate Support Consultation.
- Support is available to organizations of any size, in any industry surrounding sensitive situations, such as:  
Workplace Accidents, Terminations, Violence, Illness, Loss and more.
- TES implements best practices in reducing and managing the impact of traumatic events through:  
Defusings, Debriefings, On-site one-on-one counselling, Identification of continued support.
- Consistency in standards of care.
- Successfully support 100 + organizations each and every month with traumatic event management.

[Click here for more information on Traumatic Event Support](#)

## HR Support Solutions

- On-demand access to HR professionals.
- Professionals hold Certified Human Resources Professional (CHRP) designation with minimum of 10 years of HR in all areas.
- Real-time advisory support by phone or email, on range of HR related topics including health and safety, compensation, performance management, terminations, and much more.
- Comprehensive HR templates such as employment contracts, termination meeting checklist, and more.
- Complete Legal Primer that provides valuable knowledge on everything from employee termination and pay equity to Worker's Compensation and Human Rights.

[Click here for more information on HR Support Solutions](#)

## Workplace Learning Solutions

Please contact your program manager for information on pricing and how to access this service.

- **Work, health, and life learning:** over 100 [seminars](#) and [workshops](#) to choose from, our experts provide your workforce with the information and tools they need to be highly productive at work, and lead a balanced and healthy life.
- **Specialized Solutions:** targeted learning programs designed to support workplace engagement.

- **Workplace Development:** promotes healthy workplaces through education, coaching and mediation for effective resolution of critical workplace challenges.
- **Intercultural Learning:** support employees and their families before, during and after their domestic or global relocation.

Please contact your program manager for information on pricing and how to access this service.

[Click here for more information on Workplace Learning Solutions](#)

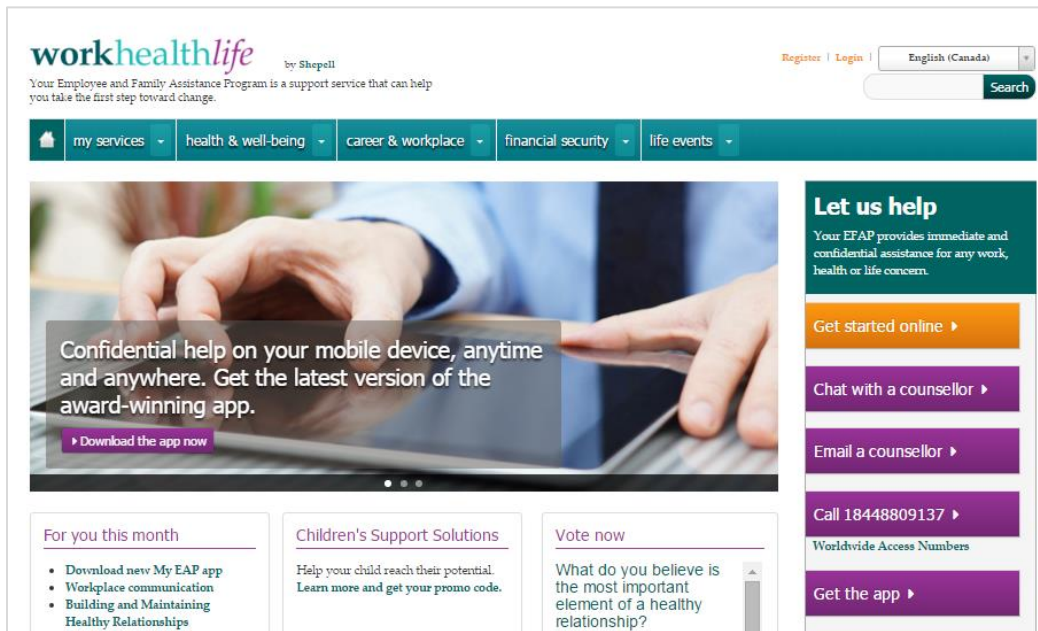


## workhealthlife.com

The EFAP website, [workhealthlife.com](http://workhealthlife.com), provides you and your family with anytime, anywhere access to professional counselling, information and resources to help resolve challenges you face.

- Instant, confidential and secure access to EFAP services and counselling
- Direct access to EFAP online programs for stress, relationships, fitness and more
- Helpful articles and videos on a wide range of work, health and life topics
- Dedicated Manager area
- Employee Orientation video series to introduce the benefits of and range of concerns that your EFAP can help resolve
- Annual wellness calendar and archives of newsletters and mental health microsites
- You have three easy ways to access EFAP support on [workhealthlife.com](http://workhealthlife.com):

- **Online Access** provides a secure way to book most EFAP services
- **First Chat** allows you to instantly chat with a counsellor
- **E-Counselling** provides written exchanges with a counsellor via secure online portal



Registration on workhealthlife.com ensures you see the specific EFAP services and tools available to your organization. All you need to register is the name of your organization.

## Support for people leaders

The challenge for people leaders; juggling the priorities of the organization with the needs of the employees they lead. It's a delicate skilled balance, and one that plays a key role in an organization's success.

We're here to help people leaders to support and achieve a positive, healthy and productive work environment, fostering success for a leader, but also help employees achieve their goals as part of a productive team.

### Through confidential support resources, we help leaders:

- Recognize troubled employees and learn how to help.
- Identify and address performance or emotional/mental health issues.
- Effectively deal with personal challenges as a people leader.
- Learn more about health and wellness issues.
- Enhance skills needed to succeed as a people leader.



## People leader guide

This easy-to-use handbook offers practical suggestions on how to use the Employee and Family Assistance Program (EFAP). It identifies challenging scenarios that managers and supervisors may face from time to time, and offers step-by-step advice to help resolve situations quickly and effectively. Use this guide as a quick reference tool and take advantage of its many helpful tips and techniques.

Please connect with your Program Manager for a copy of the People Leader Guide.



## People leader consultations

People leaders can call and have a confidential consultation with an EFAP professional on how to handle sensitive employee issues, explore options, brainstorm solutions and work on action plans. Your EFAP works with people leaders to discuss available resources and the best way to support either an individual employee or teams.

**Confidential coaching is available on a range of sensitive issues including:**

- Serious illness.
- Eating disorder.
- Career changes.
- Cross-cultural communication.
- Personal hygiene issues.
- Expression of suicidal thoughts.
- Harassment.
- Difficult personalities.
- Inappropriate or atypical behaviour.

- Medical conditions.
- Fragile or emotionally sensitive employees.
- Concerning behaviour or appearance.

## Manager area on [workhealthlife.com](http://workhealthlife.com)

Dedicated entirely to providing managers with helpful resources and convenient access to support services designed just for them; it contains featured articles and additional resources. Login at [workhealthlife.com](http://workhealthlife.com).

## Manager orientation videos on [workhealthlife.com](http://workhealthlife.com)

People leaders learn how to spot a troubled employee, how to deal with sensitive situations and how to access the program. Username and password required to view videos. Available on [workhealthlife.com](http://workhealthlife.com).

Windows Media Player files are also available; please contact your Program Manager.

## Healthy Working newsletter

Healthy Working, our quarterly newsletter for people leaders, offers information and strategies to help managers or supervisors deal with a range of challenges they may encounter within their roles and responsibilities. Subscribe to Healthy Working [now](#). View Healthy Working archives [here](#).

# EFAP promotion

To help you promote the EFAP in the workplace, we offer a variety of materials and promotional items. Organizations are encouraged to strategically place the promotional items in common employee areas such as the lunch room, Health & Safety offices, internal plasma screens, bulletin boards, and other locations you see fit. Items are available free of charge.

Orders can be placed through your Program Manager.

**MORNEAU SHEPELL**

**Let us help**

Your Employee and Family Assistance Program (EFAP) provides you with **immediate and confidential help** for any work, health or life concern. We're available anytime and anywhere. Let us help.

Access your EFAP 24/7 by phone, web or mobile app.  
**1.800.387.4765** TTY 1.877.338.0275  
[workhealthlife.com](http://workhealthlife.com)

Download My EAP app now at your device app store or scan the QR code.

Poster

**MORNEAU SHEPELL**

**Understanding your Employee and Family Assistance Program (EFAP)**

Your EFAP is a confidential and voluntary support service that can help you take the first step toward change. Let us help you find solutions to the challenges you face at any age and stage of life. You and your immediate family members (as defined in your employee benefit plan) can access immediate and confidential support in a way that is most suited to your preferences, comfort level and lifestyle.

**No cost**

There is no cost to you or your family to use your EFAP. This benefit is provided to you by your employer. Your EFAP can provide a series of sessions with a professional and if you need more specialized or longer-term support, our team of experts can suggest an appropriate specialist or service that is best suited to your needs. While fees for these additional services are your responsibility, they may be covered by your provincial or organizational health plan.

**Confidentiality**

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

**Solutions for your work, health and life**

**Achieve well-being**

- Stress • Mental health concerns • Grief and loss
- Crisis situations

**Manage relationships and family**

- Communication • Separation/divorce • Parenting

**Deal with workplace challenges**

- Stress • Performance • Work-life balance

**Tackle addictions**

- Alcohol • Drugs • Tobacco • Gambling

**Find child and elder care resources**

- Child care • Schooling • Nursing/retirement homes

**Get legal advice**

- Family law • Separation/divorce • Custody

**Receive financial guidance**

- Debt management • Bankruptcy • Retirement

**Improve nutrition**

- Weight management • High cholesterol and blood pressure • Diabetes

**Focus on your physical health**

- Understand symptoms • Identify conditions • Improve sleep

**Let us help**

Your Employee and Family Assistance Program (EFAP) provides you with **immediate and confidential help** for any work, health or life concern. We're available anytime and anywhere. Let us help.

**workhealthlife.com**

**Let us help**

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Brochure

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Sticker

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[workhealthlife.com](http://workhealthlife.com)

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Wallet Card

**MORNEAU SHEPELL**

Your Employee and Family Assistance Program (EFAP) provides you with **immediate and confidential help** for any work, health or life concern. We're available anytime and anywhere. Let us help.

**Let us help**

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[workhealthlife.com](http://workhealthlife.com)

Download My EAP app now at your device app store or scan the QR code.

Postcard

# My EAP app

Get the help you need on your mobile device, anytime and anywhere.

- Gain immediate, confidential and secure access to your Employee and Family Assistance Program (EFAP) on your mobile device.
- Available worldwide in three languages and across all major mobile platforms, our My EAP app is your 'always-on' mobile support tool. [Watch video now.](#)

## Confidential support 'on the go

- In-app counselling
- In-app service booking
- Assess your stress, relationship, and finances
- Mobile-friendly versions of your EFAP online programs
- Insightful articles and videos
- Available in English, French, and Spanish
- Use your workhealthlife.com login to access your EFAP online programs under My Activities and view the EFAP services specific to your organization




Contact us for more information on our EFAP services and guidance on what makes a successful EFAP: Call [1.844.880.9142](tel:1.844.880.9142), email [info@morneaushepell.com](mailto:info@morneaushepell.com), or visit [morneaushepell.com](http://morneaushepell.com).

Morneau Shepell is the only human resources consulting and technology company that takes an integrative approach to employee assistance, health, benefits, and retirement needs. The Company is the leading provider of employee and family assistance programs, the largest administrator of retirement and benefits plans and the largest provider of integrated absence management solutions in Canada. Through health and productivity, administrative, and retirement solutions, Morneau Shepell helps clients reduce costs, increase employee productivity and improve their competitive position. Established in 1966, Morneau Shepell serves approximately 20,000 clients, ranging from small businesses to some of the largest corporations and associations in North America. With almost 4,000 employees, Morneau Shepell provides services to organizations across Canada, in the United States, and around the globe. Morneau Shepell is a publicly-traded company on the Toronto Stock Exchange (TSX: MSI).

[morneaushepell.com](http://morneaushepell.com)

 [@Morneau\\_Shepell](https://twitter.com/Morneau_Shepell)

 [Morneau Shepell](https://www.linkedin.com/company/morneau-shepell)