

# Service Guide

EFAP is a not-for-profit, confidential counselling program specialized to provide service to healthcare employees and families throughout BC.

604-872-4929 ✦ 1-800-505-4929 ✦ [www.efap.ca](http://www.efap.ca)

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## ❖ OVERVIEW

### Purpose of this Service Guide

This guide provides an overview of the services – in person, phone, and online – that the Employee & Family Assistance Program (EFAP) provides to its clients.

### Who Can Use EFAP

We provide service to all eligible employees including regular full-time, regular part-time, casual, LTD, and terminated or retired staff (up to three months after last date of employment), their partners and dependent children.

- Vancouver Coastal Health
- Providence Health Care
- Fraser Health Authority (Regular part-time and full-time employees only)
- Other community based healthcare related organizations

### Confidentiality, Privacy & Security

EFAP adheres to the standards and regulations of the Freedom of Information, Privacy, and Protection Act that governs Canadian health care.

Some of the ways we protect your privacy and confidentiality include:

- Adhering to strict confidentiality policies when dealing with clients and client information.
- Situating offices in busy, mixed-purpose buildings.
- Offering private waiting rooms and a separate entrance and exit where we have multiple counsellors.
- Staggering appointment times to prevent our clients from bumping into each other.
- Operating all computers on a separate server and not networking with any outside system. Access is restricted to within the program.
- Sharing only non-identifying statistics.
- All services, contracts and information storage are compliant with healthcare regulations.

### About EFAP

EFAP is a confidential, voluntary, short-term counselling and consultation service that works from a not-for-profit society concept. We provide best practice treatment options in all of our services.

We regularly measure the impact of our work through surveys, standardized and customized metrics, and other performance measures.

Dedicated EFAP managers for each health organization plan and deliver services, and act as the key contact for their areas.

### EFAP Advisory Committee

This committee consists equally of union and management representatives from the different healthcare organizations the EFAP serves.

They provide guidance and support to EFAP's administration and ensure that standards of quality and confidentiality are met.

### Contacting Us

#### By Phone – 24/7 and 365 days a year

In Metro Vancouver: 604-872-4929

Toll free: 1-800-505-4929

Call us directly to request information on any of our services. Our online wellness resources can be accessed at your convenience via the eServices page on our website: [www.efap.ca](http://www.efap.ca).

#### In Person

Our main office is located at #514-750 West Broadway, in Vancouver, BC. We also have many counselling offices located throughout BC, convenient to the workplaces we serve.

#### Urgent Clinical Matters

A confidential service is available 24 hours a day, with local, senior-level clinicians responding to all intake queries and after-hours calls.

#### Emergencies

Call 911 or the BC Crisis Centre at 604-872-3311 or 1-800-784-2433.

## ❖ COUNSELLING SERVICES

EFAP provides assessment, short-term counselling, referral, case management, and follow-up services. Our counsellors work from a brief-therapy model, which is a therapeutic service model that incorporates clinical excellence. All EFAP counsellors practice the most current clinical approaches, empowering clients to move toward solution and wellness in a short-term frame.

### In Person

Eligible employees may book an appointment for face-to-face sessions with a counsellor to work through personal, relationship, or workplace issues.

Sessions are typically 60 minutes in length.

Appointments are available from Monday to Friday, with flexible evening times also offered.

### Telephone

These sessions are conducted confidentially over the phone.

Sessions are typically 60 minutes in length.

As with in-person sessions, appointments are available from Monday to Friday, with flexible evening times also offered.

### Online

We recognize that traditional face-to-face psychotherapy is not always convenient or comfortable for everyone. Workplace, personal, and family responsibilities can make it difficult to find the time to schedule an in-person appointment at a therapist's office.

Our goal is to make support accessible to all clients by offering services online (i.e. email or internet based). If for any reason you are unable to visit a therapist's office, our "eServices" may be a helpful and effective alternative.

### eCounselling

EFAP therapists provide support for a variety of concerns through a series of email exchanges that occur over an agreed upon period of time. Therapists are senior-level, and email exchanges take place over a confidential and secured email service.

This service is asynchronous (not real-time chat or instant messaging). Receiving support in this way allows time between exchanges to think about concerns and responses more deeply, and provides a copy of the conversation for later reflection.

### vCounselling

EFAP offers video counselling, consultation and training via secure online networks as an alternative for those who seek face-to-face services but find it difficult to get to a therapist's office. This service was developed in response to the growing ease, access and appeal of online video communications, especially for clients located in more remote communities.

Currently, service is available desktop to desktop as well as through existing TeleHealth video sites located at healthcare facilities throughout BC.

## ❖ WELLNESS SERVICES

### In Person

We offer wellness services to clients who require support for a specific concern. These services add value to the regular counselling services offered through EFAP.

### Emotional Coaching

For those who feel they do not require counselling services, EFAP offers goal based one-to-one supportive coaching to manage personal and workplace issues. The Emotional Coach strategizes ways to achieve work and life balance and provides the tools necessary to resolve personal and work-related concerns.

With client consent, we coordinate services, support return to work, and facilitate resources with doctors, insurance companies (e.g. Great West Life, Pacific Blue Cross, Healthcare Benefit Trust), disability management programs, labour relations, and/or human resources (HR) by providing supportive emotional coaching.

We will always maintain a neutral position throughout the process. Staff may confidentially engage our emotional coaching through referrals that may have been initiated or encouraged by their manager, supervisor, union steward, or HR department. We also provide support to leaders who are working through difficult situations.

### Parent Coaching

The Parent Coach provides tools to improve parenting skills and effective strategies to help manage challenging situations with children of all ages. Benefits include reduced parent stress, improved parent-child relationships, and increased awareness of appropriate community resources.

### Health Coaching

Using a step-by-step “inside out” approach, certified health coaches motivate and empower individuals to embrace a holistic wellness philosophy. Coaching utilizes registered dietitians, fitness and life coaches, meditation, yoga, and mindfulness based stress reduction tactics. Benefits can include weight loss, increased energy and improved self-confidence.

### Eldercare Coaching

The Eldercare Coach provides support and guidance to assist individuals in managing the challenges that arise from caring for an aging parent. Services include assessment and care planning, education to help understand the progression of diseases that can occur during the aging process, and support to help individuals cope with feelings of grief, loss, and guilt.

## ❖ WELLNESS SERVICES CONTINUED

### Online

#### **Beating the Blues**

This is an online treatment program for people experiencing mild to moderate depression and anxiety. Recommended by the National Institute for Health and Clinical Excellence (NICE) and based on cognitive behavioural therapy (CBT) techniques, this program has a proven track record of helping people get and stay better. Rather than focusing on what has happened in the past, CBT focuses on what is happening in life now. CBT helps clients see the link between thoughts, feelings, and behaviours. In particular, it works on thoughts that are unrealistic and provides options to change them to more helpful ways of thinking.

#### **GetFit**

This is an innovative and interactive online wellness program focused on helping individuals adopt and sustain healthier lifestyles, reduce sickness and improve productivity. Recipient of the Medical Future Innovation Award for Best e-Health Product in 2007, this program is evidence based and proven to positively influence behaviour by actively engaging participants in their own health and wellbeing. GetFit delivers highly personalized wellness programs catered specifically towards each participant's individual priorities, offering clear guidance, practical solutions and the support required to achieve personal health goals. In addition to these resources, participants will receive access to local services available in their community alongside an e-mail based coaching program designed to empower and encourage progress.

#### **LifeHub™**

LifeHub™ is a self-paced online program that provides dynamic and proactive support for professional and personal needs. It contains a range of quality health, wellness, and work-life information, expert guidance, and self-help tools that address a variety of topics: career skills, stress, emotional health, parenting, relationships eating/nutrition, fitness, etc. LifeHub™ includes

an online goal setting and tracking system, a free Health Risk Appraisal, and an “Ask the Expert” feature that provides a personalized response to your situation.

#### **Smoking Cessation**

Used in conjunction with nicotine replacement therapy monitored by the client's physician, EFAP therapists provide one-on-one counselling blended with the self-guided step-by-step Quit Now™ program to help smokers become non-smokers. Referrals can also be made to the Smoking Cessation Centre for Excellence on client consent. Their services are provided over the phone and through in-person counselling sessions.

#### **Financial Management: Understanding & Managing Your Finances**

Customized workshops, designed specifically for healthcare workers by Financial Literacy Counsel Inc. (FLCI), help participants to manage debt, plan for retirement and gain a better understanding of money, investing and savings programs. FLCI offers all participants the opportunity to schedule a one-on-one consultation, during which an individualized “financial prescription” is provided. These workshops are offered at various locations and times throughout the year, with information notices posted on employees' internal online networks. In acute financial circumstances, or when attending a workshop is not an option, individual consultations can still be arranged.

#### **Legal Consultation**

Eligible clients have access to one free legal consultation per year in the area of law requested. Advice is provided by a lawyer. A session may run 30 to 60 minutes in length over the phone or in-person. Clients may retain the lawyer they speak to if needed at a discounted rate. This service does not provide consultation in the areas of labour or employment law due to possible conflict of interest.

## ❖ CONSULTATION & GROUP SERVICES

EFAP is available to provide guidance and consultation, and to help develop specific strategies to address workplace situations. A **supervisor, manager, union steward, or employee** may call for a **free consultation**. EFAP consultation does not replace labour relations, human resources, or other internal processes.

### Individual Consultation

EFAP can provide guidance and assistance in resolving conflict in the workplace. We work with individuals or teams to co-create a strategy to alleviate distress and facilitate a means to achieving a healthy workplace. Most scenarios can be resolved with one consultation meeting. At times subsequent interventions may need to be arranged.

### Management, Supervisor and Steward Consultation

We also offer confidential consultation and coaching to leaders (e.g. shop stewards, managers, supervisors) who require support with difficult situations in the workplace. Confidential coaching may be done in conjunction with a workplace intervention. Relationship-based mediation is also offered for personal and work-related issues.

### Group Education Workshops

EFAP is available to speak to teams and groups on a variety of topics geared towards the healthcare clients we serve to build awareness in the workplace and help employees understand when a situation may require help. These presentations are generally 45 to 60 minutes in length and can be designed around any topic.

Following is a **small sampling** of some of our more popular workshops:

#### Teambuilding

*Team Assessment:* This assessment provides leaders with a sense of their teams' unique strengths and areas for improvement.

*Teambuilding:* A practical workshop helping teams understand how to work more effectively together.

*Developing Teams and Leading Teams to Dialogue:* Both of these workshops focus on increasing team effectiveness and enhancing communication between team members.

#### Communication

*Communication through Conflict:* Learn the root causes of conflict in the workplace and what to do to with anger.

*Thoughtful Communication:* Tips on how to communicate effectively, assertively, and sensitively. Understand how emotions tie into communication in the workplace.

*Do's and Don'ts of Dealing with Difficult Clients:* Practical tips on what to do more of and what to avoid doing when communicating with challenging clients.

#### Change and Transition

*Managing Change:* Learn how change impacts organizations and individuals, and strategies to help.

*Managing Stress in a Changing Workplace:* Learn to recognize stress and how to implement coping strategies at work.

*Educational/Awareness Change Session:* These sessions focus on educating a group or team on the impacts of a change or series of changes in the workplace. The intent is to create awareness of the possible symptoms and reactions to change and the coping mechanisms that can be used to work through transition.

#### Workplace Health

*Coping with Death, Grief, and Loss:* Understand what grief is and the general healing process. Learn how to manage the reactions to death and loss.

## ❖ CONSULTATION & GROUP SERVICES CONTINUED

*Emotional Health in the Workplace:* Learn to identify burnout and emotional fatigue and what you can do to facilitate a healthy, resilient workplace.

*How to Recognize Depression:* Understand the signs and symptoms of depression, how it affects others, and what to do.

*Building Resiliency:* Develop the skills to enhance resiliency in the workplace. Learn techniques of effective listening as a way to helping develop resiliency.

*Stillness in the Eye of the Storm:* Recognize and deal with compassion fatigue – the vicarious experience of working with trauma.

*Compassion Fatigue:* Understanding, managing and preventing burnout and Compassion Fatigue

*Weller than Well:* A workshop for helping professionals who already have a basic understanding of Compassion Fatigue but want to "go deeper" in understanding the impact of their personal and professional care-giving, in planning their road to wellness, and in moving beyond resilience to becoming **weller than well**. This workshop uses a variety of exercises, activities and discussions to explore participants' care-giving journeys; to reconnect personal values, vision and intention; and to create more comprehensive wellness plans.

*Caring on Empty:* This workshop has helped hundreds of helping professionals to gain a clearer understanding of the nature of Compassion Fatigue, a recognition of their current level of Compassion Fatigue, and a toolbox of transformational strategies for Compassion Fatigue risk reduction and resilience.

### Custom Group Design and Facilitation

EFAP is available to help create a customized strategy for a specific workplace challenge.

EFAP therapists work directly with the client (usually an organizational leader of some kind) to assess the issue, design an approach, and strategize a plan. We then facilitate the implementation of the plan and conduct follow-up activities.

This service does not replace existing human resource, labour relations, or other internal processes, but does look at the emotional and behavioural aspects that might not be otherwise addressed.

Some of the situations where a custom approach might be helpful include:

- A change to the workplace
- Team distress
- Team building
- Re-entry of an employee after a leave
- Remedial workplace issues
- Emotional support to employees involved in a coroner's inquest or legal action

*There may be a cost associated with these services. Please call the EFAP at either 604-872-4929 or 1-800-505-4929 for more information.*

## ❖ CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

### Understanding Critical Incidents

A critical incident is an event taking place that causes a powerful emotional reaction. Fraser Health has a customized CISM program to respond to work-related critical incidents.

Some common examples in health care are:

- Death or suffering of a patient, resident, or colleague;
- Caring for a patient or resident you know or who reminds you of someone you know;
- Needle stick injury or any medical task that has put you at risk;
- Threatening behaviour, verbal or physical, in the workplace or while at work in the community;
- Disaster or multiple casualty incidents;
- An adverse medical event.

Critical incident stress is a normal reaction to an abnormal event. This response can be immediate or delayed, and can be triggered by a single or a series of events.

Some common critical stress reactions are:

- Physical or emotional fatigue;
- Anxiety, irritability, or agitation;
- Apathy or depression;
- Difficulty concentrating/making decisions;
- Disrupted sleep, nightmares, flash backs, hyper-vigilance;
- Overuse of drugs, alcohol, or prescription medicines;
- Desire to spend more time alone than usual.

CISM services help those impacted by critical stress by offering opportunities for healthcare employees to talk about difficult events in a confidential, safe, and supportive process. The process may involve an individual or group intervention, and could include personal coping strategies, advice to family and friends, and assistance to the managers and supervisors involved in the situation.

### 24 Hour Service

Local senior-level clinicians are available to provide triage and consultation 24 hours a day, seven days a week.

### Critical Incident Responses

Initial triage, consultation and coaching is provided by phone to the onsite contact who first requests service, with additional telephone support offered to all individuals impacted by the critical incident.

Subsequent individual or group interventions will be arranged as appropriate (e.g. onsite emotional debriefings). Any intervention that includes a team or impacts work hours will require supervisor involvement and approval.

The EFAP collaborates with WorkSafe BC's Critical Incident Response program for any interventions related to workplace critical incidents. EFAP also initiates customized Critical Incident Stress Management services.

All costs are covered for incidents occurring in the workplace. There may be a cost to provide a response for incidents occurring outside the workplace.

### Emotional Debriefings

Emotional debriefings are conducted after difficult events help to manage stress. These can be offered to both individuals and groups.

#### Individual Debriefing

EFAP is available to employees who prefer or need individual debriefings. Individual sessions may occur instead of, in addition to, or as follow-up to a group debriefing. Support may be provided over the telephone or in a scheduled in-person session.

#### Group Debriefing

Trained CIS debriefers lead discussions about the incident and the reactions and responses of those involved. We also provide the group with support and information on stress management and coping strategies.

## ❖ CRITICAL INCIDENT STRESS MANAGEMENT (CISM) CONTINUED

### Transition Talk

EFAP will facilitate discussions with individuals or groups who have undergone a change at work that has caused distress. Please note that there may be a cost associated with this service.

### Grief Awareness

EFAP can support an individual or group who has experienced the loss or death of another employee or colleague. Please note that there may be a cost associated with this service.

### Critical Incident Response Training

*Managing to Make a Difference: A Supervisor's Response to Critical Incidents in the Workplace:*

This two hour interactive training session highlights the importance of a supervisor's role following a critical incident. The aim is to provide participants with a better understanding of: what defines a Critical Incident (CI); how to identify signs & symptoms of Critical Incident Stress (CIS); how to provide an "Individual Check-in" and why it is important; EFAP's role in the CIS Management process; and what services and resources are available to both themselves and their teams.

Through a combination of awareness education, basic "check-in" training, role-playing and video demonstrations, participants will leave the session better prepared to respond to a critical incident with confidence. As well, participants can request a copy of the 20 minute training video to keep as a handy resource – a useful addition to the Manager's "toolkit"!

Please note that there may be a cost associated with this training

## ❖ FREQUENTLY ASKED QUESTIONS (FAQs)

### What kinds of issues can EFAP help with?

EFAP can help with a wide range of concerns including, but not limited to:

- Personal issues
  - Anxiety, stress
  - Grief, loss
  - Depression
  - Body image
  - Sexual concerns
  - Social, self esteem
  - Culture, race, religion
  - Substance misuse
  - Spirituality
  - Legal matters
  - Financial difficulties
  
- Relationship issues
  - Marital, couple
  - Family concerns
  - Divorce, separation
  - Parenting, Fertility
  - Elder care
  - Domestic violence
  - Cross-cultural issues
  - Blended families
  
- Workplace issues
  - Change and transition
  - Workload, Attendance
  - Interpersonal conflict, Bullying
  - Stress, burnout
  - Communication issues
  - Return to work after a leave or long term disability

### Is there a cost for EFAP services?

There is no cost to eligible employees who wish to use the program's regular counselling services. EFAP is a fully funded employee benefit provided by the employer. There are costs associated to the EFAP's specialized group and workplace consultation services. To request more information or an estimate, please call us at 604-872-4929 or 1-800-505-4929.

### When are appointments available?

Appointments are available Monday to Friday, with flexible evening times also offered. To book an appointment, call during regular office hours to speak to one of our assistants, or leave a message anytime on our confidential voicemail system.

### How do I book an appointment?

Appointments can be made by phone at 604-872-4929 or toll free at 1-800-505-4929, 24/7 and 365 days per year. Appointments can also be made online at [www.efap.ca](http://www.efap.ca)

### What happens if I am very upset and need to speak with a counsellor after hours?

EFAP has an after-hours clinical response service for urgent clinical matters. You can call either 604-872-4929 or 1-800-505-4929.

If you are dealing with an emergency situation, please call either 911 or the BC Crisis Centre at 604-872-3311, or 1-800-784-2433.

### How do I arrange for a response to a critical incident?

Call 604-872-4929 or 1-800-505-4929 and identify that you are calling about a critical incident. One of our senior-level therapists will respond to your request.

### How do I arrange for a workplace consultation or a group session?

Call 604-872-4929 or 1-800-505-4929 and identify your need for a workplace consultation or group session.

### How do I access EFAP's online services?

Visit our eServices page on our website ([www.efap.ca](http://www.efap.ca)) to find a brief description of all services available, along with an email link so you can easily contact us for more information or to access.

taking care of those giving care...



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