



## Critical Incident Stress Management (CISM)

EFAP offers triage consultations and onsite group debriefings when required following a critical incident. Emotional debriefings, transition talk, grief awareness and critical incident response training are also offered.

## Consultation & Group Services

EFAP can provide guidance and consultations to help develop specific strategies to address workplace situations. EFAP consultation does not replace labour relations, human resources or other internal processes. EFAP can provide confidential counselling consultations, education workshops, teambuilding and custom group design and facilitation.



For more information please contact us,  
we're here to help!

Phone: 604-872-4929 or 1-800-505-4929  
General inquires: [help@efap.ca](mailto:help@efap.ca)  
eCounselling or vCounselling: [ecare@efap.ca](mailto:ecare@efap.ca)  
Lifehub: [help@efap.ca](mailto:help@efap.ca)  
Beating the Blues: [btb@efap.ca](mailto:btb@efap.ca)  
Web: [www.efap.ca](http://www.efap.ca)



Balancing work with family life, as well as coping with transition, can be particularly challenging in these changing times.

When concerns build-up over time they can begin to impact everyone we associate ourselves with - our families, our children, our partners, and our co-workers.

**Often, we are more familiar with giving care to others than taking care of ourselves.**

Our specialized Employee & Family Assistance Program (EFAP) was developed to assist eligible employees and their families in dealing with a wide range of concerns.



confidential counselling for  
eligible employees & their families

...taking care of those giving care



employee & family  
assistance program



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

Specialized to provide service to  
healthcare employees & families  
located throughout BC

SHORT TERM COUNSELLING  
LONG TERM RELATIONSHIPS

## Counselling Services

EFAP provides free confidential short-term counselling to eligible employees and their immediate family members. Our counsellors work from a brief-therapy model, which is a therapeutic approach that incorporates clinical excellence. All EFAP counsellors practice the most current clinical approaches, empowering clients to move towards solutions and wellness in a short-term period.

### Face-to-Face or Telephonic

Appointments can be made for confidential phone sessions or in-person sessions with a counsellor to work through personal, relationship, or workplace issues. Appointments are available throughout the week with flexible times offered.

### Online Options

The EFAP recognizes 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 our services accessible to all our clients. If for any reason you are unable to visit a therapist's office, our eServices may be a helpful and effective alternative.

efap taking care of  
those giving care

### eCounselling

EFAP eCounselling service provides 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 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 also offers video counselling, consultation and training via secure online networks as an alternative for those who seek face-to-face services but may find it difficult to get to a therapists' office.

## Financial & Legal Consultation

### Financial Education

Customized workshops designed specifically for healthcare workers through the Financial Literacy Counsel Inc. help participants to manage debt, plan for retirement and gain a better understanding of money, investing and savings programs.



### Legal Consultation

Eligible clients have access to one free legal consultation per year. Advice is provided by a lawyer, over the phone or in-person. Clients may retain the lawyer they speak to if needed at a discounted rate.

lawassist

\* This service does not provide consultation in the areas of labour or employment law due to possible conflict of interest

WELLNESS AT EFAP  
IT'S GOOD FOR YOU

## Wellness Services

### Beating the Blues

Beating the Blues is an online treatment program for people experiencing mild to moderate depression and anxiety. Cognitive Behavioral Therapy helps clients see the link between thoughts, feelings, and behaviors.



### Lifehub

LifeHub™ is an internet based program that provides dynamic and proactive support for professional and personal needs. It contains a range of quality health, wellness, work-life information, expert guidance, and self-help tools that address a variety of topics.



### 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.

