



Your Employee & Family Assistance Program (EFAP)

Homewood Health™ provides your EFAP to all eligible employees and their immediate family members. Homewood Health is a private Canadian company specializing in employee and family assistance programs for over 35 years. They offer a one-of-a-kind approach to EFAP—the highest quality of clinical support and intervention available—and an unmatched continuum of services that spans health promotion, mental health and addictions treatment, and prevention-focused work-life counselling services.

Your Homewood Health EFAP provides you with completely confidential and professional counselling for a broad range of personal and family issues. While the program can be used for crisis intervention, the ideal time to use the program is before concerns get unmanageable. **EFAP is a proactive option to help you manage your personal health and well-being.**

What services does my EFAP offer?

Your EFAP offers counselling, coaching, information, and support for all types of issues relating to mental health management, and achieving greater personal and workplace well-being.

You, and your dependents, can receive short-term counselling from a professional counsellor either in person, over the phone or

at pbc-efap.ca. You can also access a full suite of Homewood Health Life Smart – Lifestyle and Specialty Counselling Services, as well as several online resources.

What kinds of counselling services are offered?

Counselling services are confidential and professional. Assessments, guidance, and referrals, when required, are offered to help with many personal challenges including, but not limited to:

- Relationship concerns in areas such as communication, separation, divorce
- Family issues including parenting difficulties, family conflict, aging parents
- Workplace concerns linked to conflict, stress, change, balance, career
- Financial and legal difficulties
- Alcohol and drug misuse or dependency
- Gambling and other addictions
- Depression and anxiety
- Bereavement and grief
- Anger management
- Sexual harassment and abuse
- Life transitions

How does the counselling program work?

Homewood Health staff will ask you for some basic information (to establish your eligibility for this benefit) and will help set up an initial face-to-face counselling appointment at a time and office location that is convenient for you. Or, if preferred, telephonic or e-counselling can be arranged. In all cases, an experienced counsellor will help assess your concerns and aid you in developing practical solutions.

All Homewood Health counsellors have a minimum of a masters level degree and extensive experience in helping individuals with their personal challenges. If longer term counselling, hospital treatment, or specialized services (such as medical, legal or financial help) are required, your counsellor will discuss referral options with you to get you connected with the most appropriate support.

What are Life Smart—Lifestyle and Specialty Counselling Services?

Whether you need to find a nursing home for an aging parent on the other side of the country, obtain help getting finances under control, receive advice on how to nurture a child with special needs or gifts, plan for the transition back to work following parental leave, or receive legal advice on custody or visitation questions, Homewood Health can help.

When accessing Life Smart, you will be provided with an overview of the service at time of first call by the intake counsellor initiating support with the specialist. You will have access to the specialist within 24-48 hours and the specialist can often provide you with an assessment upon first contact. Assessment outcomes, including additional support and resources, are customized for each person.

Life Smart services are offered over the telephone and often include a personalized package of information and useful tools, including tips sheets, articles, and software programs that have been specifically selected to address your needs.

Life Smart—Lifestyle and Specialty Counselling Services include:

Life Balance Solutions

- New Parent Support
- Childcare and Parenting
- Elder and Family Care
- Relationship Solutions
- Legal Advisory
- Financial Consultation

Health Smart Coaching Services

- Nutritional Counselling
- Smoking Cessation Program
- Jumpstart your Wellness—a healthy lifestyle program

Career Smart Counselling Services

- Career Counselling
- Pre-Retirement Planning
- Shift Worker Support

What services are available online?

In addition to core EFAP services, you have access to a variety of online resources that provide self-help information, references, articles, and guidelines.

Online Health Library — an extensive collection of educational resources organized into a Health Library with rich content, relevant topics, and easy navigation.

Health e-Resources — a comprehensive self-guided, self-development program that is designed to provide a personal plan of action. This also includes a Health Risk Assessment.

E-Learning Courses — instant access to online learning, developed by psychologists specialized in e-learning and health promotion. These self-paced, interactive, confidential learning courses target personal and workplace issues.

BusyFamily Child and Eldercare Resource Locators — conduct your own customized searches by keying in specific requirements. You can search for daycares, homecare, respite care, schools, camps, long-term facilities, assistive care facilities, and facilities geared towards the elderly with health needs or cultural preferences. Responses are instant and can be easily sorted for comparison purposes.

What does the EFAP cost?

All EFAP services are offered at no cost to you or your family members. Occasionally, a counsellor will refer to resources in the community, which are considered outside of the EFAP program.

Contact Information

Contact us 24 hours a day, 7 days a week

1 844 PBC-EFAP

1 844 693-5123 (French)

1 844 693-5124 (TTY service)

Confidential | Available anytime

pbc-efap.ca