

# The Right Help, At the Right Time.

## Your EFAP Services and How to Access Remotely

**fseap** Now we're  
talking.



At FSEAP, our customers and our employees and affiliates are top priority. We are continuing to adjust our operations to protect and support you, your employees and our FSEAP team. In following the guidelines of the Public Health Agency of Canada and the provincial governments, we have moved to a telehealth model for service delivery; providing all services by telephone and video conferencing, rather than in person.

Service access remains seamless. Our intake and crisis lines are staffed and accessible 24 hours a day, 7 days a week. Our network of qualified counselling professionals and consultants remain able and ready to support Canadians from coast to coast. Our team is ready to provide quality interventions, guidance and strategies to assist employees in managing the potential stress and worry of the COVID-19 outbreak and living in uncertain times, in addition to the variety of concerns Canadians face every day.

## Counselling

FSEAP's EFAP counselling provides effective short-term, professional counselling for individuals, couples, & families to support you with a broad range of mental health issues & concerns.

- **24/7 Access & Crisis Support**
- Currently available as **telephone or video sessions**
- 1.800 Voice & TTY accessible from anywhere in North America
- Immediate crisis support & stabilization, crisis counselling, assessment, & referral services.
- Multi-lingual

## Work-Life Services

In addition to our counselling services, FSEAP also provides a variety of work/life services to help employees manage work & personal life responsibilities & reach their goals. For more information or to access these services, please visit [myfseap.ca](http://myfseap.ca) or call FSEAP's Intake Care Centre.

**Our work/life services include the following:**

### Career Counselling

Provides coaching, information on self-care strategies, consultations, planning, assessments, strategies for employment, career advancement, retirement, & other related career topics.

### Child/Eldercare Consultation

Offers consultation & assistance with finding community resources to help clients take care of their families.

### Financial Counselling & Consulting

Assists clients with credit counselling, debt management, tax planning, budgeting, setting financial goals, preparing for retirement, & managing changes in personal situations.



**1-800-667-0993** [fseap.ca](http://fseap.ca)

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### Legal Consultation

Connects clients with a practicing lawyer in their area of need for a 30 minute telephone consultation on a broad range of legal matters.

### Life Coaching

An alternative to traditional counselling therapy, our coaching service provides guidance for clients & employees at all levels to achieve personal & professional growth.

### Health Coaching

Individualized help from a health coach offering a holistic approach to help participants make lasting positive lifestyle changes over the course of 12 weeks.

### Nutritional Counselling

Provides consultation with a Registered Dietitian for a broad range of nutrition topics.

### Resource Kits – Family Stages

Our resource kits provide valuable information that support a variety of family needs.

### Smoking Cessation Support

Provides essential information & links to local services in addition to counselling & life coaching supports.

## Mobile App

(Available from the App store for Apple and Android devices)

The app offers a convenient way to access important information about EFAP services, as well also valuable self-help information to support you on your journey to make life, work better.

### With myFSEAP mobile you can:

Contact the EFAP (by phone or by submitting an online service request) with the touch of a button.

- Login to view information specific to their benefit
- Review EFAP services details & FAQ's
- Access FSEAP health & wellness newsletters
- Conveniently access to self-help online resources & tools

## On-line Health & Wellness

[myfseap.ca](http://myfseap.ca)

Search through a library of health & wellness articles on topics such as health & well-being, family & relationships, life, work & career. FSEAP provides an online health & wellness resource library, offering articles, e-newsletters, videos & podcasts, e-books, learning modules, & links to web resources for employees' self-study online.



## Call us today.

Contact your EFAP for immediate, confidential assistance **24/7**.

We'll connect you with the right resource to help you achieve your goals.

Our phone lines are open 24/7  
On-line Resources: [myfseap.ca](http://myfseap.ca)

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