

# Your Employee and Family Assistance Program

## Get to know your EFAP



Everyone faces challenging and stressful events in their lives. Most of the time we can handle these situations ourselves; other times we could benefit from some support.

Your [EFAP](#) is a professional, confidential, and proactive service to support you with a wide range of personal, family, and work-related concerns.

### What benefits are available to me?

Your EFAP is here for you whenever you need it, 24 hours a day, seven days a week, 365 days of the year.

Within a confidential environment you can receive counselling for any challenge – whether it's a first step in facing a possible addiction, or managing day-to-day stress.

### Who can access EFAP?

EFAP is available to all PHSA employees – full-time, part-time, or casual – as well as dependent family members.

### We guarantee your confidentiality.

We are Homewood Health, a trusted company with years of experience delivering the best possible support for clients like you. Everyone is guaranteed confidentiality within the limits of the law. You won't be identified to anybody – including your employer.

People frequently use an EFAP for personal challenges such as relationship concerns, family or parenting issues, anxiety, depression, addictions, grief, coping with health issues, or work-related challenges.

We will match you with a counsellor who suits your needs and provide you with short-term solutions.

If you are identified as requiring additional, longer-term treatment or specialized support, our counsellors will refer you to community-based resources and programs which suit your unique needs.

### How does the counselling program work?

[Counselling services](#) can be offered face-to-face, over the phone, through video, or online. Offices are local and appointments are made quickly, with your convenience in mind. If you have a preference for location, gender, or appointment time, we'll do our best to accommodate your preferences.

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### Contact us to learn more.

1-800-663-1142 | TTY: 1-888-384-1152  
International (Call Collect): 604-689-1717  
Numéro sans frais - en français : 1-866-398-9505

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



## Your Employee & Family Assistance Program: Get to know your EFAP

When you need to speak with someone, simply call Homewood Health – staff will ask you for some basic information (to establish your eligibility for this benefit) and will help set up an initial appointment at a time that is convenient for you. An experienced counsellor will assess your concerns and help you develop practical solutions.

### Life Smart Coaching

[Life Smart Coaching](#) is a suite of telephonic services that offers assessments, coaching, and resources; each service has been developed to allow you to take a proactive approach to managing everyday challenges.

A Life Smart intake counsellor will contact you within 72 hours to offer you an appointment with an appropriate specialist.

Life Smart Coaching Services include three major components with service options for each area:

#### Life Balance Solutions

- New Parent Support
- Childcare and Parenting
- Elder and Family Care
- Relationship Solutions
- Financial Coaching
- Legal Advisory Services
- Grief and Loss
- Stress Solutions

#### Health Smart Coaching Services

- Nutritional Coaching
- Lifestyle Changes
- Jumpstart your Wellness
- Smoking Cessation

#### Career Smart Coaching Services

- Career Planning
- Workplace Issues
- Pre-Retirement Planning
- Shift Worker Support

### Online Services – Homeweb

Homeweb is part of your Employee and Family Assistance Program. You can access Homeweb on your phone, tablet, or desktop. Homeweb offers you the ability to create an individual profile, receive personalized content recommendations, and access lots of helpful resources – anywhere, anytime.

Access Homeweb for interactive tools, health and wellness assessments, child and elder care resource locators, and a library of health, life balance, and workplace articles.

**i-Volve:** Online CBT. i-Volve is an online, self-paced treatment program for depression and anxiety using the best practice treatment approach, cognitive behavioural therapy (CBT).

This innovative treatment program will guide you through exercises that examine and test how you interpret and perceive external stimulation. These insights will help you change and adapt the ways in which you think, feel, and react in various situations. i-Volve will help you to identify, challenge and overcome your anxious and/or depressive thoughts, behaviours and emotions.

### How do I access EFAP services?

- Call **1-800-663-1142** or request services online by completing the following form: <https://homewoodhealth.com/corporate/contact-eap-efap>
- Log into [Homeweb.ca](http://Homeweb.ca). Homeweb may be accessed by web browser, or through the Homewood e-AP, a mobile app for iOS and Android devices. For downloading instructions, visit [www.Homeweb.ca/app](http://www.Homeweb.ca/app).

### How do I register for Homeweb?

**Step One:** Visit [www.Homeweb.ca](http://www.Homeweb.ca) and click 'Sign Up'.

**Step Two:** Type your company name (Provincial Health Services Authority) and click 'Find it!' Select the correct company from the list provided. Enter information into the required fields, choose an email and password, and click 'Next Step'.

**Step Three:** Let us know how you are covered by Homewood, (e.g. through your organization or the organization of a family member), and let us know your relationship to the organization (e.g. employee, spouse, dependent, etc.). Submit the additional information required and click 'Sign Up'. Search, browse, and get expert support.

### What if I'm in crisis?

Homewood Health staff are prepared to take your call 24 hours a day, seven days a week. **Help is always available.**

To speak to someone in confidence, for crisis services (24 hours a day) or to book an appointment contact us today by calling **1-800-663-1142**.

## Your Employee & Family Assistance Program: Get to know your EFAP

### I do not believe that my wellness concerns can be resolved by EFAP's short-term counselling model? What are my options?

EFAP counselling offers short-term, solution-focused support. This means that your EFAP counsellor will work with you to set a goal and then offer you focused, specific and practical tools and tips to help you work towards achieving that goal. There is no set limit on the number of sessions, however, the current average remains 3 to 4 sessions per issue (depending on clinical need). If you are identified as requiring additional, longer-term treatment or specialized support, your counsellor will then refer you to longer term Homewood Health counselling services if eligible (**Depression Care or Trauma Care**), or to an appropriate longer term community-based resource or program.

It is also important to note that if you have completed counselling, but are facing a new concern, you are always able to access EFAP Counselling to address this new issue. To do this, call Homewood Health's Client Services Centre at **1-800-663-1142** and again, you will be matched with a counsellor best suited to your needs and well equipped to offer effective, short-term support to help you achieve your goal.

### I am experiencing depression, anxiety and/or trauma symptoms, and don't feel a short term counselling model will work for me. What are my options?

To specifically address the needs of employees experiencing depression, anxiety and trauma symptoms, PHSA has added the following specialized, longer-term programs for employees.

- [Depression Care](#) (for depression and anxiety): Homewood Health offers mid- to longer-term treatment for individuals who remain on the job, but are struggling with acute, or long-term depression and/or anxiety symptoms.
- [Trauma Care](#): Homewood Health's unique Trauma Care program provides specialized treatment for individuals who are struggling with acute or long-term, trauma symptoms.

**No referral is required.** Simply call Homewood Health's Client Services Centre (**1-800-663-1142**) and arrangements will be made to assess you for these specialized, longer-term services, in order to ensure appropriate fit

### I would like to attend an EFAP Orientation.

Register for an upcoming EFAP orientation [here](#). These sessions provide an overview of the EFAP, description of each individual service, how and when to access the program, and an opportunity to ask questions.

### What if I have feedback or concerns about my EFAP experience?

The quickest and most confidential way to have your concern addressed is to provide your feedback directly. To do this, call Homewood Health's Client Services Centre (**1-800-663-1142**) and indicate that you want to offer feedback/file a complaint. Your feedback/concern will either be remedied directly or referred to Homewood Health's investigation team for follow up.

If your concern persists, or is not resolved to your satisfaction, you can contact PHSA's Psychological Health and Safety Team at [psychhealthsafety@phsa.ca](mailto:psychhealthsafety@phsa.ca).

### I'm having difficulty accessing Homeweb.ca. Is there a technical issue?

Homeweb.ca works best when accessed with the Google Chrome browser. If you are experiencing difficulty accessing homeweb.ca the issue may be related to using Internet Explorer or another browser. Attempt to use Google Chrome to see if this remedies the issue. And if not, simply call Homewood Health's Client Services Centre (**1-800-663-1142**) for assistance.

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