

## EMPLOYEE & FAMILY ASSISTANCE PROGRAM Frequently Asked Questions

### Confidentiality

1. **If I use the Employee & Family Assistance Program (EFAP), who will know I have used it? Can anyone phone the EFAP and get information about my use of the program?**  
No. Strict confidentiality and anonymity will be maintained. No personal information will be released to anyone by Shepell unless requested to do so by the employee. The employee's request must be written, informed and voluntary.
2. **Is there confidentiality for everyone in the organization?**  
Yes!
3. **What will appear on my employee personnel file? Will Human Resources or my Manager or anyone else be told that I have used the service?**  
No information concerning an employee's use of EFAP services will be communicated to the workplace unless the employee asks us to do so. No information can be shared with the workplace without the employee's written, informed and voluntary consent.
4. **What about cases where a counsellor feels that an employee or others are at risk or in danger?**  
In such cases, communications between Shepell and appropriate others concerning the perceived dangerousness of an employee to him/herself or others, may be required. This does not constitute a breach of confidentiality. Shepell may also be required to communicate with the appropriate authorities concerning suspected violations of Child Welfare legislation. Communications made by Shepell staff as a result of being subpoenaed by a court of law also does not constitute a breach of confidentiality.
5. **If a family member uses the EFAP, will the employee be informed?**  
No. The employee will not be informed. Nor will a family member be informed if the employee uses the EFAP.
6. **Do I have to give my Social Insurance Number or any other identification?**  
You simply identify yourself as an employee of your organization. You will also be asked for your date of birth. If a family member is calling in, they will be required to provide the eligible employee's name.

### Counsellors

7. **What are the counsellors' backgrounds?**  
Shepell counsellors are all social workers, psychologists and addictions counsellors with a minimum of 5 years of experience.
8. **Will counsellors make house calls?**  
Generally not. Counsellors are available to employees and their eligible families, at convenient office locations across Canada. In very exceptional circumstances, a counsellor will make a house call (e.g. if an employee is off on disability and is not mobile at all - cannot leave the house. However, this is rare).
9. **How likely am I to run into a fellow employee at a counselling office?**  
Shepell does not book two people from the same organization back-to-back at the same office, ensuring that an employee will not see a co-worker.

- 10. Will the counsellor be willing to talk to other professionals that I, or my family might be seeing? (For example, will he/she talk to a school counsellor if my child is having difficulty at school?)**

Shepell counsellors may communicate with other professionals if they have the written, informed and voluntary consent of the employee, or family member, to do so.

## **Counselling**

- 11. What hours of the day is counselling available?**

Counselling services are available during the day as well as in the evening hours. Telephone counselling is available 24 hours a day by calling the telephone numbers on the EFAP pamphlet.

- 12. What if my assigned counsellor is unavailable and I have a crisis?**

Shepell professional Care Access Centre counsellors are available for telephone counselling support, 24 hours a day, seven days a week.

- 13. Can Management force an employee to go for counselling?**

No. The EFAP is a voluntary program. The decision to access these services is yours to make.

- 14. How many sessions can be scheduled? Is there any cost for the services provided?**

The EFAP provides short term counselling, which is client centered based on the needs of the client, at no cost to the employee or immediate family member. This means that our service delivery responds to the employee's needs by being both flexible and comprehensive, in response to the intensity, severity and complexity of the presenting issues. On average most individuals use between 3-5 sessions to successfully resolve their problem. If an individual has long term issues or requires specialized services (e.g. for addictions or serious mental health), the Shepell counsellor carefully assesses the needs of the client, then refers the individual or family member to an appropriate community professional or agency. The employee may have some responsibility to pay for the community resources or to use extended benefits to cover the costs of the services they are referred to. The counsellor attempts to match the client with the most appropriate and cost effective resource with the shortest waiting period.

- 15. How do I make an appointment?**

To make an appointment, call our toll free telephone line as outlined on the brochure. The Care Access Representative (CCR) assesses the caller's needs, determining the nature and immediacy of response required. They will require the caller's name, date of birth and telephone number(s). The CCR then matches the individual or family with a Shepell counsellor, local to the caller. This counsellor will contact the caller within two business days to schedule an appointment within 5 days (unless it is an urgent situation). Counsellors are available telephonically for situations where assistance is needed immediately, or where it is inconvenient to meet in a face-to-face format.

- 16. How can an employee evaluate the service?**

Everyone who uses the EFAP will be given a Satisfaction Survey, allowing them to respond, confidentially, to a number of questions concerning the quality of the services provided. It also allows the client to make comments about the program, in general. This information allows Shepell to monitor the quality of services being provided and also provides your organization with useful feedback about the services.