Your Employee and Family Assistance Program is a support service that can help you take the first step toward change.

How to access EFAP support and services on workhealthlife.com

Your Employee and Family Assistance Program (EFAP) includes unlimited access to this site, workhealthlife.com. We have designed this site to help you find useful health and wellness information, learn more about your EFAP, and access support in confidence anytime, anywhere.



Let’s first review the key features of your EFAP.

- **Immediate, confidential help for any concern.** Your EFAP is a confidential and voluntary support service that can help you take the first step towards change. We’ll help you find solutions to all kinds of challenges at any age and stage of life. Whether you have decided to get in shape, are considering buying a new home or want to find a better work-life balance—we have the expert insight and support to get you on your way.
- **Confidentiality.** Your EFAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the service unless you choose to tell them.
- **How you can receive support.** You and your immediate family members (as defined in your employee benefit plan) can receive support over the telephone, in person, online and through a variety of self-guided resources. You’ll get immediate, relevant support in a way that is most suited to your preferences, learning approach and lifestyle.
- **No cost.** There is no cost to use your EFAP. This benefit is provided to you by your employer. You can receive a series of sessions with a professional and if you need more specialized or longer-term support, your EFAP can suggest an appropriate specialist or service that is best suited to your needs. While fees for these additional services are your responsibility, they may be covered by your provincial or organizational health plan.

How to access confidential support on workhealthlife.com

There are many ways to get help today - all completely confidential. Use the icons under **Get in Touch** to book your service anytime, anywhere.

An important first step to accessing support on this site is to ensure you have created your workhealthlife Profile. If you have not done so already, please **Register** to create your workhealthlife Profile, so you can experience all that this site and Shepell has to offer.

If you are in crisis, please contact your local authorities or our Care Access Centre by phone toll free at 1.866.833.7690.

- **Online Access.** You can use this tool to book services securely online by following a simple step-by-step process. After site login and selecting Online Access, you will choose what area of health and wellness that you're seeking support for along with the way in which you would like to receive that support. For example, you may be looking for help to manage your stress and an online program will provide you with the flexibility to work at your own pace, at home in the evenings. Online Access is also available to use on your mobile device through our app, **My EAP**.

- **First Chat**. This tool can be used in two ways – to chat online with a counsellor or book a service through chat with a Shepell Client Care Representative at our Care Access Centre. After site login, when First Chat is selected, you will be prompted to choose which stream of support you are seeking. In both instances, you will need to complete a short form within the chat window before your session begins. All sessions are live, and you'll be corresponding with a real Shepell employee whose goal is to get you the help you need. Before you start a chat, please ensure you are able to give your full attention to the chat at hand. First Chat is also available to use on your mobile device through our app, **My EAP**.

- **E-Counselling.** This online counselling service can be accessed anytime, from anywhere. After login, you can register for E-Counselling right away and send your first message to your counsellor. Your counsellor will review your submission and correspond with you through electronic messages via our secure online portal. E-Counselling is not live online chat, but rather a series of written exchanges with a counsellor, and does not depend on quickness of thought or speed of typing. If you enjoy writing, and have limited opportunities to attend in-person counselling, you may find E-Counseling a good option for support. E-Counselling is also available to use on your mobile device through our app, **My EAP**.

- **Toll free.** We are here, at our Care Access Centre, to help you get the support you need 24/7/365. No matter what the issue is, we can find a solution that will work for you and/or your family. At the beginning of the call, our Shepell Client Care Representative will ask you a few general, qualifying questions including your phone number, address, and name of your organization. From there, they will assess how they can provide you with the support that best suits you. Our Care Access Centre accommodates many different languages and the hearing impaired.

Asking for help is one of the hardest things you may do. Let us help; our caring professionals will help you select a support option that works best for you. Contact your EFAP for immediate and confidential assistance anytime, anywhere through one of the above options.
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