



# YOUR EMPLOYEE AND FAMILY ASSISTANCE PROGRAM ORIENTATION



# Who are we?

- Homewood is a trusted Canadian company; providing EFAP services to clients like you since 1979.
- Homewood is Canada's leader in mental health and addiction treatment and is supported by a national network of over 4500 employees and clinical experts.
- Homewood's EFAP services are delivered by qualified professionals including registered coaches and certified counsellors.





# EFAP Highlights

- Accessible toll-free 24 hours a day, 7 days a week, 365 days a year
- In person, telephone, video, online (self-register at [homeweb.ca](http://homeweb.ca))
- Book an appointment or access help right away, including crisis support
- Multi-cultural and multi-lingual
- For employees, spouse/partner, eligible dependents
- Participation is voluntary
- Private and confidential
- No cost to the user





# About Counselling

- Short-term, solution-focused counselling — a client-centred approach to goal setting and problem solving
- Bridging to community services, specialized referrals and treatment, if needed
- Professional standards include a minimum of Masters degree and five years experience
- Multilingual, diverse clinical network; counsellors are experts across many areas





# Life Smart Coaching

Practical and proactive resources that help individuals with every day issues

- 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.
  - New Parent Support
  - Childcare and Parenting
  - Elder and Family Care
  - Relationship Solutions
  - Financial Coaching
  - Legal Advisory Services
  - Grief and Loss
  - Nutritional Coaching
  - Wellness Coaching
  - Smoking Cessation
  - Career Planning
  - Pre-Retirement Planning
  - Shift Worker Support



# Online Cognitive Behavioural Therapy

- Included in EFAP, accessible on Homeweb
- For mild to moderate symptoms of depression and anxiety
- 100% web based and self guided
- Available 24/7/365 on any desktop and mobile devices
- Option to add coaching if you need help navigating the program

Online CBT (Cognitive Behavioural Therapy) for the treatment of Depression and/or Anxiety

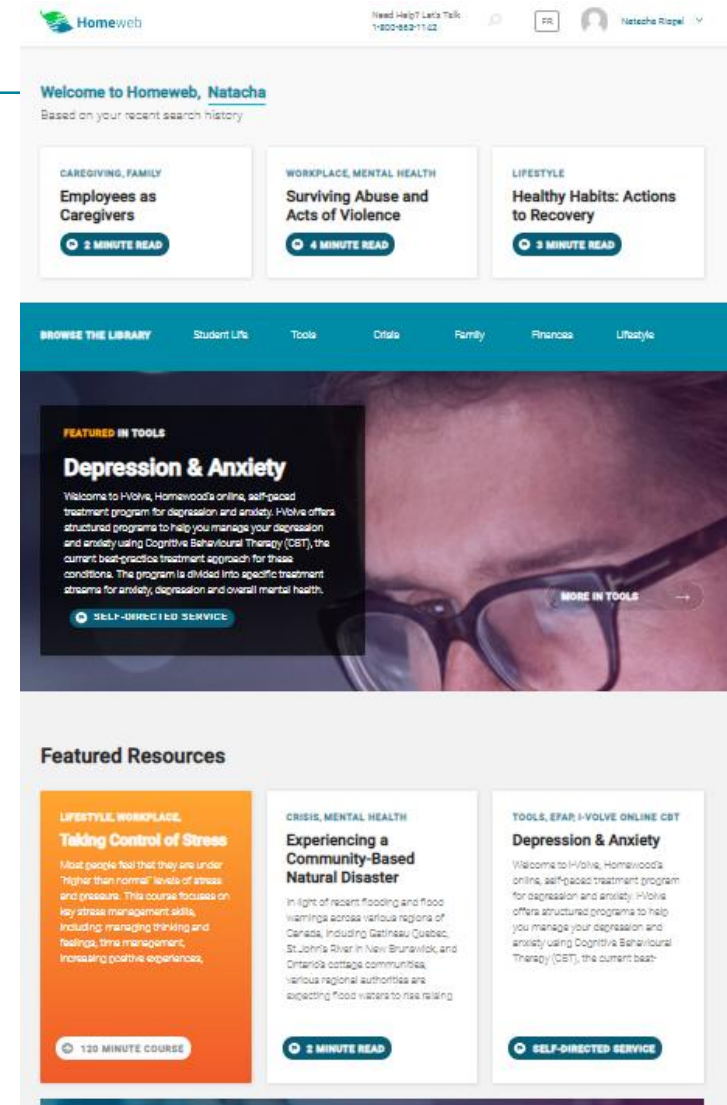




Homeweb is part of your Employee and Family Assistance Program. You can access Homeweb on your phone, tablet, or desktop.

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, online courses, child and elder care resource locators, and a library of health, life balance, and workplace articles.





# Privacy and Confidentiality

## Our Commitment:

no one will know you have used the program unless you disclose it

- Information is confidential
- Appointments scheduled for privacy
- Private offices are offsite
- Clients contact us directly
- Phone messages are never left without prior permission
- Flexible scheduling
- Reports include group data only
- Secure record-keeping

***No identifying information is transferred to anyone without your known, written consent.***

*Exceptions are children at risk, risk to self or others, or subpoena.*



# Connect to your EFAP



1-800-663-1142 (English)

1-866-398-9505 (French)

1-888-384-1152 (TTY/hearing impaired)

604-689-1717 International (call collect)

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