



Your Employee and Family Assistance Program

fseap Now we're
talking.

CONFIDENTIAL ASSISTANCE, AT NO COST TO YOU

Your EFAP is a voluntary, confidential service provided to you by your employer, at no cost to you and your immediate family members (as defined in your employee benefit plan).



THE RIGHT HELP, AT THE RIGHT TIME

It's human nature to think you should solve everything on your own. But sometimes it can be helpful to talk to a trained professional — someone who is objective, caring and experienced at helping with the particular issue you're facing. That's why your employee and family assistance program (EFAP) is here.

Your EFAP offers immediate, confidential assistance to help you find the right options and solutions to navigate through life's simple and complex challenges. Whether you want to lose weight, improve communication in your relationships, or find a better way to manage personal finances, we can assist you in taking the steps that can lead to meaningful change.

Depending on the service, you can receive support over the phone, in person, by video conference, online chat, or with self-guided online resources.

Call us to get started. Our lines are open 24 hours a day, 7 days a week.

PRACTICAL HELP FOR ALL OF LIFE'S CHALLENGES

Whether you're going through a crisis or want guidance on your general well-being, your EFAP is here to help. Call us at any time to get started.

Through your EFAP, you can access qualified professionals and experts such as counsellors, financial consultants, health professionals, and lawyers who can help you:

Resources Kits

Kits are full of educational self-help resources, including research-based books, pamphlets, learning tools, and games that will strengthen family bonds and enhance mental health. Resource Kits are great for independent self-study, or as an adjunct to EFAP counselling. Kits are available on a variety of topics, such as parenting, retirement, relationships, anxiety, depression, grief, and finances.

Manage well-being

- Stress
- Anxiety
- Depression
- Grief and loss
- Anger management
- Aging and life transitions
- Trauma
- Mental health

Succeed at work

- Work-life balance
- Performance
- Workplace concerns
- Career development

Enhance relationships

- Effective communication
- Conflict resolution
- Marriage and intimate relationships
- Separation and divorce
- Parenting and family concerns
- Domestic abuse

Overcome addictions

- Alcohol
- Tobacco
- Drugs
- Gambling
- Internet

Explore child and elder care resources

- Childcare
- Child day programs
- Resource kits for life stages
- Senior support programs and services
- Nursing/retirement homes
- Caregiver support

Obtain legal consultation

- Family law
- Criminal law
- Bankruptcy
- Real estate
- Immigration
- Wills and estate planning

Get financial advice

- Credit/debt management
- Money management
- Retirement planning
- Personal budgeting & saving

Improve physical well-being

- Weight management
- Healthy eating
- Increase energy
- Medical conditions such as high cholesterol or high blood pressure
- Positive lifestyle changes
- Shift unproductive beliefs and attitudes
- Healthy habits and coping skills



fseap Now we're
talking.

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**

1.800.667.0993/ TTY 1.888.234.0414

www.fseap.ca

Online Intake Form



Twitter @FSEAP_Canada



Work-Life Services

Overview



fseap Now we're
talking.

Work-Life Services

In addition to our counselling services, FSEAP also provides a variety of work/life services to help employees manage work and personal life responsibilities to reach their goals. For more information or to access these services, please call FSEAP's Intake Care Centre at **1-800-667-0993**. Our work/life services include the following:

Career Counselling

Our Career Counsellors are Master's level clinical counsellors with additional training and expertise in career concerns. We provide coaching, information on self-care strategies to reduce burnout, consultations on issues including educational planning, career advancement and career changes, and retirement planning. Career services also include comprehensive career assessment and consultation to identify and target career goals, professional assistance with resume and cover letter writing, strategies for employment research and professional networking, and interview preparation and coaching.

Child/Eldercare Consultation

An FSEAP Elder Care Specialist will offer you a consultation and assistance with finding community resources to help you take care of your family. This includes care for older adults with special needs, home support services, long-term care and seniors housing, day programs, health services, and social and educational programs. After a thorough intake to assess your needs, the specialist researches and compiles information and resources, which are then mailed and/or emailed to you.

Financial Counselling and Consultation

FSEAP offers Financial Counselling and Consulting with CPA's and Certified Credit Counsellors. Our consultants can assist you with credit counselling, debt management, tax planning, budgeting, setting financial goals, preparing for retirement, and managing changes in personal situations including separation and divorce.

Legal Consultation

Our service connects you with a practicing lawyer in their area of need for a 30-minute telephone or in-person consultation. Lawyers are available to provide guidance in matters of civil, family, motor vehicle, wills and estates, real estate, immigration and criminal law. Should you elect to retain the lawyer to whom you were referred, you will receive a discount on regular fees, up to 25% off.

Work-Life Services

Health Coaching

FSEAP's Health Coaching is a self-directed, online program that offers a holistic approach to help you make lasting positive lifestyle changes. Certified health coaches and behaviour change consultants provide online and telephonic support and advise on fitness, weight loss and behaviour change on specific areas of need.

Nutritional Counselling

Our Nutrition Counselling service includes consultation with a Registered Dietitian, and can offer support on problems such as weight loss, healthy eating, and specific health and diet risks related to conditions such as cancer or diabetes. Over the period of a month, the dietitian will provide an assessment, evaluation, follow-up and maintenance support to ensure that your nutrition goals are met.

Resource Kits – Family Stages

FSEAP's Resource Kits cover a variety of family needs including: Parenting Teens; Preparing for Retirement & Senior Support; Healthy Relationships for Couples; Anxiety; Low Mood & Depression; Grief & Loss; Beating Burnout and Financial Empowerment . The kits provide tips, resources and information designed to help strengthen family relationships. Kit contents vary, but may include popular researched-based self-help books, pamphlets, booklets, family games, and educational tools and toys. The items include information for parents/caregivers as well as information or resources for children or seniors.

Smoking Cessation Support

As behavioral health specialists, we recognize the psychological significance of the decision to quit smoking, and once decided how difficult it can be to change unhealthy behaviour and “kick” a nicotine dependency. Our counsellors refer you to telephone support lines already available through public and community service providers at no additional cost to you or the program. Where public services do not exist, you can access Life Coaching services through the EFAP for personalized guidance to support this important life change. All smoking cessation support services provide information to support the decision to quit, consultations with a specialist by phone, information about treatment options for nicotine dependency and tips or suggestions to help “quitters” stay on track.

To access any work-life service, call our Intake Call Centre for a referral at 1-800-667-9993.



Career Counselling

Our Career Counsellors are Master's level clinical counsellors with additional training and expertise in career concerns. We provide coaching, information on self-care strategies to reduce burnout, consultations on issues including educational planning, career advancement and career changes, and retirement planning. Career services also include comprehensive career assessment and consultation to identify and target career goals, professional assistance with resume and cover letter writing, strategies for employment research and professional networking, and interview preparation and coaching.

Our counsellors work with you to determine the most effective way to explore career-related issues:

- Explore the meaning of career in the greater context of your life, as well as how to address common issues that impact work-life balance.
- Psychometric Assessments can be used as indicators to help you learn about their personality traits that impact preferences involving workplace environments, tasks, and interpersonal dynamics between colleagues. The Strong Interest Inventory allows you to examine patterns in their interests, and shows how those patterns compare with those in a wide range of occupations.
- Resources and coaching to support with resume writing, cover letters, and strengthening interviewing skills.
- Develop and implement S.M.A.R.T. Goals to take the next step in career development. Gain access to resources in order to plan for further education, certification, and skills training.

Financial Counselling & Consultation

Eligible FSEAP you can receive access to Financial Counsellors and Consultants' advice on all financial matters including, but not limited to: financial planning, debt counseling, credit counselling, tax and accounting. FSEAP offers two options for Financial Support; Financial Counselling offers ongoing financial and personal support, while Financial Consultation can provide quick, practical answers to common financial questions and concerns.

1. Financial Counselling – In Person or Telephone

Service Description: FSEAP's Financial Counselling services allows you to meet with a Financial Consultant who is also a Registered Clinical Counsellor in person or over the phone. The counsellor will offer you an analysis based on the appraisal of your financial position to identify planning and net worth building capabilities. The counsellor may also provide clinical support on the driving beliefs behind each particular financial position, the causes of financial distress, or the consequences of monetary constraints.

Financial Counsellors specialize in budgeting, financial modeling, investments, and debt management. Because we find that many of the common causes of financial distress include relationship issues, separation and divorce, addictions, anxiety, depression, health issues, work performance, stress, and trauma, FSEAP's Financial Counselling aims to not only address your ongoing financial concerns, but also tackle the underlying issues.

2. Financial Consultation – Telephone

Consultants may:

- ✓ Provide credit counseling;
- ✓ Educate on financial planning;
- ✓ Assist with budgeting; or
- ✓ Educate on tax planning.

Service Description: FSEAP's network of financial consultants will provide up to 45 minutes of personalized financial consultations. Each financial advisory consultant is a highly qualified, experienced and credentialed professional. Financial consultants have various backgrounds including accountants, certified financial planners, and debt collection managers.

At intake, you will be asked to provide three windows of time in which you can receive a call from a financial consultant. Calls will occur within one of the three windows of time, but the consultant will make their best efforts to attempt contact during the first call back window.

Consultants will telephone during identified call back times and provide you with you desired consultations to a maximum of 45 minutes per issue.

Legal Support

FSEAP connects you with a practicing lawyer in their area of need for a 30-minute in-person or telephonic consultation. Lawyers are available to provide guidance in matters of civil, family, motor vehicle, wills and estates, real estate, immigration and criminal law. FSEAP's Legal Referral Service, Law Assist, offers a lawyer network with over 2400 lawyers on their roster, all of whom are certified in good standing and re-credentialed annually.

Legal Referral Services now offers two Legal Advisory and Consultation Services: 1) In Person, and 2) Telephonic.

1. Legal Advisory and Consultation – In Person

Service Description: FSEAP's Legal Advisory/Consultation services offers you a 30- minute in-person (or in select cases by phone if requested by you and the lawyer is amenable) consultation with a Canadian lawyer in the area of legal need (excluding employment law), and a discount of up to 25% off the lawyer's regular hourly rates, should you retain the lawyer. Service is bi-lingual French/English and accessible 24/7.

At time of the first call, you will be matched based upon postal code look up, area of law, and other parameters which you define. Law Assist will provide the name and contact information for the lawyer to which you have been matched. You may then contact the lawyer at your convenience.

2. Legal Advisory and Consultation – Telephone

Service Description: FSEAP's Legal Advisory/Consultation services offer a 30- minute telephonic consultation with Canadian lawyer in the area of legal need. You may provide up to 3 desired call back times between 8:00am – 9pm, Monday to Friday.

You will then be assigned to a lawyer (or bank of lawyers), depending on the area of law, location, and call back times. Consultations are completed within one of the three windows of time (usually over three business days), the lawyers will telephone you during the identified call back times and provide them with their desired consultations (up to 30 minutes).

Life Coaching

Are you ready to be inspired and supported towards your personal and professional goals?

A Life Coach can help you ...

- ✓ Change your thinking
- ✓ Increase your emotional wellbeing
- ✓ Change limited belief systems
- ✓ Set and achieve goals
- ✓ Make life changes
- ✓ Increase motivation
- ✓ Shift your self-identity

A Life Coach:

- ✓ Helps you dream big and stretch your horizons to create a compelling vision for your life, and then helps you chart the course to get there
- ✓ Holds you accountable to yourself by reminding you what you're doing it all for
- ✓ Challenges you to see your true potential and to settle for nothing less than all you are meant to be
- ✓ Encourages you to stay committed in those times that you feel frustrated, discouraged or become distracted

Life Coaching is an alternative approach to traditional counselling which guides you to achieve personal and professional growth. Life coaching is present and future oriented and helpful for individuals looking to identify goals for change, overcome challenges, and unlock their potential.

At a Glance

FSEAP's Life Coaching service is provided by a Professional Certified Coach (PCC). Our coaches take a collaborative approach to support you with their present circumstances and a future-focused perspective. Assignments and individually-tailored resources may be used in addition to coaching to help you with goal setting, leadership, mindfulness, and emotional intelligence development.

As with EAP Counselling, Life Coaching is accessed hourly based on your EAP program's eligible session model.

Support and Accountability

The reason people don't follow through on changes or go for their dreams isn't typically because they don't have the resources. It isn't because they don't have the desire. And, it isn't because they don't have the time. It's because life happens. Responsibilities happen. Becoming overwhelmed happens. Limiting beliefs happen. People have career goals, relationship goals, health goals, financial goals... but they also have doubts, fears, and distractions. What they need is the support, strategies, and accountability of a Life Coach.

The truth is that everyone needs accountability and encouragement! Change is hard. Big goals take big commitment. Doing something new or scary is always better (and more likely to actually happen) with a partner or a guide. No matter how inspired we are by our dreams, our old patterns and habituated comforts will quickly zap our energy and fade our drive.

Although customized to the needs of each client, a typical coaching session would include:

1. Assessing and clarifying goals/review progress or changes since last session
2. Determining primary goals and desired outcomes
3. Performing a Reality Check: "Where are you in comparison to where you want to be?"
4. Exploring options, solutions and needed action steps
5. Making a plan and agree to action steps

Health Coaching

Are you looking to regain balance in your life? Or, maybe establish healthier habits to feel better or be more resilient?

In today's fast paced world, the stress and demands of life, family, and work can take a toll on all of us. Often the first things to go when we lose perspective and balance are the healthy eating and lifestyle habits that are essential to our overall wellbeing.

FSEAP's Health Coaching Service will help you regain balance in your life and re-establish the healthy habits and actions that are key to your resilience and wellness. Designed by experts in the fields of health promotion and personal change, FSEAP's Health Coaching program will guide you through a holistic and proven health enhancement program, taking an "inside out" approach that will empower you to bring about positive change in your life.

At a Glance

FSEAP's Health Coaching is a self-directed program that offers a holistic approach to making lasting positive lifestyle changes over the course of 12 weeks. A certified health coach and behaviour change consultant will provide you with online and telephone support as you identify your personal behaviour change goals. Whether you want to focus on goals specific to general health and wellbeing, fitness, weight loss, or stress management, they will provide advice and strategies tailored to your specific needs and goals.

Inside Out Approach

FSEAP's Health Coaching service embraces a holistic wellness philosophy that involves working with you to achieve small, incremental improvements based on your goals, readiness, values, beliefs, pace, and tolerance to change. This unique coaching approach, combined with your personal workbook and online resources, is designed to bring about new patterns and habits that will result in lasting change. You will receive a step-by-step 12 Weeks to Wellness workbook, up to two-hours of telephonic/online coaching, and access to online health assessments and a library of health and wellness articles and resources.

Are you ready to be inspired and supported towards positive personal change and enhanced health? If so, we're ready to help.

Health Coaching will help you to...

- ✓ Find your own personal motivations for change
- ✓ Shift unproductive beliefs and attitudes
- ✓ Improve healthy eating habits and coping skills
- ✓ Make positive lifestyle changes
- ✓ Sustain change over the long-term

Your Health Coach will provide you with...

- ✓ Motivation and support as you set goals and take action
- ✓ Accountability as you follow your plan
- ✓ Support as you track your progress
- ✓ Strategies to maintain your progress
- ✓ Positive feedback
- ✓ Recommendations for ongoing change

Nutritional Counselling

FSEAP's Programs include nutrition counselling services based on a service model that is time tested and produces long term benefits. Knowing that each client is unique, our approach addresses the whole person, including your lifestyle, challenges, food preferences, intolerances, work schedule, family history, burning questions, and aspirations. Each counselling session is fine-tuned to your specific and evolving needs, setting personalized, measureable goals to achieve long term results.

Service Description:

Our Nutrition Counselling services offers 3 hours of nutrition counselling with a Registered Dietitian. The service offers an evaluation and interview with a dietitian qualified in recommending and monitoring a structured diet plan, including follow-up and support. Our dietitians may provide advice on problems such as weight loss, healthy eating, and specific health and diet risks related to conditions such as cancer or diabetes. Service is available in English and French.

Service Overview:

1. 1st phone intervention: Nutritional assessment session (45 minutes)

- Assessment questionnaire (email)

2. Dietitian case analysis: personalized plan developed by Dietitian (60 minutes)

- Personalized food plan template and recommendations
- List of resource materials

3. Material emailed or mailed: personalized plan and information leaflets sent

4. 2nd phone intervention: Nutrition counselling session (30-45 minutes)

- Confirmation that you have received the information package
- Walk-through of personalized food plan and recommendations
- Review of support material and fact sheets
- Discuss questions and concerns
- Ensure your comprehension and confidence

5. 3rd & 4th phone intervention: Follow-up sessions (15 minutes each)

- Evaluate adherence to plan and comprehension of program
- Discuss challenges, questions and concerns
- Satisfaction of service / determine if further intervention is needed

Family Resource Kits

Resource Kits are available to employees and family members by calling FSEAP's Client Care Centre. Kits are full of educational and self-help resources, including popular, research-based books, pamphlets, learning tools, and games that will strengthen family bonds and enhance mental health. Resource Kits are great as materials for independent self-study, or as an adjunct to EFAP counselling. Kits are available on the following topics.

Resource Kits

Parenting Youth:

Designed to help parents of teenagers, this kit helps parents communicate with their teens, and provides information on internet safety and forming healthy relationships.

Preparing for Retirement and Senior Support:

This kit is designed to support adults preparing for the emotional, social, and financial changes that accompany retirement. This kit offers books and resources to help you navigate the Canadian Pension System, and find happiness in a satisfying and meaningful retirement.

Resource Kits for Relationships

Healthy Intimate Relationships:

This kit can help couples enrich and enhance their relationship and build communication skills. These research-based tools support couples by building intimacy, increasing joy and play, and teaching strategies for managing conflict.

Resource Kits for Improving Mental Health

Working Through Anxiety:

This package is designed to provide tools to individuals experiencing low to moderate anxiety. Workbooks teach research-based techniques to reduce symptoms of generalized anxiety, panic, phobias, and more.

Beating Burnout:

Burnout can make us feel exhausted, isolated, irritable, and stressed out. The Burnout kit was created to help individuals better understand the emotional, physical, and mental impact of burnout and personal stress. Learn how to beat burnout and work towards a healthier well-being.

Family Resource Kits

Self-Help for Low Mood and Depression:

Providing support to adults experiencing symptoms of depression and low mood. This kit includes self-help resources that teach cognitive-behavioral techniques to increase self-esteem, cut out negative self-talk, and enhance social connections.

Coping with Grief and Loss:

This package is designed to support individuals experiencing the recent loss of a loved one. The topics highlighted in the resources include facing adversity, building resiliency, and finding strength.

Resource Kits on Financial Support

Financial Empowerment: General Personal Finance

Regardless of what direction our life takes, managing our finances is essential throughout our lifetime. This includes everything from budgeting to financial goal setting whether it be saving for a house or car, a child's education, or retirement. The kit includes books and resources to help you reach those goals as well as info on coping with debt and protecting against frauds, scams and identity theft. There is also information on registered savings plans and how to maximize their benefits, along tax credit and benefit resources

**To inquire about services, receive a referral to a service or order a resource kit, call us at
1-800-667-0993.**

1-800-667-0993 | www.fseap.bc.ca

fseap Now we're
talking.