What is EFAP?
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An Employee and Family Assistance Program, also called EFAP or EAP for short, provides you and your family with immediate and confidential support to help resolve work, health, and life challenges to improve your life. Your EFAP can help you find solutions so you can make changes and reach your goals at any age or stage of life. We help millions of people worldwide live happy, healthy, and productive lives.

It's a common misconception that the EFAP is only an employee counselling service. The assistance includes a variety of services, including:

- counselling;
- legal and financial support,
- physical health assistance,
- and family and child support services.

The EFAP supports you and your family with any of life's challenges at no cost to you. The EFAP is voluntary and confidential. When you choose to use EFAP services, your privacy is protected. Your clinical files are kept securely. Service is flexible, and provided discreetly. No one will know that you've used the EFAP, including your employer or family, unless you choose to tell them. No personal information that could identify you is disclosed to anyone without your express consent.

At every step of the process, the EFAP is a professional experience. No matter how you access the service- by phone, web, or mobile app-or what you're seeking support for, you will be guided to the right service for you.

All services are short-term and solution-focused, and offered to you in a variety of ways that will suit your lifestyle and comfort level. All counselling services are provided by clinicians with Master's level education, and at least 5 years of experience in EFAP-specific practice. Work-life professionals, such as lawyers, accountants, and coaches are accredited or certified in their field. When applicable, all professionals are members of their field's professional organization.

You are always in good hands!