What services are available through EFAP?
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When you access your EFAP, we'll ask you for just enough information to determine which of our services best addresses the concerns that you have. Depending on how our conversation goes, or what you ask for, we'll put you in touch with the right people and resources.

EFAP services fall into two categories: counselling services and work-life services.

Counselling is a professional service that provides confidential personal assistance for work, health and life issues. No matter what an individual is going through—addiction, anxiety, depression, relationship problems, or work stress—a highly qualified counsellor is available for booking. All counselling services are provided by clinicians with Master's level education, and at least 5 years of experience in EFAP-specific practice.

Counselling services are flexible and can be provided in a variety of ways. Our goal is to match you with the counselling program that will be most effective, and that means considering your concern as well as your learning style, lifestyle, and comfort level. You can choose from a variety of counselling options, including: in-person, telephone, e-counselling, video, online chat, online group, online programs, and app-based [My Migo].

Work-life services may be offered in conjunction with counselling services or on their own. These services provide guidance for common life problems such as financial and legal issues, or nutritional concerns. Work-life services include legal support services, family support services for child and elder care, financial support services, health coaching, nutrition, and naturopathic support.

Work-life professionals, such as lawyers, advisors, and coaches, are accredited or certified in their field. While consultation-based services are usually delivered over the phone, many work-life services can be accessed independently through reading materials and online tools.