

Employee and Family Assistance Program (EFAP)

Frequently Asked Questions (FAQ's)

Q. Why don't we have an in-house counselor anymore?

A. Unfortunately, our EAP Counselor, Michele Guenter, is no longer with the University. In addition, under the old model, service was not available over the summer or outside of business hours, and many employees commented that meeting off-site would be preferable.

Q. How does Homewood Human Solutions provide counseling?

A. Your options:

- Face-to-face with a local counselor in Lethbridge or anywhere nationally that they have counselors as per your request
- On the phone
- Online

Q. How long does it take before I can talk to a counselor?

A. Regardless of the day or hour, a counselor is always available by phone or on-line. Normally, an appointment for a face-to-face session can be scheduled within two business days (based on employee and dependents schedules); more quickly for emergencies.

Q. Will I speak to a different counselor every time?

A. Since no one person can be available around the clock, this may indeed happen for counseling sessions on the phone; however, it is still better than having no access to counseling when you need it most. Barring illness and vacation, scheduled face-to-face counseling appointments are generally with the same counselor.

Q. Does the University save money by going to an outside provider?

A. No. We can, however, now provide service year round, day and night.

Q. How many sessions can I have?

A. Employees and eligible dependant family members have up to 12 sessions each per calendar year. In unusual situations, this can be extended.

Q. How much does each session cost me?

A. There is no fee per session. You will not be asked to pay to meet with a counselor. You need only identify yourself as a U of L employee or an eligible dependant of a U of L employee.

Q. Is it confidential?

A. Your identity is not shared with the employer.