

Employee and Family Assistance Program (EFAP)

All Employees and Dependent Family Members

We all have to face personal and work difficulties from time to time and sometimes it is easier to manage with professional support.

Our Coordinator - Employee Assistance Program, Michele Guenter, has recently relocated to B.C. While we will miss her, we have taken this opportunity to review the program and how it is delivered. We reviewed comments in regard to on-site vs. off-site counseling and the need for services outside of business hours.

You and your dependent family members now have access to the **Employee and Family Assistance Program (EFAP)** as part of your Alberta Blue Cross benefits package through a company called Homewood Human Solutions. Services are available online, by phone, or at local face-to-face meetings. EFAP provides confidential, personal counseling for a broad range of personal, work, and family problems. While the program may be used for crisis intervention, the ideal time to use it is before a problem gets out of hand.

Call 1-800-663-1142 any time day or night, 365 days of the year.

Counselors have extensive experience helping individuals with their problems, and are required by law to maintain the strictest confidentiality. You will not be identified to your employer.

Counseling Services

The model of counseling is short-term in focus, with clearly defined goals and outcomes. It is meant to help you understand your concerns and develop a plan of action to address them.

Plan Smart™ Services

Plan Smart™ includes care-giving, life planning, and health management services. Each of the services included in Plan Smart™ has been developed to allow you to take a proactive approach to manage everyday challenges and life transitions, and receive information and support to suit your unique situation.

Crisis Services

In an emergency, face-to-face consultation can be arranged within hours. Instant support is always available over the phone.

Note: All employees will be receiving, via campus mail, a wallet-size EFAP card, an EFAP brochure, and a page insert to be added to your Alberta Blue Cross benefit booklet.