



Employee and Family Assistance Program

Frequently asked questions and answers for Managers and People Leaders

Access your EFAP 24/7 by phone, web or mobile app
1.844.880-9142
workhealthlife.com

1. How do I log onto the EFAP website to access programs?

You have two options, you can call directly through the 1-844-880-9142 (English) or 1-844-880-9143 (French) or you can access Morneau Shepell's EFAP website, www.workhealthlife.com which is a public website updated on a monthly basis offering a wealth of information

To access any of the various tools and programs you will be required to create an employee profile and login as programs can vary from one organization to another. Creating a login is also necessary to protect and keep your information confidential. You will need to enter your first and last name (**the program is confidential**), select the organization you work for (to know what program is available to you), enter any email you choose (personal or work), and create your own personal password (again to protect and keep your information confidential). Different from our previous EFAP, each individual creates their own profile and login providing an extra level of confidentiality. No log in information or website usage is provided to your employer.

2. I am receiving counselling from our former provider, will my counselling be interrupted as we transition to our new provider?

Any cases currently in progress with our previous provider will be honoured and continued until clinically appropriate. This may mean a small number of employees may still be receiving counselling from the previous provider after September 1, 2020. No new cases will be opened under the previous provider from September 1, 2020 onward.

3. Does Morneau Shepell have a mobile application?

Yes. You can access tools, resources and book services on your mobile device by downloading the EFAP mobile application for free from your app store: **My EAP**

Available worldwide in three languages and across all major mobile platforms (iOS, BlackBerry and Android), the My EAP app is your 'always-on' mobile support tool.

- Get confidential support 'on the go';
- Book a counselling service;
- Assess your stress, relationship and finances;
- Mobile-friendly versions of your EFAP online programs
- Insightful articles and videos

Download **My EAP** app now at your device app store.

4. How many issues can I discuss in counselling?

If you have more than one issue that would like to bring up with your counsellor, you are free to do so. Your counsellor will provide guidance on when and how to address these issues. Counsellors will work in consultation with Morneau Shepell's Regional Clinical Manager to develop an appropriate action plan to prioritize and address the issues to support the employee.

5. Is the EFAP confidential?

Yes. The EFAP's strict confidentiality policy and safeguards ensure that no one will ever know you are participating in the EFAP unless you choose to tell them. Complete confidentiality is the foundation of our services and our caring professionals work within a strict code of professional ethics, within the limits of the law (under subpoena, child abuse, elder abuse and risk of harm to self or others).

To preserve confidentiality:

- Two people from the same organization will not have back-to-back appointments with the same counsellor to prevent accidentally running into each other.
- Identifying telephone messages are never left at home or at work unless you authorize us to.
- Online access is firewall and password protected unique to each user.
- Your written authorization is required to confirm/deny access or to release your file.

6. If I decide to use the EFAP, will my manager or co-workers know about it? What information is shared with the Rainy District School Board?

No. No one will know you accessed the EFAP unless you share that information with someone. Your written authorization is required in order to confirm/deny coverage. EFAP counsellors will deal only with you, not with your organizations management, your manager or your co-workers. All our providers are bound by the same confidentiality practices you would expect from any professional. The Rainy District School Board is interested to know that the EFAP is valued and utilized by its employees and their families. The Rainy District School Board will receive aggregate data of program usage for the entire organization combined; no single individual can be identified as this would breach our confidentiality agreement with you.

7. What happens when I call the EFAP for services?

All calls are answered live by our qualified Care Access Centre Representatives. These are Morneau Shepell employees located in centres across Canada. Callers never have to leave a voicemail because someone will always answer the phone 24/7/365. The representative will ask for your name (the service is confidential but not anonymous), name of your organization (to know what you have access to), ask a series of questions to ensure you are not at risk (as part of our best practice) and ask open ended questions like, "How may I help you?" In the event of an emergency or if you call in a crisis, master's-level clinicians are available in the call centre 24/7/365. The representative may conduct assessments and make recommendations based on needs and preferences.

8. How does the program work? Is there a defined amount of coverage provided?

The EFAP, as provided by Morneau Shepell, is a flexible program intended to assist employees with a short-term, goal-oriented types of issues such as relationship problems, communication issues, financial information, legal information, career services, and access to resources through counselling and other programs. The number of sessions or hours of support is determined after an assessment of each individual's needs. EFAP counselling is not intended to diagnose or provide long-term care to treat mental health diagnoses. The EFAP is intended to assist with early intervention to every day challenges by providing access to a network of professionals. Types of issues that fall within the EFAP's services include (but not limited to) stress, depression, addiction and separations. In addition to these services, there are additional services to support employees in areas such as nutrition and eldercare or parenting issues.

9. What is the purpose of the EFAP?

An Employee and Family Assistance Program (EFAP) provides professional, confidential support services and programs, including counselling for employees and members of their immediate families in an effort to help with common life issues. Your EFAP can be used for early intervention and receive information, tools and insights to help you manage your current needs. Seeking support early can be key in a quicker recovery and in preventing the need for longer-term support. If in doubt, please keep in mind that no problem is too small or too large for the EFAP; accessing the program is the first step towards addressing a problem.

10. Who is eligible for the EFAP?

Employees and their immediate family members are eligible to use the EFAP. Immediate family includes a spouse or common law partner; children aged 21 and under not attending school, but living at home; children up to 25 years old if they are a full-time student attending post-secondary training. There is no form or action needed on your part to sign up for this benefit. You can start accessing services any time online, by phone, or on the **My EAP** mobile app starting **September 1st, 2020**.

11. Can my adult child be covered for these services?

A dependent child is covered by the EFAP up to age 21, or up to age 25 if a full-time student who is covered under your Health and Dental plan.

12. How can I access the services

The EFAP can be accessed 24 hours a day, seven days a week, and 365 days a year through any of the following:

- 1) Care Access Centre: English: 1-844-880-9142; French: 1-844-880-9143
- 2) www.workhealthlife.com – select the orange “get started online” button on the right hand side for online access.
- 3) **My EAP** app. Available for download from your app store.

13. What are the ways I can receive counselling from my EFAP?

Morneau Shepell’s goal is to ensure that you are provided with the service that will best meet your needs and lifestyle – leading to efficient and effective problem resolution.

The following counselling modalities are available for you:

- In-Person
- Telephonic
- E-Counselling (email style)
- Video counselling
- First Chat (also available on My EAP app)
- Online Group Counselling

14. How do I find out if the counsellor I am currently seeing is a part of the Morneau Shepell provider network?

Please contact Morneau Shepell to ask if your current counsellor is on the Morneau Shepell provider network. Morneau Shepell's network is vast and extensive; a listing is not available for distribution, but representatives are able to search by first and last name to confirm if your counsellor is a part of the network or not. Please keep in mind the EFAP is intended for short-term, goal-oriented types of issues. If your counsellor is not within Morneau Shepell's network, you will have two options:

- Continue to see your current counsellor and explore if you have alternative coverage available under your Group Benefits plan; or
- Accept to change counsellors and agree to an appointment with a counsellor that is in Morneau Shepell's network.