

Access EAP 24 hours a day
Toll free at 1-800-461-5558

Frequently Asked Questions about the Employee Assistance Program (EAP)

What's the Employee Assistance Program (EAP)?

The EAP provides access to short-term counseling away from the workplace, where your problems can be resolved in an environment of understanding and strict privacy. It provides confidential, professional consultation and assistance for you and your family around the following problems:

- Family and marital relationships
- Work and personal/family balance
- Personal and emotional difficulties
- Depressions, anxiety and stress
- Workplace stress
- Alcoholism and drug dependency
- Grief and bereavement issues
- Childcare/eldercare issues
- Legal and financial concerns

FGI is the company that administers and runs the confidential counseling and information services for the EAP.

How is my confidentiality assured?

Your EAP is designed to provide you the opportunity to resolve your problems in an understanding and private environment. Two people from your company will not have back to back appointments with the same counselor ensuring that they will not accidentally meet each other. Identifying telephone messages are never left at work or home. All records relating to your participation in your EAP are confidential. No information can or will be given out without your signed consent.

I have more than one personal problem. Will this program deal with all of them?

If you want to discuss them together, you're free to do so. You can talk over as many problems with your counselor as you see fit.

Who are the counselors for this service?

FGI has a network of counselors across the country. They all have a minimum of a Masters Degree and an average of 10 years of clinical experience. They are the best counselors in the industry, with expertise in several disciplines, such as social work, marriage and family counseling, education, psychology and addictions. They are not employees of your company.

What happens in the event of a crisis situation?

Counselors are available 24 hours a day, 7 days a week in the event of an emergency. Simply, call the EAP telephone number and indicate that your situation is a crisis or an emergency.

Why should I use the EAP instead of services covered under the medical benefit plans?

The EAP is not offered as a replacement for the services covered under the medical benefit plans, but rather to complement them. The EAP services deal with short-term problems and provide referrals for specialized or longer-term services.

Can I get help for a problem involving one of my dependents, rather than my own personal problem?

Yes, eligible dependents have access to the EAP; if he/she is eligible under your medical benefit plan. We would encourage you to have your dependent contact the EAP directly for personal assistance.

Can my manager make me to go to the EAP?

No. It's your decision whether or not to use the EAP. This is a voluntary program. Your manager may suggest the EAP as a source of help, but you're entirely free to accept or reject this suggestion.

If I decide to use the EAP, will my manager or co-workers know about it?

Not unless you want to tell them. EAP counselors will deal only with you, not with management, unless you grant legal written permission.

If I have legal problems, can the EAP give me legal information?

Yes. The EAP will connect you with a lawyer who can provide legal consultation and advice over the phone. If you decide you would like to obtain a lawyer for services, a referral can be made at a preferred rate. (Legal Information Services does not provide legal advice on labour/employment issues.)

Will the EAP provide help in resolving financial problems?

Yes. FGI will direct you to an appropriate agency where you can get the help you need, at no cost to yourself or eligible family members.

Will the EAP provide service to minor dependents without parental knowledge?

Unless required to notify parents of minors by law, the confidentiality of minors will be maintained. In most instances, the successful resolution of a minor's problem depends on active support from the parent. Therefore, the EAP counselor will encourage the minor to involve the parent(s).

One of my children attends school in another province. How can she/he use the EAP?

If your child is eligible under your medical benefit plan, s/he can use the EAP in the area where s/he is attending school. Just give her/him the toll-free EAP number. The EAP has counselors in over 1,500 locations across Canada.

I suspect my child may be using drugs. Can the EAP help me?

Yes. You should contact the EAP to determine the most effective role you as the parent can take in addressing your child's potential drug problem. The EAP can also help you in coping with the stress usually associated with this type of problem.

My spouse is experiencing emotional stress. Should she/he go to a private practitioner or to the EAP?

There are different avenues of help for people experiencing emotional stress. The decision to go to a private practitioner or to access counseling through the EAP is a personal one. However, it is important to keep in mind that your EAP offers counseling for a wide range of problems, including emotional stress and that these services are provided at no cost. When a spouse or other eligible family members accesses for EAP services, confidentiality is maintained from all other family members.

If the EAP counselor refers me to an outside resource, who pays the bills?

Your provincial health plan or company medical benefit plans may cover these costs. It is the individual's responsibility to find what services outside of the EAP are covered by company benefits.

Does my company receive information about my use of the EAP?

FGI, the company that administers your EAP, provides your company with periodic statistical reports with non-identifying information such as the number of people who have used the services and a summary of the kinds of issues presented. These reports do not include names or other identifying information. These reports are absolutely committed to maintaining the anonymity and confidentiality of anyone using the EAP.

If I have questions about this program, whom can I contact?

Call FGI:
EAP English Service: Toll free 1-800-461-5558
EAP French Service: Toll free 1-800-363-3872

Managing Expectatons Microsite

You learn to manage your finances, your work, your relationships - but how about your expectations? If you believe that your perception of a situation can have an impact on all aspects of your life, then learning to dismiss disappointments and transform setbacks into opportunities is a skill worth sharpening. And with Mental Health Week upon us, we can provide you with strategies to appreciate where you are now (even if it's not where you thought you'd be) and help you carve out a gratifying, fulfilled future that surpasses your greatest expectations!

In relation to this event, we've partnered with our Employee Assistance Program (EAP) to put together an online interactive wellness site (microsite) that offers support to improve your work, health and other aspects of your life. The site, titled '**Managing Expectations: Your Guide to Turning Life Lessons into Life Goals**' provides tools and resources to help you manage expectations to create a healthier lifestyle.

The microsite, www.shepellfgi.com/managingexpectations , is now available until mid-June.

Log on now to learn more!