

What is an Employee and Family Assistance Program (EFAP)?

An Employee and Family Assistance Program (EFAP) provides professional, confidential support services including short-term counseling, programs and resources to members and their EFAP-eligible dependents for help with work, health and life issues.

What is “short-term” counselling?

Employee and Family Assistance Program (EFAP) counselling is short-term, change-oriented, goal-focused therapy. This means that the counsellor helps the individual work toward achieving a very specific, measurable goal that can be accomplished in a few sessions. The exact number of counselling appointments provided under the EFAP will be unique to the member because it depends on a number of factors, including the nature of the problem. **The EFAP model provided to CMAW allows for up to 8 x 1 hour sessions with a clinical counsellor, per clinical case. However, many cases are resolved to the mutual satisfaction of the member and their counsellor utilizing less than the entire 8 session allotment.** When a member needs or wants ongoing support or specialized services, the EFAP counsellor will refer them to community resources or private practitioners who can provide the longer-term and/or specialized service, which is outside the scope of the EFAP. Once the member has transitioned out of the EFAP, any costs incurred would not be covered by the EFAP.

In addition to the EFAP counselling model, CMAW members also have access to longer-term support through the extended health benefits covered by CMAW Benefit Plan. This coverage, which is separate and distinct from EFAP, provides the option for members to see a separate psychologist or social worker and have those expenses reimbursed through Green Shield. For more information, please refer to your CMAW Benefit Plan Booklet.

2. Safety Assessment

- Risk of harm to self or others?

4. Recommendation

- Recommend service(s) and modality most suitable
- Confirm member satisfaction



1. Opening

- Determine eligibility
- Creation of member record

3. Needs Assessment

- Presenting issue and lifestyle assessment

5. Closure

- Provide service details
- Offer of additional support

Is there a cost to use the EFAP?

No. There is no cost to you or your family to use your EFAP.

Is the EFAP confidential?

Yes. The EFAP is completely confidential within the limits of the law. Our Client Care Representatives, Clinical Counselors and professional service providers adhere to strict privacy and confidentiality procedures. Personal information is only ever provided to authorities when certain conditions apply: threat of violence to oneself or others, child abuse or a subpoena. Morneau Shepell will be required to release it by law.

Do I need to make initial contact for a family member to access EFAP services?

No. Eligible dependents must access the EFAP on their own. Your family member's right to confidentiality is just as important as that of a member.

Will the EFAP provide service to my minor children without my consent?

Laws vary by province and country. Children under the age of 16 require a signed parental consent form to use the EFAP.

What if I don't need counseling?

Your EFAP covers a broad range of services and resources that are not limited to counseling. Learn more about the wide range of support available to you and your family by calling the Morneau Shepell Care Access Centre or by accessing our website www.workhealthlife.com.

What kinds of problems or concerns can the EFAP help with?

Common issues that the EFAP can help you and your family will include:

- Emotional and mental health
- Relationships and family
- Workplace concerns
- Work-life balance and stress
- Addictions
- Physical health and nutrition
- Career questions
- Child and eldercare
- Legal and financial concerns

Do I have to come in to Morneau Shepell offices to use EFAP services?

No. Morneau Shepell provides services and resources in different modalities that don't require an in-person visit. We offer access to our programs over the telephone, online and/or through text-based tools. Your initial assessment will identify the solution that best fits your lifestyle and learning preferences.

Connect with us for confidential support or to learn more

Make the right decisions for you and your family with help from your EFAP.

For immediate assistance, contact us [1.844.800.9142](tel:18448009142) or visit workhealthlife.com.