

Your Employee Assistance Program (EAP)

Confidential Help For Any Concern

Struggling with a relationship issue? Under a lot of stress: work-related or personal? Trying to get along better with a co-worker? Concerned about alcohol, drugs, or a possible gambling problem? Feeling anxious or depressed?



Your Employee Assistance Program (EAP) is a confidential and voluntary support service that can help you solve all kinds of problems and challenges in your life.

You and your immediate family members (as defined in your employee benefit plan) can receive support over the telephone, in person, online, and through a variety of issue-based health and wellness resources. For each concern you are experiencing, you can receive a series of sessions. You can also take advantage of online tools to help you manage personal well-being.

You'll get practical, relevant support, fast and in a way that is most suited to your preferences, learning approach and lifestyle. Caring professionals will help you select a support option that works best for you.

CONFIDENTIALITY

Your EAP is completely confidential within the limits of the law.* No one, including your employer, will ever know that you have used the service unless you choose to tell them.

How can I be sure this service is confidential?

Shepell•fgi assures **confidentiality** by the following means:

- Statistical reports do not include any identifying information concerning any individual or their activity.

- The confidentiality of all transactions and the identity of all persons using the EAP will be maintained by Shepell•fgi.
- Clients sign a Statement of Understanding acknowledging that no personal information can be released to any individual, family member, other persons or organization without their prior knowledge and written consent, except as required by law (or in a situation that may be deemed as potentially life threatening by the EAP counsellor).*
- All counselling records are the property of Shepell•fgi and shall not be released to medical authorities or other professionals without written consent of the client.
- Shepell•fgi does not schedule two persons from the same organization for back-to-back appointments.
- Shepell•fgi does not leave identifying telephone messages at home or at work.
- Shepell•fgi counsellors work within strict codes of professional ethics.
- All electronic information within the Shepell•fgi network is protected by a robust, advanced and highly reliable security architecture and monitoring system (using the same level of encryption as the major banks).

**Limits to confidentiality as required by law include, but are not limited to, situations involving child abuse and directed threats of violence to self or others.*

Call your Employee Assistance Program (EAP) toll-free, 24 hours a day, seven days a week for immediate, confidential help:

1 800 387-4765 TTY Service: 1 877 338-0275

Or, visit online information and resources:
www.workhealthlife.com

Your Shepell•fgi EAP is a confidential service available to you and your family members as part of your organization's healthcare benefit package. There is no cost to use the EAP.