

Your Member and Family Assistance Program (MFAP)

Summary of services



Accessibility

24-hour, 7-days-a-week toll-free confidential telephone access via the Care Access Centre to MFAP for crisis counselling, risk assessment and matching to appropriate service(s).

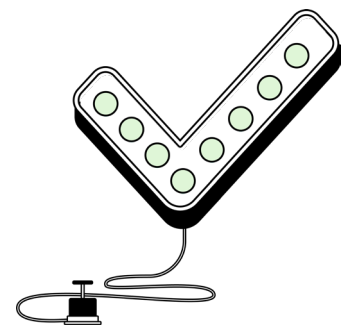
Our Intake Specialists are fully bilingual in English and French. **1.844.880.9142**

24-hour, 7-days-a-week secure and confidential access to a range of MFAP support services via workhealthlife.com with Online Access. Service fully bilingual in English and French.

24-hour, 7-days-a-week direct access via the Internet to Online Programs, E-Counselling and First Chat. Trained counsellors fully bilingual in English and French.

Professional MFAP Counselling Services.

Counsellor Network of 3000 counsellors with masters-level training and 5-10 years of MFAP specific experience. Available in 147 languages and global capabilities. Counselling Services are ideal for short-term and goal-oriented outcomes.



A range of 7 counselling modalities to accommodate any client:

- | | |
|---------------------|--------------------------|
| Face-to-Face | Video-Counseling |
| Telephonic | First Chat |
| E-Counseling | Online Group Counselling |
| Self-help Resources | |

Personal/Emotional

- Stress
- Depression
- Anxiety
- Suicidal Risk
- Self Esteem
- Anger Issues
- Life Stages
- Post Trauma support
- Abuse

Work-Related

- Workplace Stress
- Work Relationships / Conflict
- Career
 - o Planning
 - o Resiliency
 - o Retirement Planning
- Workplace Violence / Harassment

Family

- Parenting
- Child Behaviour
- Adolescent Behaviour
- Blended Family
- Communication
- Elder Related
- Extended Family Relations

Couple/Relationship

- General Relationship
- Relationship Breakdown
- Separation/Divorce
- Intimacy Issues
- Communication/ Conflict Resolution
- Family Planning

Addiction Related

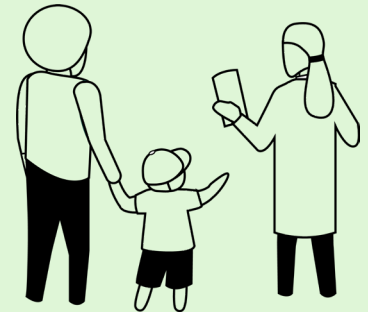
- Alcohol
- Drugs
- Other's Addictions
- Smoking
- Gambling

WorkLife Services

Timely professional assistance and support to help individuals manage all of life's complexities– be it issues with work, health or life.

A range of support modalities to accommodate any client:

- | | |
|-------------------------|------------------------------------|
| Consultation | Expertly-developed online programs |
| Telephonic Consultation | Self-help Resource |



Family Support Services

- Planning a Family
- Adoption
- Daycare
- Expectant and New Parents
- Home Support Services
- Parenting Resources and Information
- Special Needs
- Compassionate Care and Bereavement
- Eldercare Resources and Information
- Community Programs
- Residential Care Options

Financial Support Services

- Bankruptcy
- Debt/Credit
- Divorce
- Estate
- Insurance
- Investment Planning
- Real Estate/Mortgage
- Retirement
- Taxes
- Employment Transition

Legal Support Services

- Civil Litigation
- Criminal Law
- Landlord/Tenant
- Property Law
- Real Estate
- Will/Estate
- Child Custody
- Child Support
- Separation/Divorce

Nutrition Support Services

- Disease State Management
- General Healthy Eating
- Weight Gain/Loss
- Healthy Eating on the Go
- Accommodating Shift Work
- Regulating Diabetes
- Preventing Heart Disease

Health Coaching

- Condition Management
- Risk Reduction
- Weight Management
- Healthy Eating
- Responsible Alcohol Use
- Stress Management

Naturopathic Services

- Physiology
- Diet
- Lifestyle
- Mental/Emotional Wellbeing



Online Information Services

Online Access provides users with secure and confidential access to a range of MFAP support services

- First Chat is confidential online chat consultative service with a trained counsellor for immediate support
- My EAP Mobile Device Application (for Apple, Android and Blackberry devices)
- Client Resource Website workhealthlife.com featuring 700+ health/wellness articles,
- E-Newsletters
- Mental Health Microsites