

ACCESSING YOUR MFAP

1. Simply call:

Family Counselling Centre Sarnia
(519) 336-0120

for

After Hours Emergencies
1-844-864-8343

2. Identify yourself as an IBEW Local 530 member or family member.
3. For individual, couples or family counselling appointments, you will be forwarded to a trained Intake Worker who will ask you a few questions concerning the nature of your concerns. You will then be matched with an appropriate counsellor.
4. An appointment will be set for you within five (5) working days providing the appointment time you require is available. If the Intake Worker assesses that you may be in crisis, every effort will be made to provide you with an appointment the day of your call. Evening appointments are available on Wednesday and Thursday.
5. You should arrive for your first appointment approximately 15 minutes early to fill out the necessary paperwork.
6. During your first appointment the counsellor will help assess your situation and plan with you how to best meet your needs.



For face-to-face, individual, couples or family counselling contact

Family Counselling Centre

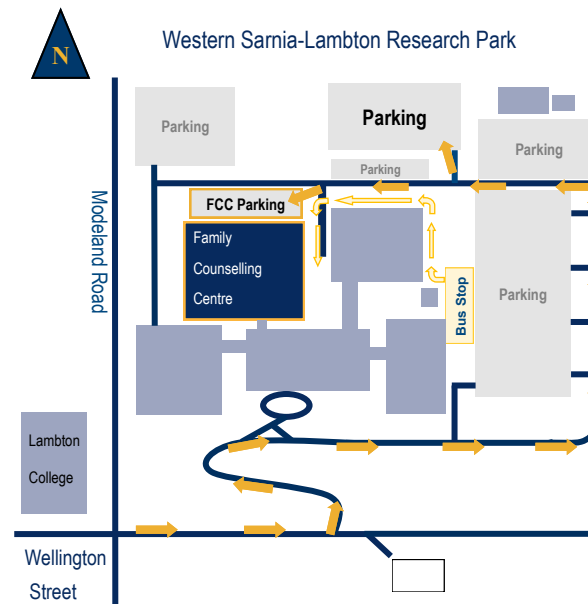
1086 Modeland Road
2nd Floor, Building 1030
Sarnia, Ontario N7S 6L2

Tel: (519) 336-0120
Fax: (519) 336-8517

www.familycounsellingctr.com

Mon., Tues. & Fri. – 9 a.m. to 5 p.m.
Wed., & Thurs. – 9 a.m. to 8 p.m.

Map of Family Counselling Location:



Member & Family Assistance Program - MFAP



**International
Brotherhood
of Electrical Workers
IBEW Local 530**

PHILOSOPHY

Counselling has definite and clear purposes:

- To provide an opportunity for you to talk openly and honestly about your concerns.
- To create a safe space which is free from judgment and help you reach your *own* decisions about the best way to move forward.
- Counsellors help you become aware of underlying issues and help you address them.
- Counselling helps you develop the understanding and strength to make the best possible decisions.
- Counselling provides an opportunity for you to discover your own voice and find the courage to express it.

MFAP SERVICE

The IBEW Local 530 Member & Family Assistance Program provides you with access to a qualified counselling professional who can help you resolve personal and work-related problems – before they affect your health, family or ability to work. MFAP counsellors have a Masters degree with at least five (5) years relevant clinical experience, and professional registration.

TYPES OF ASSISTANCE

Confidential, off-site assistance is available for a broad range of personal and work-related concerns, which may affect you and your family such as:

- Balancing work and family
- Personal and/or job stress
- Relationship issues
- Parent-child conflicts
- Separation and loss
- Financial/credit difficulties
- Communication issues
- Assessment and referral services for addictions, such as drug, alcohol and gambling.

CONFIDENTIALITY

The MFAP is completely confidential. No one at IBEW Local 530 or anyone else will ever learn that you are receiving counselling services unless you choose to tell them. Information will be released **ONLY** with your informed, voluntary and written consent unless required by law or in the event of risk of harm to yourself or others.

ELIGIBILITY

All eligible IBEW Local 530 members and their dependents, as determined by Local 530, can access the MFAP.

The EFAP Web site offers information about the services available to you and your family through your EFAP. You can access tips, information and self-directed help on a variety of health and wellness topics. To access the web site go to:

<https://www.fseap.ca/myfseap>
Group: **IBEW**
Password: **myfseap**

SERVICE PROVIDERS

Family Counselling Centre is part of a national network of Family Service Agencies throughout Ontario and Canada that can also be accessed through your MFAP should you or a family member require counselling services while temporarily visiting, working, or attending school outside of Lambton County. You may also access the nearest alternate Family Service Agency for MFAP services should it be necessary for personal reasons. Simply call Family Counselling Centre or the toll free number for the nearest location.

COST & LIMITS

The first MFAP session is paid in full by IBEW Local 530. Your MFAP covers six (6) counselling sessions per contract year (January 1 – December 31) per eligible employee and family member(s).

Cancellations must be received at least 24 hours in advance. Failure to show for a scheduled appointment will result in a cancellation fee of 50% of the fee-for-service rate. If long-term or more specialized counselling is required, we will assist you with a referral to another resource in your community where a fee may apply.