

## ACCESSING YOUR EFAP

1. Simply call:

**Family Counselling Centre Sarnia**  
**(519) 336-0120 – or for**

**After Hours Emergencies**  
**1-844-864-8343**

2. Identify yourself as a Bluewater Health employee 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 regarding 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.

To reach the following toll-free telephone information and services:

- Child & elder care information
- Legal advisory service
- Hotline for teens or parents

**Call 1-844-864-8343**

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

### **Family Counselling Centre**

1086 Modeland Road  
2<sup>nd</sup> Floor, Building 1030  
Sarnia, Ontario N7S 6L2

**Tel: (519) 336-0120**

**Fax: (519) 336-8517**

[www.familycounsellingctr.com](http://www.familycounsellingctr.com)

Mon., Tues. & Fri. – 9 a.m. to 5 p.m.

Wed., & Thurs. – 9 a.m. to 8 p.m.

Subject to change during Covid

### **WE ARE LOCATED:**



*Employee & Family  
Assistance (EFAP) Program*

**BLUEWATER  
HEALTH**

Everyone has problems:

- Pressures at home and at work
- Stress
- Conflicts with co-workers and family

Most of the time, you probably manage just fine, solving your problems on your own or with the help of your family and friends.

But what happens when you aren't able to work things out on your own?

Regardless of where they start, unresolved problems can quickly spread to affect other areas of your life. Problems at work create tensions at home; family problems often show up in job performance; emotional problems affect your physical health.

## **EFAP SERVICE**

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The Bluewater Health Employee / 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. EFAP counsellors have a Masters degree with at least five (5) years relevant clinical experience, and professional registration.

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**

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The EFAP is completely confidential. No one at Bluewater Health 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**

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All permanent full-time and permanent part-time employees, and their dependents as defined under employee extended health care benefits, can access the EFAP.

## **SERVICE PROVIDERS**

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Family Counselling Centre is part of a national network of Family Service Agencies throughout Ontario and Canada that can also be accessed through your EFAP 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 EFAP services should it be necessary for personal reasons. Simply call Family Counselling Centre or the toll free number for the nearest location.

## **COSTS AND LIMITS**

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All EFAP Services are paid for by your employer. Your EFAP covers six (6) counselling sessions per contract year (April – March) 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 current fee for service rate for Family Counselling Centre and must be paid before the next session.

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.

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:

[www.myfseap.com](http://www.myfseap.com)

Group: **Bluewater Health**

Password: **myfseap**

**fseap** Now we're talking.