

## Your EFAP

### Resources for You and Your Family

Whether it is simple “how to...?” advice or counselling, fact sheets or self-directed resources and lifestyle services, your EFAP can help you take steps to achieve optimal health and well-being.

The University of Alberta’s EFAP has been designed to:

- Provide a solution focused cognitive behavioural therapy approach.
- Provide immediate assistance in times of crisis.
- Help you deal with depression, anxiety, fear, addictions, or other personal health issues.
- Support you through life stage transitions (e.g. marriage, birth of a child, career change, blended family challenges, bereavement, or planning your retirement).
- Help you tackle everyday life issues and help you achieve better life balance.
- Prevent problems from becoming overwhelming.
- Provide support and advice for achieving your health goals, attaining new heights of well-being.

No matter where you may be working or travelling, Homewood Health™ services are available 24 hours a day, 7 days a week. You can make arrangements to see a counsellor at a time and office location convenient to you, or work with a counsellor online or by telephone if you prefer. Translation services can be arranged.

If you require specialized services, Homewood Health will assist you in finding a resource that meets your needs, provide appropriate follow-up, and monitor your progress and satisfaction.

## Counselling and Advice

### Resources for Challenging Situations

Your Assistance Program provides confidential, professional and solution focused counselling for a broad range of personal and family problems, including managing anxiety and depression, controlling substance use, resolving family conflict, addressing life balance, and more. Homewood Health health professionals are registered psychologists, registered social workers, or Masters-level registered counsellors, chosen for their extensive experience dealing with a variety of psychological and health issues.

Homewood Health makes every effort to match clients with clinicians based on various client needs within a vast clinical network. If at any time you feel your clinician is not a suitable fit, you are encouraged to call back and request an alternate clinician within our network.

**Family Mediation.** Resolving disputes in our personal relationships sometimes requires an impartial facilitator to guide the discussion and ensure a safe and respectful environment. Our mediation services can provide assistance with separation and divorce, parenting or eldercare issues, and sibling relationships.

### Culture-Sensitive Counselling & Indigenous Services.

Where possible, clients will be matched with clinicians who have an appreciation of cultural sensitivities. We also have a network of approved Elders, Spiritual Healers, and Indigenous services to support those for whom these services are desired. Clients may wish to select and request Elders from a community they are comfortable with.

## How To Access

Homewood Health™

780.428.7587

1.800.663.1142 (English)

1.866.398.9505 (En Français)

1.888.384.9505 TTY (Hard of hearing)

604.689.1717 International (Call collect)

Homeweb.ca

U of A EFAP Administrator

Human Resource Services

780.492.2249

sarah.flower@ualberta.ca

www.uab.ca/assist

# Employee & Family Assistance Program

## Imagine...

- ...being filled with optimism
- ...being free of financial worries
- ...having rewarding relationships
- ...possessing positive self-regard
- ...feeling passionate about work
- ...having great parenting skills
- ...balancing multiple roles
- ...using time efficiently and effectively
- ...getting a good night’s rest
- ...making healthier decisions
- ...enjoying your retirement

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Your EFAP...counselling and so much more



## Resources for Workplace Issues

**Workplace advice line.** This service is designed for those times when you need advice on how to handle a difficult work situation. If you are a manager or supervisor dealing with a workplace conflict situation, unusual behaviour, or want to provide assistance to a troubled staff member, you can call and get help right away.

If you are a staff member experiencing difficulties with a colleague or supervisor, advice and support are just a phone call away.

**Crisis Management services.** In the event of a trauma or victimization incident, Homewood Health trained professionals are available to provide onsite support and follow-up to ensure everything possible is being done given the circumstances.



Counselling  
Coaching  
Support

## Life Smart - Lifestyle and Specialty Counselling Services

### Life Balance Solutions

**Childcare and parenting services.** Our childcare and parenting specialists will work directly with you to ensure your unique family needs are taken into consideration. As a component of our childcare and parenting services we also offer the New Parent Outreach Service. This service provides those who have recently become or are about to become a new parent, with a unique outreach support process designed to empower them with knowledge and skills.

**Legal advisory services.** If you are faced with a legal situation and don't know where to turn, this service provides advice (but not legal representation) on a variety of issues including adoption/guardianship, bankruptcy, child custody, consumer complaints, divorce, wills and trusts, and much more.

**Elder and family care services.** We have elder care specialists on staff to work one on one with you, providing an immediate needs assessment and follow-up with customized information. Our specialists will also speak directly with the elderly person if required, or they may arrange for an independent provider to undertake an in-home assessment.

**Financial advisory service.** The focus of financial counselling is assessment, short-term consultation and referral when required. Financial counselling can be provided through individual counselling, group presentations accessed through telephone or e-mail consultation.

**Grief and loss.** Grieving can be an overwhelming and complex process. Every individual reacts differently and experiences grief and loss in unique ways. Homewood's Grief and Loss Coaching Program helps you understand the grieving process by providing you with coaching support and resources to help you manage through the range of emotions and difficulties one experiences when faced with a significant loss. This program is helpful to those who have lost a loved one or are experiencing other forms of loss in their life, including job loss, divorce, or ending of a relationship.

## Career Smart Counselling Services

**Career development.** These services assist you with identifying and articulating your skills, aptitudes, values, personality traits, and interests related to your career. Depending on individual need, you can also receive coaching on: conflict resolution, change management, time management, stress management, work-life balance, and building cooperation with coworkers.

**Pre-retirement planning services.** With some pre-planning and knowledge, it is possible to enjoy a smooth and stress-free transition into retirement. Our Pre-retirement Planning Service provides the opportunity for you to receive a package of customized information and/or speak directly with a career or a financial counsellor, if appropriate.

## Health Smart Coaching Services

**Nutritional counselling.** Our nutritional services cover a full range of topics that can help you change nutrition related behaviour, answer questions, and manage nutritional challenges. The latest nutritional science information can be translated into practical strategies, healthy eating advice and tools you can use.

**Jumpstart your wellness.** This is a self-directed program that offers a comprehensive approach to weight loss and behaviour change. You receive nutrition coaching, a step-by-step guide to behaviour change, and a fitness and weight loss consultation.

**Fitness Consultation.** Want to set up a personalized fitness program to suit your health needs and lifestyle? The Assistance Program offers up to two hours of consultation with a certified personal trainer.



## Online Resources and Services

**E-learning courses.** Homewood Health offers 20 self-paced, confidential, and interactive online courses. Each confidential e-Learning course is self-directed, and presents printable information, quizzes, and exercises. Some have interactive, printable action planning guides that can be customized to allow you to input your own scenarios and goals.

**Family childcare and eldercare resource locators.** This tool enables you to conduct your own customized searches by keying in your own specific requirements. You can search for daycare, home care, respite care, child services and child care, schools, day camps, overnight camps and residential facilities for kids with special needs. nutritional assessments, action plans, menu planning and encouragement.

**i-Volve: Online CBT.** i-Volve is an online, self-paced treatment program for depression and anxiety using the best practice treatment approach, cognitive behavioural therapy (CBT).

This innovative treatment program will guide you through exercises that examine and test how you interpret and perceive external stimulation. These insights will help you change and adapt the ways in which you think, feel, and react in various situations. i-Volve will help you to identify, challenge and overcome your anxious and/or depressive thoughts, behaviours and emotions.

**Homeweb** You can access Homeweb on your phone, tablet, or desktop. Homeweb offers you the ability to create an individual profile, receive personalized content recommendations, and access lots of helpful resources – including e-Courses, articles, assessments, counselling and support. You can also book appointments through Homeweb using Homechat. Chat with Homewood intake counsellors who will answer any question you may have.