



# Employee and Family Assistance Program

## Who are the counsellors?

All EFAP counsellors hold a Masters or Doctorate degree in psychology, counselling psychology or social work, have a minimum of five years clinical experience, and are registered with a professional association.

## How much support can I receive?

The EFAP services are intended to be short term and problem-resolution focused. You are eligible for up to ten sessions per issue, with the ability to re-access for new issues or other EFAP services.

If you, or members of your family need extra counselling beyond what the EFAP can provide, your counsellor can recommend community-based resources, or you have the option to see your counsellor on a fee-for-service basis. Please refer to the Great-West Life Extended Health Care section of our Benefits of Film Active Health Plan and Benefits of Film 60+ Plan for details.

Family members of IATSE members who have passed away are eligible for up to twelve sessions of EFAP counselling each.

## When are appointments offered?

Counselling appointments and work/life services are available on weekdays, evenings, and weekends, depending on the individual service provider's schedule and availability.

## What can I expect on my first call with EFAP?

In order to understand your needs, the EFAP will ask you some basic questions when you first call. The information you provide is kept completely confidential within the full limits of the law.

The EFAP is required, by law, to contact law enforcement if they believe there is imminent danger to a child or to yourself, or if you are going to harm others.

## What if my counsellor is not a good fit for me?

If you are not comfortable or satisfied with your counsellor for any reason, call the intake Care Centre at 1-800-667-0993 and request a different counsellor.



**FOR MORE INFORMATION OR  
TO ACCESS THE SERVICE 24/7**

1.800.667-0993  
TTY 1.800.234.0414  
[www.fseap.bc.ca](http://www.fseap.bc.ca)





The IATSE Local 891 Employee and Family Assistance Program (EFAP) is a confidential and voluntary counselling support service that provides you and your family with the help you need to resolve a wide range of personal, work-related, health and life issues.

Each year, hundreds of IATSE Local 891 members benefit from the support offered by EFAP. We hope you will reach out if you need help. This service is provided by Family Services Employee Assistance Programs (FSEAP).



## The following is a sample list of the types of issues the EFAP can help with.

### PERSONAL COUNSELLING

- Addictions (i.e. alcohol, drugs, gambling, internet, sexual)
- Anxiety and depression, anger management, and other mental health issues
- Family concerns
- Family violence
- Grief and loss
- Relationship issues
- Separation and divorce
- Sexuality
- Stress management
- Stress/trauma
- Health and diet concerns
- Life transitions
- Parenting
- Personal development
- Work-related or career development issues
- Childcare and eldercare
- Financial or legal issues

### WORK/LIFE SERVICES

- Career Counselling
- Child/Eldercare Consultation
- Financial Coaching and Credit Counselling
- Legal Consultation
- Life Coaching
- Nutritional Counselling
- Resource Kits—Family Stages
- Smoking cessation support

### Who is eligible for EFAP services?

The EFAP is available to you, your immediate family, including a cohabiting partner, and your dependent children. Even if you are a retired member, or not covered under the union's health benefits plan, you can use the EFAP. If you are the spouse or dependent child of a deceased member, you are also eligible for support from the EFAP (see *How much support can I receive?* on page 4).

The range of services available include crisis support, personal counselling, and help with most work-life issues. For a sample list of the help provided, please see the other side of this brochure.

### What kind of help can I access?

#### Crisis Counselling

The crisis counselling service offers direct telephone access to professional counsellors. The service is accessible from anywhere in North America, 24/7/365 toll free. TTY and multi-lingual access available.

#### Personal Counselling

The personal counselling service includes assessment, information, referral, and/or short-term/goal focused counselling. In-person office, telephone or on-line (e-counselling) appointments are available.

#### Work/Life Services

In addition to counselling services, FSEAP also provides a variety of telephone work/life services to help you manage work and personal responsibilities and to reach your life goals.

#### Web Resources

The EFAP also offers an on-line health and wellness resource library, offering articles, newsletters, e-books, learning modules and links to web resources for you to self-study online. You can access the on-line Health and Wellness Centre at [www.fseap.bc.ca](http://www.fseap.bc.ca), by clicking on "Health and Wellness Centre" and entering the password, "2bwell" (case sensitive).