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 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. Translator 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.

NO MATTER HOW DIFFICULT OR COMPLICATED LIFE FEELS, THE FIRST STEP TOWARDS GREATER WELL-BEING AND PEACE OF MIND IS TO GIVE US A CALL.

Counselling and Advice
RESOURCES FOR CHALLENGING SITUATIONS
Your EFAP provides confidential, professional counseling for a broad range of personal and family problems, including managing anxiety and depression, controlling substance use, resolving family conflict, 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.

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 & ABORIGINAL SERVICES. Where possible, clients will be matched with counsellors who have an appreciation of cultural sensitivities. We also have a network of approved Elders, Spiritual Healers, and Aboriginal Treatment Facilities to support those for whom these services are desired. Clients may consider selecting and requesting Elders from a community they are comfortable with.

CALL IN CONFIDENCE, ANYTIME. YOUR EFAP SERVICES ARE COMPLETELY CONFIDENTIAL.

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

Employee & Family Assistance Program

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)
www.homewoodhealth.com

EFAP PROGRAM ADMINISTRATOR,
HUMAN RESOURCES SERVICES:
780.492.2249
sarah.flower@hrs.ualberta.ca
www.hrs.ualberta.ca/efap

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.

**TRAUMA ASSISTANCE SERVICES.** In the event of a trauma or victimization incident, Homewood Health trained professionals are available to provide on-site support and follow-up to ensure everything possible is being done given the circumstances.

**CULTURAL TRANSITION SUPPORT.** This service provides support to staff members and their families throughout the relocation process if they are coming to the University or going overseas on a temporary international assignment. Homewood Health can also help identify any potential issues that may impact a potential candidate’s success.

**Plan Smart—Lifestyle and Specialty Counselling Services**

**A COMPLETE SERIES OF LIFE BALANCE 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.

**LIFE DEVELOPMENT PROGRAM.** Learn the tools to help you move through the lifestyle change process, enhance personal health, increase productivity, improve clarity and direction, and develop a greater understanding of the importance of values.

**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 or group presentations. It can also be accessed through telephone and/or e-mail consultation.

**CAREER 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. You can translate the latest nutritional science information into practical strategies, healthy eating advice and tools you can use.

**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.

**HEALTH AND WELLNESS COMPANION.** The Health and Wellness Companion provides a comprehensive self-development program designed to provide you with a personal wellness plan. The program is personal, confidential and has several unique features including: Health Risk Assessments, a personal record-keeping system and hot links to other resources that contain up-to-date medical and pharmaceutical libraries.

**BUSY 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.

**Spend your time applying solutions not looking for them.**