

UBC Employee and Family Assistance Program (EFAP)

Outline of Eligibility, Services, and Resources

The Employee and Family Assistance Program (EFAP) is a confidential, voluntary short-term solution-focused counselling support service that provides employees and their families with help to resolve a wide range of personal, work, health or life issues. Offered through TELUS Health, expert information and immediate support resources are available.

UBC Eligibility Requirements:

Staff

- In general, automatically enrolled if appointment is at least 50% and at least 3 months in length
- Hourly employees may need to wait 3 months to have hours confirmed

Faculty

- In general, automatically enrolled if appointment is at least 50% and at least 12 months in length

** Student appointments are not eligible (See: <https://students.ubc.ca/health/counselling-services>)

To determine if employee has EFAP coverage, login to the Workday Portal (<https://wd10.myworkday.com/ubc/d/home.html>) and search for employee. Select 'Benefits' to confirm elected coverage and coverage begin date. Email benefitsinfo@hr.ubc.ca for confirmation if unable to view employee's benefits in Workday.

Note: If employment ends for any reason, EFAP coverage continues for 3 months after the end of the month that employment ended (e.g., if employment ends June 12, EFAP coverage will end September 30).

Services:

Issues Covered

- Trauma and crisis response
- Career counselling and resiliency coaching
- Emotional and mental health (anxiety, anger, depression, stress management)
- Grief, bereavement, and loss
- Life transitions (adjustment to change)
- Stress management (including work related)
- Substance abuse and addiction/recovery (alcohol, drugs, gambling, smoking cessation)
- Work/life balance

Other Services

- **Manager consultations** (Manager, Supervisors, Leaders, HR Professionals) – coaching for challenging situations and difficult conversations and working through any anxiety and stress
- **Stress Coach Connects** – an online interactive program to increase understanding around stress and adopting behaviour changes
- **Resource Packages** – collection of text-based, solution-focused resources and information for parenting, relationship, nutrition or work-related topics

Modalities:

In-person counselling

- Face-to-face meeting with a qualified and experienced counsellor

Telephonic counselling

- Conducted telephonically with a qualified and experienced counsellor
- Suitability identified at intake screening

Online counselling

- Includes e-counselling, video-counselling, and First Chat
- Conducted via the internet with a qualified and experienced counsellor

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What to Expect When Calling the Care Access Centre (CAC) at 1-866-424-0770

Press 1

for **immediate telephone counselling for urgent service** (if you would like to arrange for in-person counselling during this call, an appointment will be set up within 24 hours)

Press 2

to **schedule a non-urgent EFAP service** (or if you need to cancel or reschedule an appointment)

Press 3

for **critical incident debriefing** (for onsite crises, booked by HR Professional) or **manager consult** (available to Managers, Supervisors, Leaders, & HR Professionals)

CAC intake specialist will:

1. Gather contact information & confirm program eligibility
2. Ask preliminary questions about current issue (& share available services that can help resolve issue)

3a. Urgent:

- Connect you with a counsellor to talk with over the phone

3b. Non-urgent:

- Schedule an appointment with the most suitable counsellor based on your needs

Note: If scheduling an in-person counselling, non-urgent, appointment, the general wait time is within 5 business days. With special preferences (e.g., specific date, time), the wait may be longer.

CAC intake specialist will:

1. Gather contact information and confirm program eligibility
2. Ask some preliminary questions about issue & number of people impacted

3a. Critical Incident Debriefing:

- Arrange for on-site counsellor and/or callback to confirm logistics for on-site counsellor

3b. Manager Consult:

- Arrange and transfer to counsellor over telephone

Additional Resources & Services:

Items

- Promotional materials (e.g., posters, brochures, etc.)
- EFAP Lunch & Learn Sessions – variety of topics available at no additional cost (up to contracted session limits)
- People Leader Orientations
- Articles & Manager/Supervisor Newsletter
- UBC HR Website: EFAP

Contact / Website

efap.info@ubc.ca

one.telushealth.com

<http://www.hr.ubc.ca/wellbeing-benefits/benefits/details/employee-family-assistance-program/>

Exceptions: If a faculty, staff or other UBC affiliated individual does not have EFAP coverage and there is a critical need to provide access to services, please contact either [Janet McHugh](#) or [Linda Casey](#) to determine if a short-term exception can be made.