

## ACCESSING YOUR EFAP

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1. Simply call:

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

Family Service Kent  
(519) 354-6221 - or for

After Hours Emergencies  
1-800-668-9920

- Identify yourself as a St. Clair Catholic District School Board permanent full-time or permanent part-time employee or family member.
- For individual, couples or family counselling appointments, you will be forwarded to a trained Intake Worker who will ask you a few questions concerning the nature of your concerns. You will then be matched with an appropriate counsellor.
- 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 at both locations.
- You should arrive for your first appointment approximately 15 minutes early to fill out the necessary paperwork.
- 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 1-800-668-9920**

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

### Family Counselling Centre

1086 Modeland Rd., Bldg. 1030, 2nd Floor  
Sarnia, Ontario N7S 6L2

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

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

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

Office Hours:

Mon., Tues. & Fri. – 9 a.m. to 5 p.m.

Wed., & Thurs. – 9 a.m. to 8 p.m.

### Family Service Kent

770 Richmond Street, Unit B  
Chatham, Ontario N7M 5L3

**Phone: (519) 354-6221**

**[www.famskent.ca](http://www.famskent.ca)**

Office Hours:

Mon & Thurs – 9 am – 6 pm

Tues., & Wed. – 9 am – 9 pm

Friday – 9 am to 5 pm

### YOUR EFAP IS ON LINE

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 Name: toStClairCatholicEFAP

Password: health4u



## Employee & Family Assistance (EFAP) Program

for:

*Sarnia-Lambton & Chatham-Kent*  
**St. Clair Catholic  
District School Board**

**Family  
Service Kent**



## PHILOSOPHY

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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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St. Clair Catholic District School Board's 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 St. Clair Catholic District School Board 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 St. Clair Catholic District School Board permanent full-time and permanent part-time employees, and their dependent family members can access the EFAP.

## SERVICE PROVIDERS

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Family Counselling Centre and Family Service Kent are part of a national network of Family Service Agencies throughout Ontario and Canada that can also be accessed through your EFAP. To access the nearest alternate Family Service Agency for EFAP services simply call Family Counselling Centre or Family Service Kent.



## COST & LIMITS

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All EFAP Services are paid for by your employer. Your EFAP covers eight (8) counselling sessions per contract year (January to December), 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 \$45.00.

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.