

The Care Access Centre

Connect to immediate Employee and Family Assistance Program (EFAP) support and caring representatives with every call.

Your Employee and Family Assistance Program (EFAP) is a confidential and voluntary service that can help resolve a wide range of work, health, and life concerns. You and your immediate family members (as defined in your employee benefit plan) can access EFAP support for your concern by calling the Care Access Centre (CAC) and speaking with a caring representative anytime, anywhere.

Confidential and professional support

- Available 24/7
- Every call answered by experienced Client Care Representatives
- You'll be offered the support that best suits your lifestyle, learning style and comfort level
- As needed, you can speak immediately to a professional counsellor
- No cost to use your EFAP or call the CAC

How it works

When you contact the CAC, you will be connected with an experienced Client Care Representative. This person will conduct a needs assessment through a series of questions to better understand the nature of your call and your specific situation in order to connect you with the most appropriate support service. These services could include counselling sessions, online programs, telephonic consultations or text-based resources mailed to you at home.

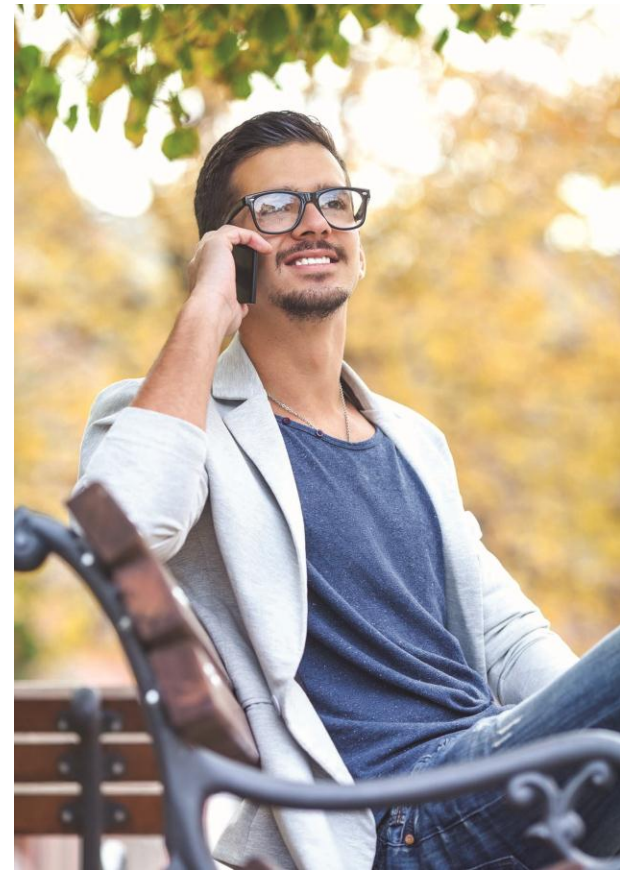
Should you be experiencing an urgent crisis situation, your Client Care Representative will immediately transfer you to a Master's level counsellor to ensure your safety and that your concerns are addressed.

Results

You and your family will receive the highest level of quality care and support to address the issues in your personal and professional lives.

Confidentiality

Your EFAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the service unless you choose to tell them.



Connect with us for confidential support or to learn more

Find the confidential support you need for your work, health, and life by calling the **Care Access Centre** anytime, anywhere to access the services available to you through your EFAP.

For immediate assistance, contact us at **1.844.336.3136** or visit **workhealthlife.com**.



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