

Confidentiality

Understanding confidentiality and your Employee and Family Assistance Program (EFAP)

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 over the telephone, in-person, online, and through a variety of issue-based health and wellness resources. For each concern you are experiencing, you can receive a series of sessions.

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.

How can I be sure this service is confidential?

- Statistical reports do not include any identifying information concerning any individual or their activity.
- All counselling records are the property of Shepell and shall not be released to medical authorities or other professionals without written consent of the client.
- We do not schedule two persons from the same organization for back-to-back appointments.
- We will not leave identifying telephone messages at home or at work.
- Shepell counsellors work within strict codes of professional ethics.

*Limits to confidentiality as required by law include, but are not limited to, situations involving child abuse and directed threats of violence to self or others.



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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