

# EFAP Questions and Answers

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[The Public Service Commission]

*This document provides general answers to commonly asked questions regarding the Government of Saskatchewan's Employee and Family Assistance Program (EFAP).*

## General Information

### **What is the purpose of an Employee and Family Assistance Program (EFAP)?**

The Government of Saskatchewan's EFAP provides voluntary and confidential personal health and wellbeing support that is short-term and goal-focused for employees and their eligible family members. For additional or long-term supports, the EFAP can assist with transition to [community](#) resources, provincial [healthcare](#) resources, and employer provided [health benefits plan](#).

Employee participation is voluntary, confidential, and personal.

### **Who can access the Employee and Family Assistance Program (EFAP)?**

EFAP is available for employees and eligible family members of executive government.

### **Who is considered an eligible family member?**

Eligible family members include dependents and spouses/partners. Definitions of 'dependents', 'spouse' or 'partner' are intended to be consistent with the current understanding of these terms by the [Public Employees Dental Plan](#).

Family members age 15 and younger accessing EFAP without a parent will be assessed at the point of intake to determine the best course of action regarding parental consent for services.

### **Is there a cost to access Employee and Family Assistance Program (EFAP)?**

EFAP is available at no cost to you and your eligible family members.

### **How do I access counselling or support?**

There are three ways in which you can connect to EFAP:

1. Call the Care Access Centre any day, any time toll-free at 1-844-880-9142 to discuss the services. Supports, and services providers available that best fit your needs.
2. Access self-help resources on the virtual platform via the "LifeWorks" App, free for download from app stores, or by visiting the [LifeWorks website](#).
3. Online chat with a clinical counsellor is available through the "LifeWorks" App and or [LifeWorks website](#).

Employees can login to the "LifeWorks" app and [LifeWorks website](#) using the generic username: gos password: efap. Once logged in, employees can choose to create a confidential personal account.

### **What information do I need to provide when I contact Employee and Family Assistance Program (EFAP)?**

Be prepared to give your name, general contact information, the name of your organization and ministry. Your name and any other identifying information will be kept confidential. The employer's name is important because it allows the EFAP to identify the specific type of service your employer is providing along with other important benefit-related information.

### **I have a counsellor already. Will the Employee and Family Assistance Program (EFAP) cover sessions with my counsellor?**

Only if that same counsellor is available in the EFAPs network of counsellors. You can call the EFAP Care Access Centre toll-free at 1-844-880-9142 to inquire.

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## **I identify as a person of indigenous heritage and would like support that matches my traditions. What is available through the Employee and Family Assistance Program (EFAP)?**

The Government of Saskatchewan's EFAP offers access to short-term professional counselling through clinical counsellors of indigenous heritage.

## **How do I find out what EFAP support and services are available to me apart from clinical counselling?**

Although clinical counselling is the most common reason employees access the EFAP, there are many other well-being supports and services available. Call 1-844-880-9142 toll-free or use the chat function in the virtual platform any day, any time to discuss available services and supports. You can also visit the [EFAP page on Taskroom](#) for more information.

## **What if I or my eligible family member require longer-term supports?**

The EFAP provides short-term, goal-focused services. If you require additional, on-going, or specialized support, the EFAP can assist with transition to other resources. This may include [community](#) resources, provincial [healthcare](#) resources, and employer provided [health benefits plan](#). While additional or long-term supports fall outside the scope of the short-term and goal focused EFAP services, there may be full or partial coverage under your [health benefits plan](#).

## **I hear that the EFAP is confidential. What does that mean?**

EFAP services in every modality (in-person, by phone, or virtually) adhere to strict privacy and confidentiality procedures. The EFAP doesn't let the employer or anyone else know that anybody has called unless consent and written permission have been given. No manager, supervisor, not even a partner or spouse is notified. The EFAP is completely confidential within the limits of the law - threat of harm to oneself or others, child abuse or a subpoena require the EFAP provider to release information by law.

## **What counselling services are available to employees in Northern Saskatchewan?**

In-person counselling services are offered for Northern employees in Buffalo Narrows, La Loche and Creighton. *Please note in-person counselling services may be temporarily disrupted due to the COVID-19 pandemic.*

## **Where can I find more information on EFAP?**

Visit the [EFAP page on Taskroom](#) for more information.

You can also [subscribe to the EFAP Heartbeat monthly newsletter](#).

## **Who do I contact if I am having trouble accessing EFAP services?**

The Government of Saskatchewan has developed a [Concern Resolution process](#) that maintains employee confidentiality while addressing their concern regarding EFAP services. The EFAP Concern Resolution process is 360, meaning that with the employee consent, the employee receives EFAP follow up regarding the outcome of the investigation into their concern.

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## For people leaders

### **I am a supervisor/manager. Are there any supports specific to people leaders?**

Yes. Supervisors/managers have confidential access to clinical advice and guidance to help navigate sensitive employee and workplace situations. The [EFAP Resource Guide for Managers, Supervisors and People Leaders](#) is an easy-to-use handbook offering guidance on how to respond to a variety of concerns in the workplace, such as recognizing the signs of an employee in need, how to support and manage employee-related situations, as well as how to use preventative tools to promote a healthy workplace.

The PSC Human Resource Business Partner Teams (HRBPTs) are available to provide supervisors/managers with guidance and support regarding workplace or employee concerns. The HRBPTs continue to be supervisor/manager's main contact regarding relevant workplace policies and procedures (e.g., substance use or performance concerns).

### **As a supervisor/manager how do I contact the EFAP for confidential advice or guidance on a workplace situation?**

Supervisors/managers can call the EFAP Care Access Centre toll-free at 1-844-880-9142. Following a language prompt that requires supervisors/managers to press 1 or 2 for choice of language, **press 1** to access confidential clinical advice and guidance to help navigate sensitive employee and workplace situations.

### **There has been a workplace critical incident. After the incident has been managed, what should I do to ensure employees receive appropriate follow up?**

Supervisors/managers can call the EFAP Care Access Centre toll-free at 1-844-880-9142. Following a language prompt that requires supervisors/managers to press 1 or 2 for choice of language, **press 3** to access critical incident consultation or fee-for-service workplace supports following a workplace critical incident. [Critical Incident Stress Management Guidelines](#) can assist supervisors/managers in preparing for or responding to workplace critical incidents.

### **I have an employee who has disclosed they are experiencing a personal mental health crisis. As a supervisor/manager, what should I do?**

For emergency situations (imminent harm to self or others), call 911 or a [local crisis team](#) (where available).

For non-emergency situations, supervisors/managers can encourage employees to review the Employee and Family Assistance Taskroom page, which provides information on the Employee Family Assistance Program as well as basic information regarding [workplace benefits](#), [provincial healthcare](#) and [community mental health](#) supports.

Supervisors/managers may find information and guidance by:

1. Completing The Government of Saskatchewan's [My Learn – Mental Health Crisis](#) (TR-00461-1) on PSC Client.
2. Calling the EFAP Care Access Centre toll-free at 1-844-880-914 to access same day consultation from a clinical counsellor or workplace critical incident supports and services.
3. Calling your Human Resource Business Partner Team (HRBPT) who can provide advice on organizational policies, procedures, and programs including the *Be At Work* program for medical accommodations.

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## **I have an employee who has voiced a concern regarding the EFAP services they received. As a supervisor/manager, what should I do?**

If an employee would like to discuss a personal EFAP experience, a confidential [Concern Resolution process](#) is in place to do so. The Concern Resolution process is 360, meaning that with the employee consent, the employee receives EFAP follow up regarding the outcome of the investigation into their concern. Supervisors/managers should continue to direct employees to this process as needed.

## **I am a supervisor/manager who is considering a workplace learning opportunity for staff. Can EFAP provide this service?**

A variety of workplace Learnings are available through EFAP as a pay-for-service option on topics such as work-life balance, leadership, communication, as well as physical and mental health. Any [costs](#) for presentations will be charged to the requesting ministry. For further information or to arrange a presentation, visit the <https://lifeworks-learning.com/> or contact LifeWorks Workplace Learning team by email at [healthyworkplaces@lifeworks.com](mailto:healthyworkplaces@lifeworks.com).

## **As a supervisor/manager, where can I learn more about the EFAP?**

Visit [Taskroom](#) for more information.