

# Connect to better health and well-being

Immediate, confidential help  
for any concern

**EMPLOYEE ASSISTANCE PROGRAM**

Shepell·fqi<sup>™</sup>  
  
*work. health. life.*



# Are you or a family member:

Struggling with a relationship issue?

Under a lot of stress: work-related or personal?

Trying to get along better with a co-worker?

Concerned about alcohol, drugs,  
or a possible gambling problem?

Feeling anxious or depressed?



CONTACT YOUR EMPLOYEE ASSISTANCE PROGRAM (EAP) FOR HELP ON THESE OR OTHER CONCERNS.

**1.800.387.4765** (TTY Service: 1.877.338.0275)

For online tools and resources visit:

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

Your Shepell•fgi EAP is a confidential service available to you and your family members as part of your organization's healthcare benefit package. There is no cost to use the EAP.

# Your Employee Assistance Program

*Feel better. Solve a problem. Prevent future problems.  
Connect to people and resources that make  
a difference in your life.*

## **IMMEDIATE, CONFIDENTIAL HELP FOR ANY CONCERN.**

Your Employee Assistance Program (EAP) is a confidential and voluntary support service that can help you solve all kinds of problems and challenges in your life.

You and your immediate family members (as defined in your employee benefit plan) can receive support 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. You can also take advantage of online tools to help you manage personal well-being.

You'll get practical, relevant support, fast and in a way that is most suited to your preferences, learning approach and lifestyle. Caring professionals will help you select a support option that works best for you.

## **IS THE SERVICE CONFIDENTIAL?**

Yes. Your EAP 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 MUCH WILL IT COST?**

There is no cost to use your EAP. You can use the service for free. If you need more specialized or longer-term support, your EAP will help you select an appropriate specialist or community service that can provide assistance. While fees for these additional services are your responsibility, some may be covered by your provincial or organizational health plan.

## HOW CAN THE SERVICE HELP?

Your EAP offers immediate, confidential support for:

### Personal Well-Being:

- Personal stress • Depression • Grief and loss
- Anxiety • Aging and midlife issues • Life transitions
- Mental health and well-being • Managing anger
- Crisis situations • Traumatic experiences

### Relationship Issues:

- Communication • Building healthy relationships
- Relationship conflict • Separation/divorce • Domestic abuse

### Family Issues:

- Parenting tots to teens • Blended families
- Family relationships • Communication
- Single parenting • Aging parent concerns

### Addictions:

- Alcohol • Drugs • Tobacco • Gambling
- Other addictions • Post-recovery support

### Workplace Challenges:

- Workplace conflict • Performance worries • Career planning
- Violence • Harassment • Work-life balance • Work-related stress



## CONNECT WITH YOUR EAP:

Immediate, confidential help is just a phone call away, toll-free, 24 hours a day, seven days a week:

**1.800.387.4765** (TTY Service: 1.877.338.0275)

For online counselling visit:

**[www.shepellfgi.com/ecounselling](http://www.shepellfgi.com/ecounselling)**

For online resources visit: **[www.shepellfgi.com](http://www.shepellfgi.com)**

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# Financial Support Services

Professional advice that makes sense

*Credit card balances out of control?*

*Concerned about paying for your child's education?*

*Living from pay cheque to pay cheque?*

Financial concerns may leave you feeling stressed and, at times, powerless to change your situation. Take the pressure off and take control of your future with advice from your Employee Assistance Program (EAP).

## **WHAT'S THE CONNECTION TO FINANCIAL SUPPORT SERVICES?**

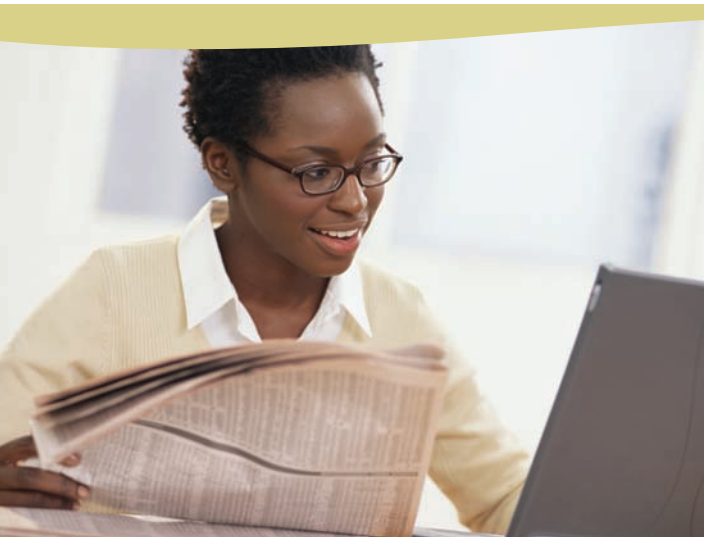
Your EAP offers a complete approach. Professionals will help you address the personal and family-related concerns that are associated with financial issues. They can also put you in touch with skilled financial advisors to help you take action and address your specific financial issue.

## **HOW CAN THE SERVICE HELP?**

Your EAP will help you gain valuable insight and information to face your financial challenges. Financial consultation services cover issues such as:

- Credit/debt management
- Budgeting
- Bankruptcy
- Financial aspects of separation/divorce
- Financial emergencies
- Income tax planning
- Early retirement

Financial consultation is available Monday to Friday during normal business hours. Consultations are free and strictly confidential. Should you need more extensive services, such as personalized financial planning, your EAP will refer you to a qualified professional best suited to address your specific needs. Fees for services provided by other referred professionals are your responsibility.



**MAKE SENSE OF YOUR FINANCIAL FUTURE  
BY CALLING YOUR EAP:**

**1.800.387.4765** (TTY Service: 1.877.338.0275)

Or, for online financial information and resources, log on to  
**[www.shepellfgi.com](http://www.shepellfgi.com)**.

Confidential financial support services are available to you and your family members as part of your EAP. There is no cost to use the service.

# Legal Support Services

## Sorting out legal fact from fiction

*Can't make heads or tails of a custody arrangement?  
Need legal consultation on a separation or divorce?  
Received a summons and unsure of next steps?*

Legal concerns can drain you of precious time, money and energy. They can also cause stress and impact your family, work and life. Take the first step toward resolving your legal issue by getting expert, confidential consultation from your Employee Assistance Program (EAP).

### **WHAT'S THE CONNECTION TO LEGAL SUPPORT SERVICES?**

Your EAP offers a total approach to addressing legal concerns. Professionals will help you address the personal and family-related concerns that are associated with legal issues. They will also connect you to qualified lawyers for professional legal consultation.

Legal consultation will provide a clear explanation of how the law applies to your specific situation and recommend the most appropriate course of action. Legal consultation is available Monday to Friday during normal business hours.

### **HOW CAN THE SERVICE HELP?**

EAP services are available on a variety of issues to help you manage legal challenges. Professional legal consultation covers issues such as:

- Family law
- Separation and divorce
- Custody and child support
- Bankruptcy
- Wills and estate planning
- Landlord and tenant issues
- Summons, warrants and subpoenas
- Consumer protection

If your legal issue requires assistance beyond the scope of the professional legal consultation service (e.g., preparation of a will or representation in court) the EAP will help by providing a referral to a qualified lawyer or law firm. You will be responsible for fees incurred if you choose to accept representation from an EAP referred legal service, however, you will receive a preferred rate.

Your EAP offers information and consultation on most legal issues. Exceptions include: consultation on work-related issues, tax law, immigration law, second opinions on another lawyer's work, and legal guidance for a third party.



A LITTLE EXPERT ADVICE CAN GO A LONG WAY TOWARDS RESOLVING YOUR LEGAL CONCERNS. CALL:

**1.800.387.4765** (TTY Service: 1.877.338.0275)

Or, for online legal information and resources, log on to [www.shepellfgi.com](http://www.shepellfgi.com).

Confidential legal support services are available to you and your family members as part of your EAP. There is no cost to use the service.



# Family Support Services

Support for what matters most

*Looking for local daycare?*

*Trouble talking with your tight-lipped teen?*

*Too many child and elder care responsibilities?*

Balancing the demands of work and family is an ongoing challenge and often the juggling act can feel overwhelming. Whether you're trying to find daycare, dealing with caregiving emergencies or looking after older relatives, your Employee Assistance Program (EAP) can help.

## **WHAT'S THE CONNECTION TO FAMILY SUPPORT SERVICES?**

Your EAP offers a total approach to caregiving support. Professionals will help you cope with the stress, guilt, and sense of 'being overwhelmed,' often associated with caregiving responsibilities. Family Support Specialists can also provide a one-on-one telephone consultation that offers relevant information, resource referrals and educational materials, for day-to-day challenges or longer-term solutions.

## **HOW CAN THE SERVICE HELP?**

Family Support Specialists will assess, identify and locate caregiving services to suit your needs. They will research provider locations, current availability, fees, and provide options on:

- Parenting classes
- Daycare centres and after-school programs
- Schools, educational services and special needs programs
- Adoption and multiple birth services
- Emergency home care services
- Seniors' accommodations/nursing homes
- Caregiver support groups
- Rehabilitation and home support programs
- Companion and elder care programs
- Palliative care
- Outreach and transportation services

Depending on your individual situation, you may also receive a targeted resource package complete with a selection of educational articles and other helpful tools.

Article topics include:

- Planning a family
- Maternity/parental leaves
- Parenting effectively at all ages and stages
- Talking to kids about divorce, peer pressure, drugs, etc.
- Building strong blended families
- Talking to older parents about their changing needs
- Understanding palliative care
- Support for older relatives with cognitive impairment
- Other family-related topics

While fees for referred services are your responsibility, many may be covered by your provincial or organizational health plan.



**MAKE THE BEST DECISION FOR YOUR FAMILY.**

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# Smoking Cessation Services

## Become a 'life-long quitter'

*Tired of coughing and feeling fatigued?*

*Looking for a lifestyle change?*

*Concerned about your long-term health?*

Your Employee Assistance Program (EAP) can help you solve all kinds of challenges, including the most difficult ones.

If you've tried to quit smoking, you know how hard it can be. It may take you several tries to stop smoking, but each time you try, you get closer to stopping for good.

### **CONNECT TO THE EXTRA SUPPORT YOU NEED WITH TWO OPTIONS IN SMOKING CESSATION.**

#### **The Shepell•fgi Smoking Cessation Program**

With this telephone-based counselling program, a certified smoking cessation counsellor is with you every step of the way to problem-solve difficult situations and offer support. The program includes an initial assessment, four counselling sessions, one booster session and two aftercare sessions. You will also receive a participant handbook with exercises to refine your new skills and incorporate them into your daily routines.

#### **The Shepell•fgi Stop Smoking Centre**

This interactive and personalized online program is designed with six major milestones to help you quit. You can also log into an online support group moderated by health care professionals, take the Nicotine Dependence Test, and/or view inspirational messages that contain helpful information, tips and strategies for remaining smoke-free.

## HOW CAN THE SMOKING CESSATION SERVICES HELP?

Each program's step-by-step process will help you:

- Understand why and when you smoke
- Intercept your smoking triggers
- Change how you think and behave
- Prevent relapse
- Build social support networks
- Deal with stress and other obstacles that may affect your progress



TAKE THE FIRST STEP TOWARD A SMOKE-FREE LIFESTYLE. IT'S ONE OF THE MOST POSITIVE AND HEALTHY LIFESTYLE CHANGES YOU CAN MAKE. CALL YOUR EAP AT:

**1.800.387.4765** (TTY Service: 1.877.338.0275)

Or, for general smoking cessation information, log on to:

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

Confidential smoking cessation support services are available to you and your family members as part of your EAP. There is no cost to use the service.

Keep this removable card on hand to take advantage of our easy access, around-the-clock service.



Call your EAP toll-free, 24 hours a day, seven days a week for immediate, confidential help:

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Or, visit

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