

# What We Do

## **Your health and well-being is our goal**

EFAP offers you customized confidential counselling, addiction services and other community resources for a wide range of personal challenges:

- Emotional and physical problems
- Relationship and marital concerns
- Stress
- Money difficulties
- Gambling
- Alcohol and drug abuse
- Life/work balance
- Sexual abuse or harassment
- Eldercare and childcare
- Separation and loss
- Workplace trauma and conflict
- Life management
- Depression and psychological conditions
- Family issues

## **Look for signs that it's time to talk**

- Feelings of constant and unmanageable stress.
- Lack of sleep due to anxiety, physical discomfort or mental tension
- Addictions, in any form, leading to loss of control
- Money problems that seem too tough to resolve
- Emotional or personal issues
- Simply the need to share a problem, challenge or concern

## **Help for CP employees and their families**

Change is good. But what about those times when it becomes too frequent, too stressful, too fast...and too much? What if it's negative change, such as addiction, financial hardship, job frustration, abuse, trauma or loss?

## **EFAP offers a unique form of support**

EFAP is a part of CP benefits that many people aren't even aware of. Many others are unsure about what EFAP can do for them. CP employees, immediate family members and pensioners can contact us

at any time to discuss personal problems. Our program can privately access a wide range of services and expertise, all dedicated to your health and mental well-being. There are similar programs that have proven to be effective, compassionate resources at companies across North America.

### **Confidentiality is assured**

Our program operates outside of CP's regular structure and is meant to be confidential. Our professional staff provides the utmost in discretion, empathy and understanding. We are guided by a strict confidentiality policy which is there for your protection. More information about this policy is available upon request.

### **Start by contacting a referral agent near you**

If there is a personal or family matter you would like to discuss, begin by. Your call will be directed to an agent in your area—again, in complete confidentiality, and normally without a wait. The referral agent you talk to is there to listen and, if possible, provide immediate assistance. If other resources are needed, your EFAP agent will discuss this with you to determine the best course of action. Any referrals for service are based on your acceptance and understanding. You may also choose to e-mail us to make your initial enquiry. Feel confident in knowing that electronic communication is also included in our privacy policy.

### **Most services are insured**

Cost can often be a barrier to those seeking help for personal problems. There are no costs associated with contacting and speaking to a referral agent. Most additional services are covered under CP benefits or provincial health plans. If for any reason there are direct costs to you, you will be informed well in advance.