

About EFAP CPR's Employee and Family Assistance Program provides confidential, personal, professional help to CPR employees, immediate family members and pensioners. The program addresses a broad range of personal concerns, and is endorsed by the company and Railway Unions.

Chronic anxiety Anxiety occurs when we dwell upon our concerns without taking positive, constructive action. There may be good reasons why we feel we *can't* do anything. Coping can begin by identifying exactly what is making us anxious and taking even small actions. The next step is to mentally let go of the concern—one technique to "break the chain" is pursue a favourite activity. Through EFAP, there are several approaches available to help you with chronic or overwhelming anxiety.

Self-esteem issues Self-esteem is a fragile thing, even though for some it may seem bulletproof. Problems can stem from a lack of confidence, a recent failure, an absence of encouragement or displeasure with physical appearance. Unfortunately, those experiencing it may believe that getting help is something that they don't deserve.

One way to combat negative self-esteem is to simply speak well of yourself. More than an exercise, this helps to alter old patterns of thinking. It's also good to stop resisting the positive things that make you happy—instead, *enjoy them*. Even talking to a friend can make a world of difference.

Coping with depression

Depression is no longer an illness to hide or dismiss as "moodiness." It's now understood that most of us suffer it at some point and in varying degrees. Occasional bouts can be helped by nurturing relationships and by gaining control through goal-setting and positive decisions. Seeking out a supportive person or group is also advised.

However, prolonged feelings of hopelessness and lack of control require attention. Call EFAP to discuss the symptoms, causes and treatments for depression.

Weight management Worries about weight can produce stress every time we pass a mirror. Roller coaster dieting will never provide the long-term solution found in healthy eating, exercise and emotional well-being. Progress begins by honestly assessing the problem, reviewing family health history and getting a good medical opinion. Success comes by understanding our food traps and taking control in small steps. Consider discussing your worries with a local EFAP referral agent for a fresh start in weight management.

Confidentiality is assured

Our program operates outside of CPR'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.

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

Begin by contacting us If there is a personal or family matter you would like to discuss, begin by calling an EFAP referral agent toll-free. 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. Address your e-mails to efap@cpr.ca.

1-800-735-0286

Most services are insured

Cost can often be a barrier to those seeking help for personal problems. EFAP is a part of CPR benefits. There are no costs associated with contacting and speaking to a referral agent. Most support services, such as counselling, are often covered under the CPR benefits plan. If for any reason there are direct costs to you, you will be informed well in advance.

Look for other EFAP topics at your CPR workplace



Empathy for family issues and loss

Family issues can be wide-ranging and often complex. For CPR employees and their family members, EFAP can provide the empathy and support that are needed. If they wish, family members can contact us on their own, even if it's just to talk.



Support for addiction

Addiction doesn't just happen to "other" people. It can often take hold long before anyone is aware of it. EFAP offers support for addictive behaviours and can help you to identify when addiction is occurring.



Understanding for workplace problems

The workplace can be invigorating and fulfilling. It can also be overwhelming, confusing and isolating. EFAP staff knows the many challenges that an employee may face. Don't wait until a work situation gets out of hand—there's somebody ready to listen right now.

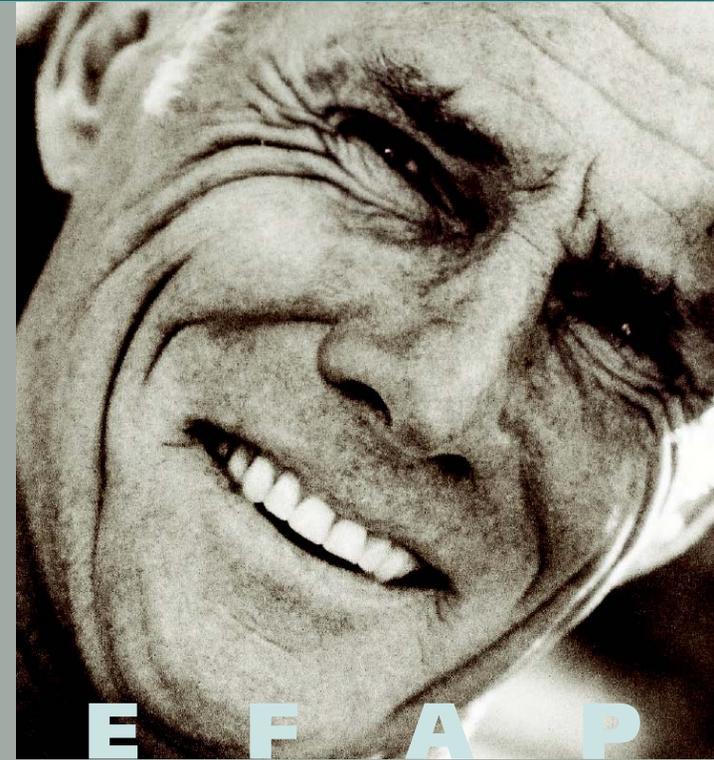
Employee and Family Assistance Program

1-800-735-0286

efap@cpr.ca

Visit EFAP on the CPR intranet

RELIEF
for stress



EFAP

Employee Family Assistance Program

CANADIAN
PACIFIC
RAILWAY
Ingenuity.

