

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.

Bad habits and addictions

One person's bad habit can be another's addiction: overeating, overspending, excessive caffeine, even a sexual compulsion. Most common today are drug and alcohol use, chronic gambling and smoking. Stopping the behaviour is hard work—but it is possible.

Admitting there's a problem begins the process of rebuilding. Very early on, contact your local EFAP referral agent for advice and support services. Without guidance, it's easy to simply substitute one bad habit for another. There will be self-discovery along the way, as well as setbacks. A solid system of support is the most valuable asset at this time.

Alcohol abuse Despite all of the knowledge about alcohol abuse, it is still a problem that is denied, ignored and hidden. It can creep quietly into our lives and soon become a morning drink before work, a must-have confidence-builder or a total blackout. Wanting a drink becomes needing a drink, time and time again.

Recovery must include recognition that alcoholism is a disease—not a weakness, but a sickness. Any form of alcohol dependency or abuse needs professional attention. A call to an EFAP Referral Agent can help you sort out the seriousness of the problem and where to go next.

Drug abuse Any abuse of drugs should be considered a serious problem—even if only involves common household medications. Dependency usually moves in one direction, and that's towards larger and larger doses. Because drug reliance is a progressive addictive disease, it increasingly threatens our health in a variety of debilitating ways. Will power alone cannot combat the illness—it is a breakdown in body, mind and spirit. An individual or family will not be able to manage the recovery alone.

Watch for signs that a problem exists:

- Denial
- Decline in job performance
- Loss of interest in former activities
- Neglect of personal hygiene
- Mood swings and social withdrawal
- Lack of communication
- Changes in physical appearance
- Lack of sleep
- Unexplained absences

Smoking Smoking is more than just a physical dependence—the emotional bond can be the hardest to break. Find a close friend or ally who will be there for you on a daily basis as you try to quit. Change your social patterns—even temporarily—to avoid situations involving smoking and those who smoke. Look for strength from non-smokers and accept their support. Abandon the hope that you will ever smoke again.

The path to quitting smoking is far from easy. Give your efforts the respect they deserve as you work towards freedom from addiction. Talk to an EFAP Referral Agent about what has worked for others.

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.

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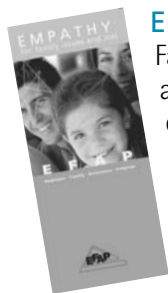


1-800-735-0286

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.



Relief for stress
Stress and anxiety are the most prevalent challenges in the workplace today. They are also issues that people tend to endure silently. The EFAP can help you find calm through stressful situations.



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.

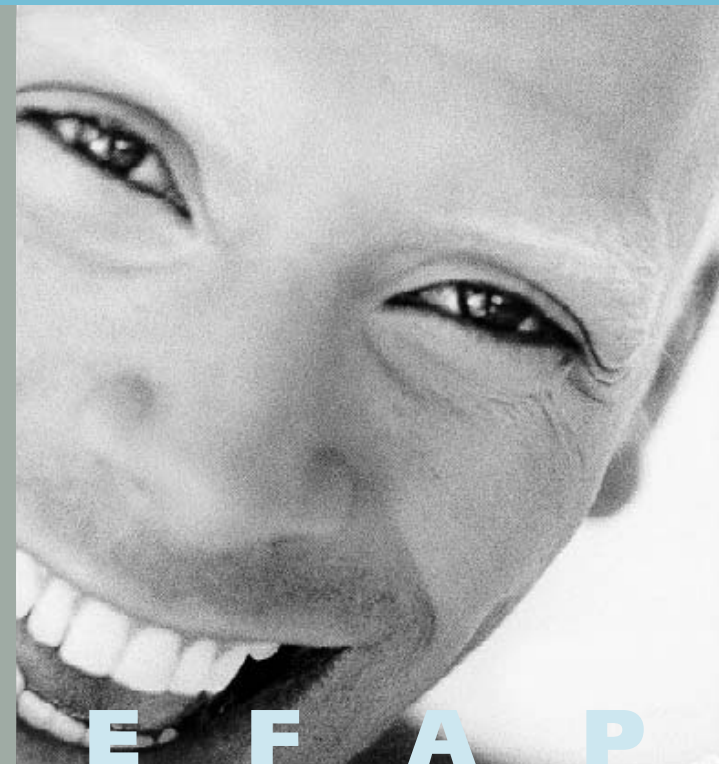
Employee and Family Assistance Program

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Visit EFAP on the CPR intranet

SUPPORT
for addiction



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