

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.

Work and family— is balance possible?

Not surprisingly, most employees feel that balancing work and family life is an impossible ideal. The reality is, there will never be perfect balance—and there can be many instances of an unhealthy imbalance. If you feel pulled in too many directions, there are steps to creating the kind of balance that works for you.

EFAP can help you sort out which things in your life are real needs and which are unreasonable obligations. You can learn how to set achievable expectations and even when to simply say "no." You can come to confront conflict and communicate your needs in a healthy, open way.

Family conflict Family conflict is sometimes unavoidable and individuals can often take problems to work. The opposite is also true, where job problems transfer to families at the end of the day. Your local EFAP Referral Agent can assist you in recognizing when family conflict needs a professional resolution. Asking for help isn't a form of failure, it's an expression of caring.

Childcare challenges Being a good parent does not mean denying yourself feelings of frustration and helplessness—even guilt from not knowing what to do. The simple fact is that there may truly be too much for you to deal with, or perhaps the problem is beyond your parenting skills. Looking for guidance doesn't mean you're giving up. Childcare concerns are very familiar to EFAP staff, which is why you will receive personal, professional attention.

Responsibility for an elderly parent There is now a daunting array of choices for elderly parent care. You may currently be assessing which option is best, and involving your parent or parents in the decision. It's wise to seek advice from friends, community members and professionals, and be open to the possibility that some solutions may prove to be unworkable later on. The associated issues of dependence can create enormous stress and guilt. Working through these issues within EFAP may help give you the perspective and confidence you need.

Illness and loss Even with the many resources that seem available, the trauma of illness and loss can still be devastating. With illness—temporary or long term—it is helpful to gain control by knowing the facts, finding a network of support, sustaining a normal life and seeking strength through spirituality. With loss, there must be time to grieve, a need for patience and a turning point towards a new life. CPR's EFAP can be a source of strength during the emotional upheaval of illness and loss.

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.

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



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.



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

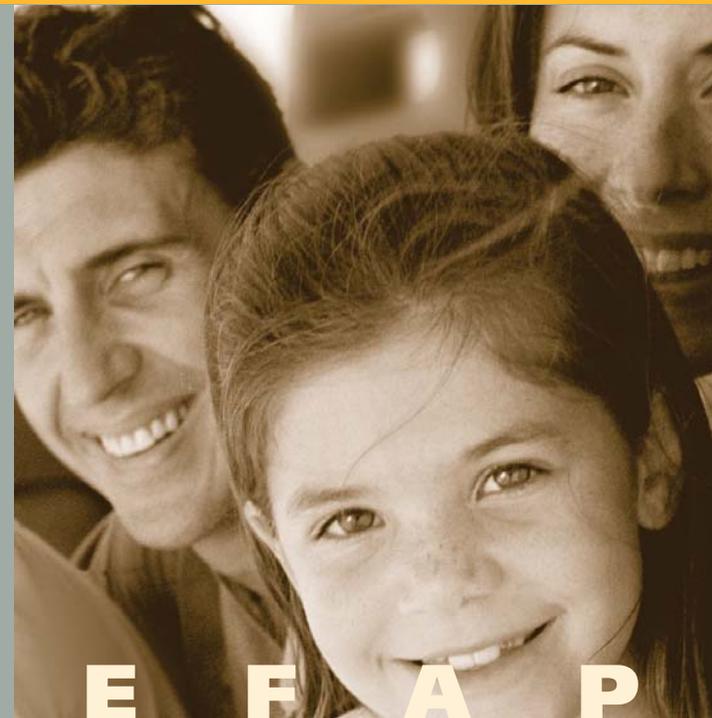
1-800-735-0286

efap@cpr.ca

Visit EFAP on the CPR intranet

EMPATHY

for family issues and loss



Employee Family Assistance Program

**CANADIAN
PACIFIC
RAILWAY**
Ingenuity.

