

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.

Job dissatisfaction Doing well in your career brings feelings of fulfillment. On the other hand, a distressing problem at work can quickly affect your personal life and health. Steps you can take include identifying the *exact* problem, communicating your concern and brainstorming solutions. You will often find that you have choices and need to act on them. EFAP has the resources to guide you through any serious work-related challenge.

Burnout There are many signs of burnout: loss of motivation, lack of energy, disinterest in job performance and poor health. Burnout should be addressed immediately, and it doesn't necessarily mean quitting or even changing your job. It's an opportunity to review your job duties, goals and ambitions.

Consider trying to pinpoint the source of your burnout and write it down as descriptively as you can. Next, think about what changes you can make yourself—training, more delegation, better time management. Before long, talk to someone with authority to make changes. Your local EFAP Referral Agent can offer resources to help you resolve workplace burnout.

Expressing anger Anger is a natural and healthy emotion, and there's a healthy way to express it on the job. Destructive anger is a lashing out, designed to intimidate or overpower. *Constructive anger* involves explaining why we are angry, in hopes of reaching understanding.

Learning to be more assertive can make a big difference. So too does giving yourself time to slow down and resist impulsive behaviour. Keep communicating, rather than going silent. One insight is that anger has many degrees, and it's best to use it in its milder forms, which means speaking up in the early stages of a conflict.

Workplace violence It's no longer unusual to experience workplace violence, possibly from a natural tragedy, a malicious act or an outburst by a group or individual. There are signs—often in someone's language—that violent tendencies are at play. Share your concerns as soon as possible, even if the person in question is you. EFAP can help you come to terms with workplace violence, before or after it has occurred.

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



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.



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.

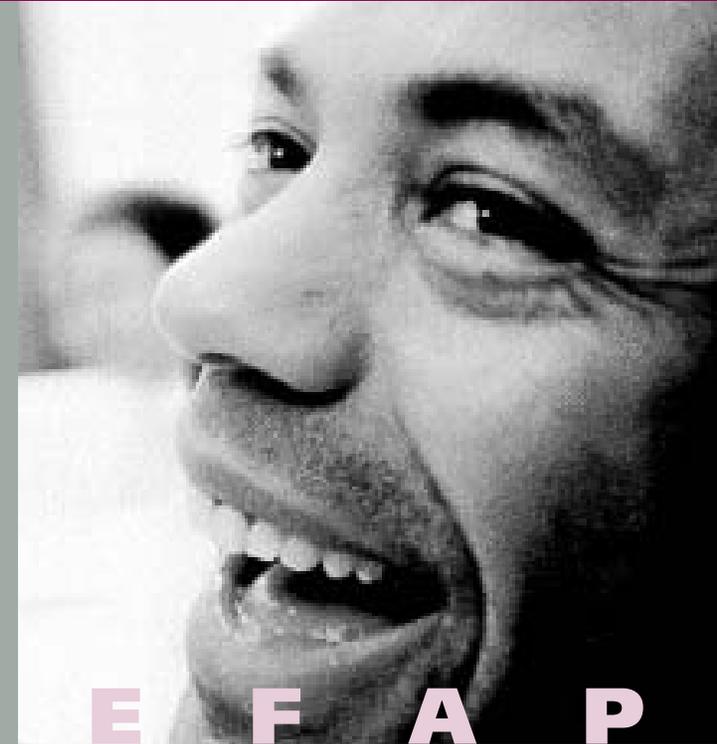
Employee and Family Assistance Program

1-800-735-0286

efap@cpr.ca

Visit EFAP on the CPR intranet

UNDERSTANDING for workplace problems



E F A P

Employee Family Assistance Program

**CANADIAN
PACIFIC
RAILWAY**
Ingenuity.

