



Your EFAP

Resources for You and Your Family

Whether it is simple “how to....?” advice or counselling, fact sheets or self-directed resources and lifestyle services, your EFAP can help you take steps to achieve optimal health and well-being.

The University of Alberta’s EFAP has been designed to:

- Provide a solution focused cognitive behavioural therapy approach.
- Provide immediate assistance in times of crisis.
- Help you deal with depression, anxiety, fear, addictions, or other personal health issues.
- Support you through life stage transitions (e.g. marriage, birth of a child, career change, blended family challenges, bereavement, or planning your retirement).
- Help you tackle everyday life issues and help you achieve better life balance.
- Prevent problems from becoming overwhelming.
- Provide support and advice for achieving your health goals, attaining new heights of well-being.

No matter where you may be working or travelling, Homewood Health™ services are available 24 hours a day, 7 days a week. You can make arrangements to see a counsellor at a time and office location convenient to you, or work with a counsellor online or by telephone if you prefer. Translation services can be arranged. If you require specialized services, Homewood Health will assist you in finding a resource that meets your needs, provide appropriate follow-up, and monitor your progress and satisfaction.

Counselling and Advice

Resources for Challenging Situations

Your Assistance Program provides confidential, professional and solution focused counselling for a broad range of personal and family problems, including managing anxiety and depression, controlling substance use, resolving family conflict, addressing life balance, and more. Homewood Health health professionals are registered psychologists, registered social workers, or Masters-level registered counsellors, chosen for their extensive experience dealing with a variety of psychological and health issues.

Homewood Health makes every effort to match clients with clinicians based on various client needs within a vast clinical network. If at any time you feel your clinician is not a suitable fit, you are encouraged to call back and request an alternate clinician within our network.

Family Mediation. Resolving disputes in our personal relationships sometimes requires an impartial facilitator to guide the discussion and ensure a safe and respectful environment. Our mediation services can provide assistance with separation and divorce, parenting or eldercare issues, and sibling relationships.

Culture-Sensitive Counselling & Indigenous Services.

Where possible, clients will be matched with clinicians who have an appreciation of cultural sensitivities. We also have a network of approved Elders, Spiritual Healers, and Indigenous services to support those for whom these services are desired. Clients may wish to select and request Elders from a community they are comfortable with.

How To Access

Homewood Health™

780 428-7587
1 800 663-1142 (English)
1 866 398-9505 (En Français)
1 888 384-9505 TTY (Hard of hearing)
604 689-1717 International (Call collect)

Homeweb.ca

U of A EFAP Administrator Human Resources, Health, Safety and Environment

780 492-2249
sarah.flower@ualberta.ca
www.uab.ca/assist

This brochure is available in multiple languages to ensure accessibility for all clients. **Please visit uab.ca/assist**

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Homewood
Health

Employee & Family Assistance Program

Imagine...

- ...being filled with optimism
- ...being free of financial worries
- ...having rewarding relationships
- ...possessing positive self-regard
- ...feeling passionate about work
- ...having great parenting skills
- ...balancing multiple roles
- ...using time efficiently and effectively
- ...getting a good night's rest
- ...making healthier decisions
- ...enjoying your retirement

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Health**

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Your EFAP...counselling and so much more



Resources for Workplace Issues

Workplace advice line. This service is designed for those times when you need advice on how to handle a difficult work situation. If you are a manager or supervisor dealing with a workplace conflict situation, unusual behaviour, or want to provide assistance to a troubled staff member, you can call and get help right away.

If you are a staff member experiencing difficulties with a colleague or supervisor, advice and support are just a phone call away.

Crisis Management services. In the event of a trauma or victimization incident, Homewood Health trained professionals are available to provide onsite support and follow-up to ensure everything possible is being done given the circumstances.

Life Smart - Lifestyle and Specialty Counselling Services

Life Balance Solutions

Childcare and parenting services. Our childcare and parenting specialists will work directly with you to ensure your unique family needs are taken into consideration. As a component of our childcare and parenting services we also offer the New Parent Outreach Service. This service provides those who have recently become or are about to become a new parent, with a unique outreach support process designed to empower them with knowledge and skills.

Legal advisory services. If you are faced with a legal situation and don't know where to turn, this service provides advice (but not legal representation) on a variety of issues including adoption/guardianship, bankruptcy, child custody, consumer complaints, divorce, wills and trusts, and much more.

Elder and family care services. We have elder care specialists on staff to work one on one with you, providing an immediate needs assessment and follow-up with customized information. Our specialists will also speak directly with the elderly person if required, or they may arrange for an independent provider to undertake an in-home assessment.

Financial advisory service. The focus of financial counselling is assessment, short-term consultation and referral when required. Financial counselling can be provided through individual counselling or group presentations. It can also be accessed through telephone and/or e-mail consultation.

Grief and loss. Grief and Loss is a program for those who have lost a loved one or suffering any form of loss in their life.

Stress Solutions Homewood's Stress Solutions program, offers stress management techniques and exercises to reduce tension and stay organised, healthy, happy and energised. The program will also show you how to manage your thinking and feelings to influence your mood and behaviour.

Career Smart Counselling Services

Career development. These services assist you with identifying and articulating your skills, aptitudes, values, personality traits, and interests related to your career. Depending on individual need, you can also receive coaching on: conflict resolution, change management, time management, stress management, work-life balance, and building cooperation with coworkers.

Pre-retirement planning services. With some pre-planning and knowledge, it is possible to enjoy a smooth and stress-free transition into retirement. Our Pre-retirement Planning Service provides the opportunity for you to receive a package of customized information and/or speak directly with a career or a financial counsellor, if appropriate.

Health Smart Coaching Services

Nutritional counselling. Our nutritional services cover a full range of topics that can help you change nutrition related behaviour, answer questions, and manage nutritional challenges. The latest nutritional science information can be translated into practical strategies, healthy eating advice and tools you can use.

Jumpstart your wellness. This is a self-directed program that offers a comprehensive approach to weight loss and behaviour change. You receive nutrition coaching, a step-by-step guide to behaviour change, and a fitness and weight loss consultation.

Fitness Consultation. Want to set up a personalized fitness program to suit your health needs and lifestyle? The Assistance Program offers up to two hours of consultation with a certified personal trainer.



Online Resources and Services

Homewood Pathfinder : Homewood Pathfinder an enhanced, future forward Homeweb experience that aligns your reason for accessing the program, the severity of your concern, level of risk and your care preferences to offer you the right EFAP service or resource at the right time.

You can access Pathfinder through Homeweb.ca on your phone, tablet, or desktop. Homeweb offers you the ability to create an individual profile, receive personalized content recommendations, and access lots of helpful resources – including e-Courses, articles, assessments, counselling and support.

Family childcare and eldercare resource locators. This tool enables you to conduct your own customized searches by keying in your own specific requirements. You can search for daycare, home care, respite care, child services and child care, schools, day camps, overnight camps and residential facilities for kids with special needs. nutritional assessments, action plans, menu planning and encouragement.

Sentio: Internet-based CBT Sentio is Homewood's internet-based Cognitive Behavioural Therapy (iCBT) program. iCBT has been proven to be an effective therapy for mild to moderate depression, anxiety and other psychological mental health issues.

Sentio contains over 20 treatment goals plus a wealth of tools and resources to help you change your thought patterns and improve your mood.

E-learning courses. Homewood Health offers 20 self-paced, confidential, and interactive online courses. Each confidential e-Learning course is self-directed, and presents printable information, quizzes, and exercises. Some have interactive, printable action planning guides that can be customized to allow you to input your own scenarios and goals.

