

Corporate Policies and Procedures			
DEPARTMENT: Human Resources		POLICY #: G-07	
POLICY: Employee and Family Assistance Program (EFAP)			
DATE: MAR25/09	REV. DATE: NOV29/17	COVERAGE: All Employees	PAGE #: 1 of 3

POLICY STATEMENT:

The County of Renfrew believes in the health and well-being of its employees and is committed to helping them maximize their potential through the support of a comprehensive and confidential Employee and Family Assistance Program (EFAP). The EFAP offers resources to assist employees with various health and wellness issues. This service is provided by a third party agency, Morneau Shepell. The EFAP responds to the well-being of County of Renfrew employees and is recognized as an important benefit package provided at no cost to employees and their immediate family members (spouse and children).

PROCEDURE:

1. Confidentiality is the cornerstone of the EFAP. The EFAP is completely confidential within the limits of the law. No one, including your Employer, will ever know that you have used the service unless you choose to tell them. The County of Renfrew recognizes individual employee privacy rights and promotes the confidentiality of the EFAP. Fees for the EFAP service are paid in advance by the County of Renfrew.

The County of Renfrew recognizes that personal and work-related concerns of its employees and their families can impact their work performance and quality of life. Morneau Shepell is a leading EFAP service provider and offers a wide range of confidential and voluntary support services to assist employees and their immediate family members with resolving everyday challenges, complex issues, and everything in-between. The EFAP includes access to various health and wellness information and voluntary short-term professional counselling. Refer to Appendix A – Morneau Shepell “Let Us Help” Brochure and Appendix B – Morneau Shepell EFAP Services Pamphlet for details of the support services.

2. Short-term professional counselling provides support for personal and emotional issues. Employees may choose from a variety of delivery methods to best suit their comfort level and lifestyle including in-person, telephonic, E-counselling, First Chat (instant online chat with a counsellor), video, and self-paced text-based resource packages.
4. Access to your Employee and Family Assistance Program is available 24 hours a day / 7 days a week by phone, web or mobile app:

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DEPARTMENT: Human Resources			POLICY #: G-07
POLICY: Employee and Family Assistance Program (EFAP)			
DATE: MAR25/09	REV. DATE: NOV29/17	COVERAGE: All Employees	PAGE #: 2 of 3

English Language: 1-844-880-9142 TTY Service: 1-877-338-0275

workhealthlife.com

Download the My EAP app at your device app store or scan the QR code.



French Language: 1-844-880-9143 ATS-ATME: 1-877-338-0275

travailsantevie.com

Téléchargez Mon PAE dès maintenant à partir de la boutique d'applications de votre appareil ou saisissez le code QR avec votre appareil.



5. The counseling services and various other resources of the EFAP are available to all employees and their immediate family members.
6. Access to the EFAP is on a voluntary basis. It is understood that managers, supervisors, or union representatives with a concern(s) may recommend use of the program to employees.
7. The County of Renfrew acknowledges that it is to the benefit of its employees to obtain assistance quickly in order to restore health and well-being and seek assistance proactively to achieve optimum health and wellness. Use of the EFAP will not jeopardize job security or promotional opportunities.
8. The Chief Administrative Officer / Clerk has designated the corporate Employee Health Coordinator responsible for the coordination of the EFAP program. Employees may contact their supervisor, the Employee Health Coordinator, Human Resources personnel, and / or union representatives for more information about the program. Employees may also go to www.countyofrenfrew.on.ca/intranet/search/health%20and%20wellness/efap/

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DEPARTMENT: Human Resources			POLICY #: G-07
POLICY: Employee and Family Assistance Program (EFAP)			
DATE: MAR25/09	REV. DATE: NOV29/17	COVERAGE: All Employees	PAGE #: 3 of 3

9. Access to the EFAP for student employees can be authorized on an as needed basis. Contact your supervisor or the Employee Health Coordinator for further information.

Appendix A:

[Morneau Shepell "Let Us Help" Brochure](#)

Appendix B:

[Morneau Shepell EFAP Services Pamphlet](#)