

## ACCESSING YOUR EFAP

1. Simply call:

**Family Counselling Centre  
Sarnia - (519) 336-0120**

**Family Service Kent  
Chatham - (519) 354-6221**

**After Hours Emergencies  
1-844-864-8343**

2. Identify yourself as a SCCDSB employee or family member.
3. For individual, couple or family counselling appointments, you will be forwarded to a trained Intake Worker who will ask you a few questions concerning the nature of your concerns. You will then be matched with an appropriate counsellor.
4. An appointment will be offered to you within five (5) working days. If the Intake Worker assesses that you may be in crisis, every effort will be made to provide you with an appointment the day of your call. Evening appointments are available at both the Sarnia and Chatham sites.
5. It is recommended that you arrive for your first appointment approximately 15 minutes early to fill out the necessary paperwork.
6. During your first appointment the counsellor will help assess your situation and plan with you how to best meet your needs.

To reach the following toll-free telephone information and services:

- Child & elder care information
- Legal advisory services

**Call 1-844-864-8343**

For face-to-face, individual, couple or family counselling contact:

### Family Counselling Centre

1086 Modeland Rd., Bldg. 1030, 2nd Floor  
Sarnia, Ontario N7S 6L2

**Phone: (519) 336-0120**

**Fax: (519) 336-8517**

**www.familycounsellingctr.com**

Office Hours:

Mon, Tues & Fri — 9 am to 5 pm

Wed & Thurs - 9 am to 8 pm

### Family Service Kent

50 Adelaide St. South  
Chatham, Ontario N7M 5L3

**Phone: (519) 354-6221**

**www.familyservicekent.com**

Office Hours:

Mon & Thurs — 9 am to 6 pm

Tues & Wed — 9 am to 9 pm

Friday — 9 am to 5 pm

## YOUR EFAP IS ON LINE

The EFAP Web site offers information about the services available to you and your family through your EFAP. You can access tips, information and self-directed help on a variety of health and wellness topics. To access the web site go to:

<https://www.fseap.ca/myfseap>

Group: **St. Clair Catholic District School Board**

Password: **myfseap**

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## St. Clair Catholic District School Board



ST. CLAIR CATHOLIC  
DISTRICT SCHOOL BOARD  
*Lighting the Way ~ Rejoicing in Our Journey*

## EMPLOYEE & FAMILY ASSISTANCE PROGRAM (EFAP)

*“I have highly recommended my colleagues to take advantage of the EFAP services offered, they helped me find solutions that worked for me on a daily basis.”*

Employee

*Services Provided by:*



# St.Clair Catholic District School Board— Employee & Family Assistance Program (EFAP)

## PHILOSOPHY:

### Counselling has definite and clear purposes:

- To provide an opportunity for you to talk openly and honestly about your concerns.
- To create a safe space which is free from judgment and help you reach your *own* decisions about the best way to move forward.
- Counsellors help you become aware of underlying issues and help you address them.
- Counselling helps you develop the understanding and strength to make the best possible decisions.
- Counselling provides an opportunity for you to discover your own voice and find the courage to express it.

## EFAP SERVICE:

The SCCDSB Employee & Family Assistance Program provides you with access to a qualified counselling professional who can help you resolve personal and work-related problems — before they affect your health, family or ability to work. All EFAP counsellors have a Masters degree and belong to a professional regulatory body.

**fseap** Now we're talking.

## TYPES OF ASSISTANCE:

Confidential, off-site assistance is available for a broad range of personal and work-related

concerns, such as:

- Balancing work and family
- Personal and/or job stress
- Relationship issues
- Parent-child conflicts
- Separation and loss
- Financial/credit difficulties
- Communication issues
- Assessment and referral services for addictions, such as drug, alcohol and gambling.

## CONFIDENTIALITY:

The EFAP is completely confidential. No one at the St. Clair Catholic School Board or anyone else will ever learn that you are receiving counselling services unless you choose to tell them. Information will be released **ONLY** with your informed, voluntary and written consent unless required by law or in the event of risk of harm to yourself or others.

## ELIGIBILITY:

All permanent employees of SCCDSB, their eligible partners and dependents are able to access the EFAP.

## SERVICE PROVIDERS:

Family Counselling Centre and Family Service Kent are part of a national network of Family Service Agencies throughout Ontario and Canada that can also be accessed through your EFAP should you or a family member require counselling services while temporarily visiting, working, or attending school outside of Lambton/Kent Counties. You may also access the nearest alternate Family Service Agency for EFAP services should it be necessary for personal reasons. Simply call Family Counselling Centre or Family Service Kent or the toll free number for the nearest location.

## COST & LIMITS:

All EFAP services are sponsored by St. Clair Catholic District School Board. Your EFAP covers up to eight (8) counselling sessions per contract year (January 1—December 31) for eligible employee and family member(s).

**Cancellations must be received at least 24 hours in advance.** Failure to show for a scheduled appointment will result in a cancellation fee of 50% of the current fee for service amount and must be paid before the next session.

If long-term or more specialized counselling is required, we will assist you with a referral to other resources in your community where the professional may charge a fee.