

FAQ's About the EFAP

Who is eligible to use the EFAP?

The EFAP is available to all members of IATSE Local 891. It is also available to immediate family including a cohabiting partner and dependent children. Eligible individuals may also bring other people to their sessions.

Even if you are not currently covered for the IATSE Local 891 Health Benefits Plan, or you are a retired member, you can still use the EFAP services at no charge.

How many sessions of service do I get as part of the EFAP benefit?

The EFAP provides, at no cost, ten (10), fifty-minute sessions per eligible person per calendar year. Services included are counselling, work/life and 24-hour crisis telephone counselling support.

What happens when I call EFAP?

We will ask you a number of questions in order that we may best:

- Ensure we can contact you;
- Understand your service needs;
- Maintain accountability as a service provider;
- Ensure that safety, legal and ethical standards are met; and
- Assess the quality of our services.

The information you provide is kept completely confidential within the full limits of the law.

When are appointments offered?

We offer flexible appointment times for counselling, including day, evening, and weekend appointments. Work/life services are offered by phone during regular business hours.

What can I expect from EFAP counselling?

The nature of EFAP counselling is short-term and not for treatment of serious or chronic emotional, psychiatric, or behavioural concerns. On average, people use between 4 and 5 sessions for each issue they seek assistance with.

In cases where the presenting issue and/or desired goals require longer term or specialized treatment, our counsellors will promptly identify resources outside of the EFAP to assist you. Your EFAP counsellor will let you know of any fees associated with those resources.

What financial support is available if I need longer-term or specialized help?

You may be covered by the Motion Picture Workers Health Benefits Plan for a portion of the funding of some psychological and clinical counselling services. Please contact the Health Benefits Representative at 604.664.8914, or the Plan Administrator at 1.800.218.7018 for more details.

Additionally, the EFAP can also refer members and their eligible dependents for rehabilitation for alcohol or drug dependence. The Local's Health Benefits Plan covers some of the costs and you do not have to be covered by the hour bank to access this treatment. Ask your EFAP counsellor, visit www.iatse.com, or call the Health Benefits Representative at 604.664.8914 for more information.

What if my counsellor is not a good fit for me?

The goal is to provide you with effective, supportive services. If you are not comfortable or satisfied with your counsellor for any reason, call the intake counsellor at 1.800.667.0993 and you will be assigned a different counsellor.

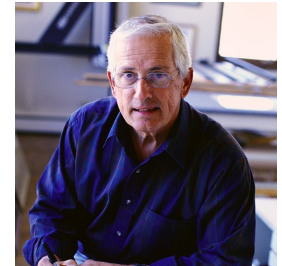
FSEAP is Accredited by the
Council on Accreditation



IATSE Local 891

Employee and Family Assistance Program (EFAP)

Sponsored by the Motion Picture Workers
Health Benefits Plan



1.800.667.0993

TTY 1.888.234.0414

REEL HELP

From time to time all of us deal with difficulty in life. Most often we can deal with the challenges ourselves, or with the help of family or friends. But sometimes it can be helpful to seek assistance from a trained professional—someone who is objective, caring, and experienced in the particular issue you're dealing with.

What is EFAP?

IATSE Local 891's Employee and Family Assistance Program (EFAP) provides members and their families with access to free, confidential services to help them deal with any personal, family, or work-related concern. The EFAP services are provided by Family Services Employee Assistance Programs (FSEAP).

Services to Members and Eligible Family Members

FSEAP's core services for members and eligible family members include:

- Crisis Counselling
- Personal Counselling
- Integrated Work/Life Services
- Web-based Health and Wellness Resources



Crisis Counselling

Direct telephone access to EFAP professional counsellors for crisis counselling and immediate assistance. Accessible from anywhere in North America, 24/7/365 toll free. TTY and multi-lingual access available.

Personal Counselling

FSEAP's personal counselling service includes assessment, information, referral, and/or short-term / goal focused counselling. In-person office, telephone or online (e-counselling) appointments are available. Our counsellors are trained to address a wide range of personal, family and/or school/work-related issues, such as:

- Addictions (i.e. alcohol, drugs, gambling, internet, sexual)
- Anger
- Anxiety and depression
- Career development issues
- Childcare and eldercare issues
- Communication
- Family concerns
- Family violence
- Financial or legal issues
- Health and diet concerns
- Life transitions
- Parenting
- Personal development
- Relationship issues
- Separation and divorce
- Sexuality
- Substance use concerns
- Stress management (work or home)
- Stress/trauma
- Work-related concerns

Our Provider Qualifications

FSEAP's provider network is made up of highly qualified and professional EFAP counsellors, all of whom hold a Master or Doctorate degree in psychology, counselling psychology or social work. Each counsellor has a minimum of five years clinical experience, and is registered with a professional association.

Provider Locations

As a national network of FSEAP offices and affiliate providers, we offer counselling services in locations throughout Canada and the U.S.

Integrated Work/Life Services

In addition to our counselling services, FSEAP also provides a variety of telephone work/life services to help individuals manage work and personal responsibilities and reach their goals. Our work/life services include the following:

- Career Counselling
- Child/Eldercare Consultation
- Financial Coaching and Credit Counselling
- Legal Consultation
- Life Coaching
- Nutritional Counselling
- Resource Kits—Family Stages
- Smoking Cessation Support

Web-Based Health and Wellness Resources

Through our website, FSEAP offers an online health and wellness resource library, offering articles, newsletters, e-books, learning modules and links to web resources for self study online. There are a variety of topics available, including but not limited to:

- Eldercare
- Job and career resources
- Healthy weight
- Mid-life
- Mental health
- Nutrition and healthy diet
- Parenting and family
- Relationships
- Smoking cessation

To access our online learning library, go to www.fseap.bc.ca, click on "Online Resources", and enter user name, "IAT891" and password, "891iat" (both are case sensitive).

For more information or to access services, just call.

1.800.667.0993

TTY 1.888.234.0414

24/7

www.fseap.bc.ca