



Employee and Family Assistance Program (EFAP)

What is my EFAP coverage?

The EFAP is a flexible program to assist employees and their families with a focused approach to addressing a range of issues. The number of sessions/hours is determined after an assessment of the needs and is based on a Solution Focused Therapy model.

Counsellors will work in consultation with the Regional Clinical Manager to develop an appropriate action plan to prioritize and address the issues to support you. There is no fixed amount of coverage or sessions when seeing your counsellor. You will get the support you need for as long as you need it.

What can I expect from our EFAP program?

The province is committed to ensuring that employees and their families have the supports and services they need to live a healthy and balanced life. Morneau Shepell, our EFAP provider, provides 24/7/365 support for services such as counselling, for as long as you need them.

What services are available?

The service provides clinical support for employees and their family members to manage issues like stress, depression, addiction and divorce. In addition to the staple services, the EFAP program also provides a suite of enhanced services to support employees in areas such as nutrition, legal issues, financial issues and eldercare or childcare issues. For more information please visit

<http://novascotia.ca/psc/employeeCentre/eap/>.

How do I get help?

There are two ways to get the support you need. You or your family member can call 1-800-777-5888 and identify yourself as an employee of the Province of Nova Scotia and you will speak to a real person and they will help you get the supports you need.

You can also access support through the Morneau Shepell website. When prompted to register under the name of your organization, type Province of Nova Scotia and then follow the steps to register and access the information specific to our new EFAP.

To register in English:

<https://www.workhealthlife.com/Tools/AccessTool/EAPCreateProfile/div/InPageDivNarrow>

To register in French:

<https://www.travaillsantevie.com/Tools/AccessTool/EAPCreateProfile/div/InPageDivNarrow>





What happens when I call EFAP?

1. Client calls the 1-800 toll free number and is asked to identify their language of choice (1 for English and 2 for French)
2. Client is prompted by the automated message and will be asked to choose from 4 options:
 - a. by pressing 1, the caller is identifying an urgent personal or crisis situation
 - b. by pressing 2, the caller is identifying a non-urgent request for counselling services or life/work services
 - c. by pressing 3, the caller is requesting a representative of our Trauma Response Services team to request for a workplace trauma intervention
 - d. by pressing 4, the client may change an existing appointment

What happens to my personal information collected by EFAP?

Personal information is held in the strictest confidence in accordance with all current privacy laws. Protecting client privacy is central to systems and program design. No employee information will be shared with any third party without the employee's consent where not required by law.