

UBC Employee and Family Assistance Program (EFAP)

Outline of Eligibility, Services, and Resources

The Employee and Family Assistance Program (EFAP) is a confidential, voluntary solution- focused counselling support service that provides employees and their families with help to resolve a wide range of personal, work, health or life issues. Offered through GreenShield Health, UBC's EFAP provides counselling and work life support, and also access to other preventive care resources, substance use support, and expert medical advice through an integrated platform.

UBC Eligibility Requirements:

Staff

- In general, automatically enrolled if appointment is at least 50% and at least 3 months in length
- Hourly employees may need to wait 3 months to have hours confirmed

Faculty

- In general, automatically enrolled if appointment is at least 50% and at least 12 months in length

** Student appointments are not eligible (See: <https://students.ubc.ca/health/counselling-services>)

To determine if employee has EFAP coverage, login to the Workday Portal (<https://wd10.myworkday.com/ubc/d/home.html>) and search for employee. Select 'Benefits' to confirm elected coverage and coverage begin date. Email benefitsinfo@hr.ubc.ca for confirmation if unable to view employee's benefits in Workday.

Note: If employment ends for any reason, EFAP coverage continues for 3 months after the end of the month that employment ended (e.g., if employment ends June 12, EFAP coverage will end September 30).

Services:

Issues Covered

- Trauma and crisis response
- Emotional and mental health (anxiety, anger, depression, stress management)
- Grief, bereavement, and loss
- Life transitions (adjustment to change)
- Career counselling (help with career development and career and retirement transitions)
- Stress management (including work related)
- Substance use and addiction/recovery (alcohol, drugs, gambling, smoking cessation)
- Work/life balance

Other Services

- **Manager consultations** (Manager, Supervisors, Leaders, HR Professionals) – coaching for challenging situations and difficult conversations and working through any anxiety and stress
- **Substance Use Support**
Confidential, evidence-based substance use support from a secure platform where employees can track their journey, access self-guided resources available 24/7, and text or meet with a care team.
- **Expert Second Medical Opinion**
Allows employees to request a comprehensive review from leading medical experts, clarify a diagnosis, confirm or modify a treatment plan, and obtain assistance with navigating appropriate resources. This includes a referral to a specialist, support in finding a doctor, and help with available health products.

Modalities:

In-person counselling

- Face-to-face meeting with a qualified and experienced counsellor

Telephonic counselling

- Conducted telephonically with a qualified and experienced counsellor

Online counselling

- Includes e-counselling, video-counselling, and chat
- Conducted via the internet with a qualified and experienced counsellor

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Scheduling a Counselling Appointment

Faculty & Staff and their dependents are encouraged to use the GreenShield+ online platform to book their first counselling session. The digital intake has over 50 filters to find the best match with a counsellor from a diversified network. Counselling sessions can also be booked by telephone.

What to Expect When Calling the Client Support Team at 1-866-424-0770

Press 1

for **immediate telephone counselling for an urgent service provided by crisis-trained counsellors**

Intake specialist will:

1. Gather contact information & confirm program eligibility
2. Ask preliminary questions about current issue (& share available services that can help resolve issue)

3a. **Urgent:**

- Connect you with a counsellor to talk with over the phone

3b. **Non-urgent:**

- Schedule an appointment with the most suitable counsellor based on your needs

Note: If scheduling an in-person or virtual counselling, non-urgent, appointment, employees/dependents will be provided the option to book their first virtual appointment with a counsellor of their choosing within 72 business hours of matching. Employees/dependents will be provided the opportunity to book their first in-person appointment within one week of matching with a counsellor.

Press 3

to **schedule a non-urgent EFAP service** (or if you need to cancel or reschedule an appointment)

Press 2

for **critical incident debriefing** (for onsite crises, booked by HR Professional) or **manager consult** (available to Managers, Supervisors, Leaders, & HR Professionals)

Intake specialist will:

1. Gather contact information and confirm program eligibility
2. Ask some preliminary questions about issue & number of people impacted

3a. **Critical Incident Debriefing:**

- Arrange for on-site counsellor and/or callback to confirm logistics for on-site counsellor

3b. **Manager Consult:**

- Arrange and transfer to counsellor over telephone

Additional Resources & Services:

Items

- Promotional materials (e.g., posters, brochures, etc.)
- EFAP Lunch & Learn Sessions – variety of topics available at no additional cost (up to contracted session limits)
- People Leader Orientations
- Articles & Manager/Supervisor Newsletter
- UBC HR Website: EFAP

Contact / Website

efap.info@ubc.ca

<https://app.greenshieldplus.ca/en/sign-up>

<http://www.hr.ubc.ca/wellbeing-benefits/benefits/details/employee-family-assistance-program/>

Exceptions: If a faculty, staff or other UBC affiliated individual does not have EFAP coverage and there is a critical need to provide access to services, please contact either [Janet McHugh](#) or [Linda Casey](#) to determine if a short-term exception can be made.