

We are excited to announce that effective July 1, 2021 our new EFAP provider will be **Homewood Health™**.

Please be sure to wrap up any counselling through the current provider (Morneau/Sheppell) and on or after July 1, 2021, please contact Homewood Health to be matched with a provider in their network.

We have put together a few frequently asked questions, if you have a question that is not mentioned here, please contact Michele Dance (Michele.Dance@sd68.bc.ca).

FAQ

1. How do I know when I should use the EFAP?

Consider using the EAP when your own efforts at resolving problems are not working, you feel overwhelmed, or you want to prevent problems from becoming larger. The EFAP also offers helpful support with on childcare, eldercare, financial and legal issues.

Remember, the EAP is not only there for people in crisis. Consider accessing services any time you want to improve your overall health and well-being.

2. Who is eligible?

Your EFAP is available to you, your spouse (common-law partners and same sex couples included), and dependent children up to age 21 (26 if in full-time studies).

3. What does it cost?

There is no cost to you. The EFAP is part of the health benefit package provided by SCHOOL DISTRICT NO. 68 (NANAIMO LADYSMITH).

4. How do I access the services?

You will continue to access services through Morneau/Shepell until June 30, 2021. On or after July 1, 2021 you can call Homewood Health™ **1-800-663-1142**. We will be providing new promotional material the second week of June that will include a description of the new service and the contact information.

5. What happens if I'm already in counselling?

You will have the option of completing the course of counselling with your existing counselor up to June 30, 2021. All new cases after July 1, 2021 will need to be accessed through Homewood Health.

6. How can I be assured of the quality of the service I will receive?

Homewood Health's staff members are specially selected for their training, expertise, and experience. The assistance they offer is current, research-based, and designed to produce the best possible outcomes for you, the client.

7. Who do I contact if I have a concern?

If you have a question or concern about any of the services provided by Homewood Health, please feel free to call the Client Service Centre and provide your feedback directly to the representative handling your call. Homewood Health is dedicated to ensuring that you are completely satisfied with their services and will work with you to make certain that is the case. SCHOOL DISTRICT NO. 68 (NANAIMO LADYSMITH) **EFAP Administrators (Michele Dance)** is also available to answer questions or assist you in resolving any problems you encounter.

8. Who is Homewood Health?

Homewood Health is a trusted Canadian company specializing in providing employee assistance and workplace solutions. For over 30 years, they have helped thousands of employees and family members resolve personal issues and lead healthier, happier lives.