

## A Summary of Mount Royal University Employee and Family Assistance Program (EFAP)

### **\*Note: Employees who are eligible for benefits are eligible for EFAP services**

MRU's EFAP is a confidential and voluntary support service that provides responsive counselling, consultation and information services for employees and their eligible family members.

#### **Your EFAP can:**

- Help you plan ahead and feel more in control;
- help you deal with stressful or challenging events that can be overwhelming;
- provide you with the right information at the right time making all the difference;
- And, let you know that you are doing all you can to be your healthiest.

**MRU EFAP consists of (1) Counseling Services, (2) Plan Smart Services & (3) Online Member Services as indicated below.**

#### **(1) Counselling Services**

*For when you need professional help because life feels too overwhelming*

- Face-to-face counselling
- Telephonic counselling
- Online counseling
- Key person advice (for supervisors & managers)

Your EFAP provides confidential, professional counselling for a broad range of personal and family problems, including managing anxiety and depression, controlling substance use, resolving family conflict, marital relationship problems, workplace issues, work-life balance, and more.

If you are ready to work with a counsellor, call the Homewood Health Client Service Centre to book an appointment.

#### **(2) Plan Smart – Lifestyle and Specialty Counselling Services**

*For when you want to manage your own health, well-being and life transitions, or those of a family member*

##### ***Life Balance Solutions***

Childcare and Parenting Services  
Elder and Family Care Services  
New Parent Outreach Service  
Legal Advisory Services  
Financial Advisory Service

##### ***Career Smart Counselling Services***

Career Development  
Pre-Retirement Planning Service  
Shift Worker Support

## Conflict Counselling and Resolution

### **Health Smart Coaching Services**

Smoking Cessation Counselling  
Nutritional Counselling  
12 Weeks to Wellness

Whether you need to find a nursing home for an aging parent who lives on the other side of the country, obtaining help getting your finances under control, receiving advice on how to raise a child, or developing a long-range plan for ensuring a worry-free retirement, the *Plan Smart – Lifestyle and Specialty Counselling Services* were designed to help you help yourself. Homewood Health provides you with a combination of expert advice, support, and resource material.

To learn more about the *Plan Smart – Lifestyle and Specialty Counselling Services* or to determine if a service is right for you, visit the Homewood Health website ([www.homewoodhealth.com](http://www.homewoodhealth.com)) or call the Client Service Centre (CSC) – 1 800 663 1142. If one of the services is appropriate for you, an appointment will be set up for a specialist to give you a call.

### **(3) Online Member Services**

20 e-Learning Courses  
The Health and Wellness Companion:  
- Health Assessments  
- Health Change Planning  
Health Library  
BusyFamily (child/eldercare service locator)

**Note:** For information on how to register for on-line services please login to [MyMRU](#) and see EFAP online registration information located in the employee resources tab within the employee on-line services section.

### **Who is Homewood Health?**

Homewood Health is a Canadian company that specializes in providing employee assistance and work-health solutions. Staff and counsellors are specially selected for their expertise and experience. They base their assistance on the most up-to-date information available, and they work with you to achieve the best possible outcomes for your particular situation.

### **How to contact us**

Homewood Health is available to help you any time of the day or week, in English and in French. Language translation is available during service set-up at intake.

Toll Free English 1.800.663.1142      Numéro sans frais – en français 1.866.398.9505  
TTY (Hearing Assistance) 1.888.384.1152      International (Call Collect) 604.689.1717  
Call in confidence anytime. Your EFAP services are completely confidential.  
Visit our member website [www.homewoodhealth.com](http://www.homewoodhealth.com)