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)**