

Your Employee and Family Assistance Program Frequently Asked Questions

Private

Confidential

Responsive

How long has BSC Been providing services?

BSC has been providing EFAP services in Thunder Bay and the surrounding region for almost 30 years.

How do I contact a counsellor?

Call our office at 807-623-7677 or toll free at 1-888-423-5862 to arrange a confidential appointment. You can also email our office at bsc@tbh.net or visit our website at www.bscnorth.ca to use the link to our e-Counselling service.

What if I can't come to the office?

While in-person sessions are generally preferred by our clients, we can arrange for sessions via telephone, Skype or Ontario Telehealth Network (OTN). Just mention this when booking your appointment and options will be discussed further. If you live in the region, visit www.bscnorth.ca to view counsellor travel schedules.

Who in my family is eligible for EFAP?

All immediate family members residing in your home are eligible for services through EFAP. If you are unsure, please call our office for clarification.

What can I expect at my first visit?

You will be asked to arrive approximately 15 minutes prior to your appointment to allow time to complete some required paperwork. Once complete you will meet with your assigned Counsellor and have the opportunity to discuss the issue you are facing and work with the Counsellor to develop a plan.

Will my employer know that I accessed the service?

No, your employer will not know that you have attended services at BSC. At regular intervals, your employer does receive a generic overview of the number of employees who have accessed services and the most prevalent problem types based on the paperwork completed at the initial appointment, but no personal client information is ever shared.

What services does EFAP provide?

EFAP provides counselling services addressing a broad range of common problems including:

- Relationship issues
- Parenting issues
- Managing workplace stress
- Managing personal stress
- Emotional issues
- Grief counselling
- Couples counselling
- Addictions issues

EFAP also provides Wellness services including consultation with a Registered Dietician or Registered Kinesiologist to address fitness strategies.

As a family service, when sessions with young children are requested, the parent(s) will be asked to meet with the Counsellor first to ensure that EFAP can provide the proper support as the needs of children can be very unique. After discussion with the parent, the assigned Counsellor will determine if sessions directly with the child are appropriate, this is determined on a case by case basis. Where required, referral to the appropriate children's service will be made by the assigned Counsellor.

Is there a limit to the number of sessions I will receive?

Generally, you are eligible for 8 sessions per problem type per year although some employers have made other arrangements. If you are unsure, please contact our office.

Is there any reason why I would be referred to another service through EFAP?

Yes, there may be situations where the Counsellor feels that another community service would be more appropriate for your particular needs. A referral to another service will be discussed with you and transitional supports will be available while you await further service.

For more information about the Employee and Family Assistance Program, please call our office at 807-623-7677 or toll free at 1-888-423-5862 or visit our website at:

www.bsccnorth.ca



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Behavioural
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