

As part of the Employee Assistance Program, employees and their family members can access counsellors specializing in family care and family well-being simply by calling the toll-free number listed below. Family Connexions offers consultations and referrals, information, resources and support for families.

FAMILY CARE INFORMATION

Family Connexions specialists are available by phone to discuss your family care needs and will conduct a personalized search for child or elder care services in your area on your behalf. You will be provided with contact information and program descriptions either over the phone, by e-mail, by mail or by fax.

Information is available on child and elder care services including:

- Day Care Centres and Nursery Schools
- Nanny Agencies
- Private Home Childcare Providers
- School-Age Childcare Programs
- Home Support Services for Seniors
- Long Term Care and Seniors Housing
- Seniors Day Programs

The specialist may also provide you with tip sheets to assist you in choosing the most appropriate care option for your situation. Additional materials and resources may be provided to assist you in learning about a specific disorder or care issue. The specialist will follow up with you to find out if you need any additional information and to get feedback on how satisfied you were with the service.

CAREGIVER SUPPORT

Family Connexions specialists are also available to provide support for families and caregivers.

A counsellor can provide assistance to address your concerns including:

- coping with the stresses of caring for an aging parent or an ill spouse
- managing the demands of children, relationships and work
- taking care of yourself and making healthier lifestyle choices for your family
- learning ways to communicate with your children and improve your effectiveness as a parent
- learning ways to communicate with your spouse or partner and strengthen your personal relationships
- dealing with major life changes (starting a family, the death of a loved one, marriage, separation and divorce, young children starting school, grown children leaving home, aging and retirement, etc.)

If the counsellor feels you would benefit from other services available through your EAP, arrangements can be made for an in-person consultation. The counsellor may also suggest a referral to a specialized group program or support service in your community.