

ACCESSING YOUR EFAP

1. Simply call:

Family Counselling Centre
Sarnia - (519) 336-0120

Family Service Kent
Chatham - (519) 354-6221

After Hours Emergencies
1-844-864-8343

2. Identify yourself as a LKDSB employee or family member.
3. For individual, couple or family counselling appointments, you will be forwarded to a trained Intake Worker who will ask you a few questions concerning the nature of your concerns. You will then be matched with an appropriate counsellor.
4. An appointment will be set for you within five (5) working days providing the appointment time you require is available. If the Intake Worker assesses that you may be in crisis, every effort will be made to provide you with an appointment the day of your call. Evening appointments are available at both the Sarnia and Chatham sites.
5. It is recommended that you arrive for your first appointment approximately 15 minutes early to fill out the necessary paperwork.
6. During your first appointment the counsellor will help assess your situation and plan with you how to best meet your needs.

For face-to-face, individual, couple
or family counselling contact:

Family Counselling Centre
1086 Modeland Rd., Bldg. 1030, 2nd Floor
Sarnia, Ontario N7S 6L2
Phone: (519) 336-0120
Fax: (519) 336-8517
www.familycounsellingctr.com

Office Hours:
Mon, Tues & Fri — 9 am to 5 pm
Wed & Thurs - 9 am to 8 pm

Family Service Kent
50 Adelaide St. South
Chatham, Ontario N7M 5L3
Phone: (519) 354-6221
www.familyservicekent.com

Office Hours:
Mon & Thurs — 9 am to 6 pm
Tues & Wed — 9am to 9 pm
Friday — 9 am to 5 pm

YOUR EFAP IS ONLINE

The EFAP Web site offers information about the services available to you and your family through your EFAP. You can access tips, information and self-directed help on a variety of health and wellness topics. To access the web site go to:

www.myfseap.com
Group: **LKDSB**
Password: **myfseap**



EMPLOYEE & FAMILY ASSISTANCE PROGRAM (EFAP)

“I have highly recommended my colleagues to take advantage of the EAP services offered, they helped me find solutions that worked for me on a daily basis.”

LKDSB employee

Services Provided by:



Lambton Kent District School Board— Employee & Family Assistance Program (EFAP)

PHILOSOPHY:

Counselling has definite and clear purposes:

- To provide an opportunity for you to talk openly and honestly about your concerns.
- To create a safe space which is free from judgment and help you reach your *own* decisions about the best way to move forward.
- Counsellors help you become aware of underlying issues and help you address them.
- Counselling helps you develop the understanding and strength to make the best possible decisions.
- Counselling provides an opportunity for you to discover your own voice and find the courage to express it.

EFAP SERVICE:

The LKDSB Employee & Family Assistance Program provides you with access to a qualified counselling professional who can help you resolve personal and work-related problems — before they affect your health, family or ability to work. All EFAP counsellors have a Masters degree and belong to a professional regulatory body.

fseap Now we're talking.

TYPES OF ASSISTANCE:

Confidential, off-site assistance is available for a broad range of personal and work-related concerns, such as:

- Balancing work and family
- Personal and/or job stress
- Relationship issues
- Parent-child conflicts
- Separation and loss
- Financial/credit difficulties
- Communication issues
- Assessment and referral services for addictions, such as drug, alcohol and gambling.

CONFIDENTIALITY:

The EFAP is completely confidential. No one at the Lambton Kent District School Board or anyone else will ever learn that you are receiving counselling services unless you choose to tell them. Information will be released **ONLY** with your informed, voluntary and written consent unless required by law or in the event of risk of harm to yourself or others.

ELIGIBILITY:

All permanent employees of LKDSB, their eligible partners and dependents are able to access the EFAP.

SERVICE PROVIDERS:

Family Counselling Centre and Family Service Kent are part of a national network of Family Service Agencies throughout Ontario and Canada that can also be accessed through your EFAP should you or a family member require counselling services while temporarily visiting, working, or attending school outside of Lambton/Kent Counties. You may also access the nearest alternate Family Service Agency for EFAP services should it be necessary for personal reasons. Simply call Family Counselling Centre or Family Service Kent or the toll free number for the nearest location.

COST & LIMITS:

All EFAP services are sponsored by Lambton Kent District School Board. Your EFAP covers up to six (6) counselling sessions per calendar year (for eligible employee and family member(s)).

Cancellations must be received at least 24 hours in advance. Failure to show for a scheduled appointment will result in a cancellation fee of \$47.50 and must be paid before the next session. If long-term or more specialized counselling is required, we will assist you with a referral to other resources in your community where the professional may charge a fee.