

# EFAP Concern Resolution Process (CRP)

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## Integrated Health, Safety and Wellness Branch, Public Service Commission

This document outlines the process to follow if you have a concern or question about any of the services provided by the Government of Saskatchewan's Employee and Family Assistance Program (EFAP) provider.

### Employee or Family Member with an EFAP Question or Concern to Share

1. **Call the LifeWorks Care Access Centre at 1-844-880-9142 (select 1 or 2 for choice of language, then press 2) and say you would like to ask questions or report feedback regarding services you received.**

Provide your feedback directly to the representative handling your call. The representative will begin to work through the LifeWorks Concern Resolution Process (formerly called the Quality Assurance Review process). A LifeWorks representative may contact you to discuss further if you have provided consent to be contacted. The process ensures that the EFAP provider can gather as many details as they can about the question/concern, as well as offer further support if needed.



2. **If you requested LifeWorks to follow up with you, agree to a timeline to communicate again.**

Work with LifeWorks to receive answers to your questions or to follow up on your concern.



3. **If you have received follow up from LifeWorks and do not feel the Concern Resolution Process (CRP) worked for you, please contact the Government of Saskatchewan EFAP management team at [efap@gov.sk.ca](mailto:efap@gov.sk.ca) or 306-787-7567.**

The EFAP management team will aid and follow up on your question or concern.

### Manager Who Has Become Aware of an Employee with Question or a Concern to Share

1. **Encourage the employee to call the LifeWorks Care Access Center (as outlined above) to ask questions or share their concern.**

LifeWorks provides confidential mental health services. To maintain accuracy, consent and employee privacy, it is important the employee share their concern directly with LifeWorks first.



2. **If the employee indicates they have already shared their feedback with LifeWorks and did not feel the Concern Resolution Process (CRP) worked for them, or if the employee's circumstance requires assistance, have the employee contact the Government of Saskatchewan EFAP management team at [efap@gov.sk.ca](mailto:efap@gov.sk.ca) or 306-787-7567.**

The EFAP management team will aid and follow up on the employee's question or concern.

#### Resources:

When an employee is experiencing a decline in their mental health or a concern with EFAP services they may reach out to their manager or supervisor for help. These can be difficult conversations. Here are two tools to help managers navigate the discussion: [Manager Conversation Guide: Employees and Mental Health](#) and [Manager Conversation Guide: Employee Concerns with the EFAP](#).