

Government of Saskatchewan

Employee and Family Assistance Program (EFAP)

Questions and Answers

Key Messages

- The Government of Saskatchewan is enhancing the Employee and Family Assistance Program.
- Morneau Shepell is the new service provider for the Employee and Family Assistance Program.
- The Employee and Family Assistance Program still provides professional, confidential counselling services, and now includes a wider range of preventative services, tools and online resources with 24/7/365 service availability for employees and their eligible family members.
- Accessing the Employee and Family Assistance Program is easy. Contact 1-844-880-9142 or visit workhealthlife.com. Search Government of Saskatchewan as your organization and then select your ministry. You can also download the [My EAP app](#).
- The Employee and Family Assistance Program is available for Government of Saskatchewan employees and eligible family members to help with work, health and life concerns.

Questions and Answers

1. How has the Employee and Family Assistance Program (EFAP) changed?

The EFAP will now be delivered by Morneau Shepell. Employees and eligible family members now contact Morneau Shepell for EFAP services.

Employees still have access to professional, confidential counselling services, which now includes a wider range of preventative services, tools and online resources with 24/7/365 service availability for employees and their eligible family members.

2. How do I contact the EFAP?

The EFAP is available 24/7/365:

- Call the Morneau Shepell Care Access Centre toll-free 24/7 at 1-844-880-9142.
- Visit workhealthlife.com. Search Government of Saskatchewan as your organization and then select your ministry.
- Download the My EAP app.
- Use First Chat, an instant online chat with a counsellor at workhealthlife.com.
- For emergency situations requiring immediate attention, call 911.

3. Why is the EFAP changing?

The change to the EFAP allows for 24/7/365 service, and provides employees with enhanced online resources and tools, and additional work, health and life services.

4. How does the EFAP work?

The EFAP provides professional, confidential support services including short-term counselling, programs and resources to employees and their eligible family members for help with work, health and life concerns.

Employees and eligible family members also have access to a wide range of preventative services, online tools and resources with 24/7/365 service availability. There is no cost to access the program.

5. What kind of issues can the program help me with?

The EFAP offers services to address a variety of work, health and life concerns. Consider EFAP services when your own efforts to resolve problems are not working, you feel overwhelmed or you want to prevent problems from becoming larger. Common issues that the EFAP can help you and your family with include:

- Emotional and mental health.
- Relationships and family.
- Workplace concerns.
- Work-life balance and stress.
- Addictions.
- Physical health and nutrition.
- Career questions.
- Child and eldercare.
- Legal and financial concerns.

6. Is the EFAP confidential?

Yes. The EFAP is completely confidential within the limits of the law. Morneau Shepell's Client Care Representatives, clinical counsellors and professional service providers adhere to strict privacy and confidentiality procedures. Personal information is only ever provided to authorities when certain conditions—including threat of violence to oneself or others, child abuse or a subpoena—require Morneau Shepell to release it by law.

7. Is the service bilingual?

Yes. EFAP services are available in English and French.

8. Do I have to come to an office for EFAP services?

No. Morneau Shepell provides services and resources in formats that don't require an in-person visit. Access to programs are available over the telephone, online and/or through text-based tools. Your initial assessment will identify the solution that best fits your lifestyle and preferences.

9. Is there is a cost to use the EFAP?

There is no cost to employees to use the EFAP.

10. Can my employer make me use EFAP services?

No. Your participation is always voluntary and confidential. Employers can privately remind you that the EFAP services are available if you are noticeably suffering, or if your work performance has been negatively impacted.

11. Do I need to make initial contact for a family member to access EFAP services?

No. Family members must access the EFAP on their own. Your family member's right to confidentiality is just as important as yours. Family members age 15 and younger must access the EFAP through a parent or guardian.

12. I'm currently in the program. Can I still use the counselling sessions I previously received?

Yes. Employees and eligible family members who received a counselling referral through the Employee and Family Assistance Program prior to May 31, 2019 would have been advised how long their sessions are valid for. If you are unsure, check with the counsellor you were referred to or email efap@gov.sk.ca.

13. Can I still see the same counsellor with the new provider?

Morneau Shepell, the new service provider for the Employee and Family Assistance Program, may have the same counsellors available. Current counsellors have the option to work with Morneau Shepell providing they meet the criteria.

14. Who do I contact if a traumatic event or critical incident occurs in my workplace?

Morneau Shepell provides 24/7 immediate crisis support for those impacted by a traumatic event. For workplace support and response, managers can contact Morneau Shepell Trauma Services at 1-844-880-9142 and select option #3. Any additional costs for agreed-upon services, such as in-person debriefing, will be charged to the requesting ministry.

15. Who do I contact if I am having trouble accessing Morneau Shepell's website or services?

Contact EFAP at efap@gov.sk.ca or 306-787-7567 if you experience any difficulties with access.

16. How do I access workplace presentations or training?

A variety of educational workplace learning sessions are available through Morneau Shepell. Any costs for presentations will be charged to the requesting ministry. Contact healthyworkplaces@morneaushepell.com for further information or to arrange a presentation. You can also visit the [Workplace Learning Website](#).

17. Is northern counselling still available?

Counselling services continue to be offered for Northern employees in Buffalo Narrows, La Loche and Creighton. As with all employees, northern employees can contact Morneau Shepell to access all EFAP services.

To find out more about the services offered through Morneau Shepell, please contact 1-844-880-9142 or visit workhealthlife.com. Search Government of Saskatchewan as your organization and then select your ministry. You can also download the [My EAP app](#).