

# Government of Saskatchewan Employee and Family Assistance Program (EFAP) Quality Assurance Review Process

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*This document outlines the process to follow if you or your family member, or your employee, has a question or an experience to share about any of the services used, provided by the Government of Saskatchewan's EFAP provider, LifeWorks by Morneau Shepell.*

## Employee or Family Member with Question or Experience 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 service you received.

*Provide your feedback directly to the representative handling your call. The representative will enter the feedback into the quality assurance review system. A quality assurance LifeWorks representative may contact you to discuss further, if you have provided your consent to be contacted. This process ensures that the EFAP provider can gather as many details as they can about the question/experience, 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 experience.*



3. If you have received follow up from LifeWorks and do not feel the quality assurance review 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 provide assistance and follow up on your questions or experience through a Quality Assurance Form.*

## Manager Who Has Become Aware of an Employee with Questions or an Experience to Share

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

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



2. If the employee indicates they have already shared their feedback with LifeWorks and did not feel the quality assurance review 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 provide assistance and follow up on the employee's questions or experience through a Quality Assurance Form.*