

Conversation Guide for Managers: Employee Concerns with Employee and Family Assistance Program

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Integrated Health, Safety and Wellness Branch, Public Service Commission

The tool provides supervisors managers with information they can use to support employees who have concerns about the Employee and Family Assistance Program (EFAP) and how to use the [EFAP Concern Resolution Process \(CRP\)](#). Supervisors and managers may find the [Conversation Guide: Employees and Mental Health](#) useful as well.

The conversation may include:	The conversation may sound like:
The EFAP Concern Resolution Process (CRP), a confidential process established to resolve EFAP concerns.	“It sounds like the employee and family assistance program didn’t provide the services you were hoping to receive. Are you aware of the confidential process for sharing concerns about your EFAP experience?”
Reiterate the importance of following the CRP.	“The EFAP CRP will help you in access EFAP services available and provides important feedback to improve the program.”
Encourage the employee to explore steps to resolve the concern or problem.	“Have you contacted the EFAP to discuss this concern?” “What I hear is that you are having difficulty resolving this concern with the EFAP. You can escalate your concern by emailing efap@gov.sk.ca or calling 306-787-7567 (confidential voicemail) regarding your situation.”
If the employee is overwhelmed, encourage them to explore personal supports to help with the CRP process.	“It sounds like you feel you overwhelmed and unable to engage in the EFAP Concern Resolution Process alone. Do you have someone you trust to help you? “.
Provide basic details regarding the scope and nature of the EFAP appropriate to the employees’ situation. If you are unaware of such details, or unable to answer the employees’ questions, commit to getting back to them in a reasonable timeframe.	“The Employee and Family Assistance Program (EFAP) Taskroom page says but let me seek some clarity and get back to you with an answer by end of day tomorrow. How does that sound?”
In situations where the employee feels the EFAP is not an appropriate resource, encourage the employee to access other resources.	“Are you aware of any other resources available to you? Maybe using your extended health care benefits or contacting your family doctor may be more suitable?”
It is important to remember:	
<ul style="list-style-type: none"> • The role of the supervisor/manager is to ensure employees are aware of the EFAP CRP prior to a concern arising. • When employees are seeking a resolution, it is not necessary for them to share their EFAP experience with their supervisor/manager. However, if employees do reach out always be sensitive to their need to be heard and ensure the conversation is held in a safe and confidential space. • The supervisor/manager is not expected to fix or solve the employees’ problem, but rather to equip employees with the resources required to determine their next steps. 	
In addition to the EFAP, an employee can consider the following psychological supports: <ul style="list-style-type: none"> • Extended health benefits. • 211 Saskatchewan to explore community supports. • Healthline to explore healthcare supports. • A family doctor to assist with decisions about their physical and mental health. 	

For further information, visit the EFAP page on [Taskroom](#).