

Everyone faces challenging and stressful events in their lives. Most of the time we can handle these situations ourselves; other times we could benefit from some support.



**CEFAP** is a confidential personal assistance and self-development service for employees and their dependents.

**How are Services Accessed?**

CEFAP is here for you 24 hours a day, 7 days a week, 365 days of the year, providing services to eligible unionized workers and their eligible family members.

**Contractor Critical Incident Management Services**

Initiated by a participating contractor or union providing 24/7/365 support following the occurrence of critical incidents and unsettling workplace events that include:

- workplace accidents
- witnessing traumatic events
- employee deaths, suicides
- difficult first responder calls
- line-of-duty deaths
- natural disasters

Optimal timing for on-site deployment is 1 to 3 days post-incident. Throughout all phases of a critical incident, our team will:

- engage in assessment-related activities
- monitor and respond to changing needs and priorities
- provide telephonic and on-site consultation
- coordinate and deliver both on-site group support and worker-based interventions
- provide incident-specific materials and resources to support distribution of practical information and recommendations to facilitate post-incident recovery

**How does the counselling program work?**

Counselling is offered face-to-face, over the phone, through video, or online by an experienced counsellor.

**Life Smart Coaching**

Services include three major components in the area of:

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| <p><b>LIFE BALANCE SOLUTIONS</b></p> <ul style="list-style-type: none"> <li>• New Parent Support</li> <li>• Childcare and Parenting</li> <li>• Elder and Family Care</li> <li>• Relationship Solutions</li> <li>• Financial Coaching</li> <li>• Legal Advisory Services</li> <li>• Grief and Loss</li> <li>• Stress Solutions</li> </ul> | <p><b>HEALTH SMART COACHING SERVICES</b></p> <ul style="list-style-type: none"> <li>• Nutritional Coaching</li> <li>• Lifestyle Changes</li> <li>• Jumpstart your Wellness</li> <li>• Smoking Cessation</li> </ul> <p><b>CAREER SMART COACHING SERVICES</b></p> <ul style="list-style-type: none"> <li>• Career Planning</li> <li>• Workplace Issues</li> <li>• Pre-Retirement Planning</li> <li>• Shift Worker Support</li> </ul> |
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**Alcohol & Drug Issues 1-877-822-0727**

Alcohol and Drug services meet all of the requirements of the Canadian Model for Providing a Safe Workplace-Alcohol and Drug Guidelines and Work Rule. Substance Abuse Expert Assessments and Bridge, Post Assessment, and Residential Readiness Counselling are conducted by specialized trained professionals.

**Language & Aboriginal Options**

CEFAP provides multi-language options. For aboriginal workers, options for receiving assistance from approved Healers, Elders and aboriginal treatment facilities are also available.

**To speak to someone in confidence, for crisis services (24 hours a day) or to book an appointment contact:**

**1-800-663-1142 | TTY: 1-888-384-1152 | Alcohol & Drug: 1-877-822-0727**  
International (Call Collect): **1-604-689-1717** | [homewoodhealth.com](http://homewoodhealth.com)  
Numéro sans frais - en français : **1-866-398-9505**

Further information can be found at [www.clra.org/initiatives](http://www.clra.org/initiatives) or by calling CLRA at **780-451-5444**.