

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 services for employees and their dependents.

**HOMEWOOD HEALTH** is a trusted company with years of experience delivering the best possible support for clients like you.

## 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.

## Critical Incident Management Services

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

A Life Smart intake counsellor will contact you within 72 hours to offer you an appointment with an appropriate specialist. Services include three major components with service options for each area:

### LIFE BALANCE SOLUTIONS

- New Parent Support
- Childcare and Parenting
- Elder and Family Care
- Relationship Solutions
- Financial Coaching
- Legal Advisory Services
- Grief and Loss
- Stress Solutions

### HEALTH SMART COACHING SERVICES

- Nutritional Coaching
- Lifestyle Changes
- Jumpstart your Wellness
- Smoking Cessation

### CAREER SMART COACHING SERVICES

- Career Planning
- Workplace Issues
- Pre-Retirement Planning
- Shift Worker Support

## 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

Homewood Health provides multi-language options in all offices. 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 Homewood Health.**

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