

# EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

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Statistics Canada estimates one in eight Canadians suffer from serious mental distress at any point in time and that each of us will experience significant levels of distress several times in our lives. By including an Employee and Family Assistance Program (EFAP) in your benefit plan, you can reduce the absenteeism, low productivity and low morale, which result when this kind of distress spills over into the workplace.

Any employer who currently has Alberta Blue Cross benefits can offer our EFAP to employees and their dependents. Coordinated with an independent professional counseling agency, our program offers confidential help for a variety of personal problems, including:

- work-related stress reactions
- marital or family problems
- emotional problems
- alcohol or drug dependencies
- life crisis and bereavement
- retirement
- eldercare and childcare problems
- financial and legal assistance

Our stability, reputation and administration experience encourages a high level of employee trust in the confidentiality of the program—a crucial factor in its success.

Together with our professional counseling partner, we offer EFAP clients:

- confidential counseling services from provincially registered and highly experienced psychologists and related professionals
- access to immediate, local service, 24 hours a day, 365 days a year
- service availability throughout Alberta and Canada
- client satisfaction evaluations and follow-up

Alberta Blue Cross also includes ongoing program evaluation and management services to ensure program effectiveness. And we provide auditing services to ensure all users of the service are eligible employees and receiving treatment within the contract guidelines.

