

SHEPELL·FGI - EMPLOYEE ASSISTANCE PROGRAM (EAP) COUNSELLING OPTIONS

The backbone of Shepell-fgi's Employee Assistance Program is a voluntary, confidential, short-term counselling and advisory service that connects the end-user to a network of expert counsellors. Shepell-fgi proudly provides a variety of flexible options to access our counselling services.

Counselling in Today's World

Today, new modes of communication, such as email, online messaging and video calling are being adopted by the mainstream user. Internet and mobile usage continues to grow: 77% of Canadian households have a broadband Internet connection¹, 80% of Canadians are online² and 33% of mobile users have a smartphone³. This data supports the notion that today's users are more tech savvy and would like to use new options to seek a mode of support that fits with their use of communication and lifestyle. Furthermore, demographics in the workplace are changing as baby boomers prepare for retirement and the younger generation, who has grown up with virtual communication, is taking over.

In order to adapt to this changing world, Shepell-fgi offers a wide range of counselling options: In-Person, Telephonic, Video and E-Counselling.

Counselling Assessment Process

In order to suggest the counselling option(s) that best fits the end-user, a qualified Care Access Centre representative takes the time to understand:

- **stage of the issue** (a new issue, the need for information and education or a persistent issue),
- **severity of the issue** (mild depression versus severe),
- **client's learning style** (reading versus talking),
- **client's lifestyle** (shift work, remote living, child care issues, mobility challenges)
- **risk issues** (emergency, critical)

In-Person Counselling Versus Other Options

All clients have access to In-Person Counselling sessions however, not everyone is interested in this mode of help. When clients are struggling with personal issues and making difficult personal decisions, they are more likely and willing to use a mode of communication that suits their lifestyle, communication preferences and learning style. To accommodate varying demands, we offer **Telephonic, E-Counselling and Video Counselling** as well as **In-Person** Counselling. In addition, Shepell-fgi recently launched **My EAP**, a free application ("App") for mobile devices, featuring a secure E-Counselling option.

Satisfaction Level

We believe these new modes of access to counselling services will improve the level of engagement with our clients and their immediate family members, ultimately improving the health and productivity of the client. Usage of new modes of counselling is increasing: Telephonic Counselling now accounts for 11% and E-Counselling for 4% of all usage. Since matching the right client to the right mode of counselling, we have observed great satisfaction levels with 95% satisfaction across all modes.

Call Us!

We are available 24 hours per day / 7 days a week for immediate, confidential help.

1 800 387-4765 TTY 1 877 338-0275 online resources: workhealthlife.com

¹ CRTC Communications Monitory Report, July 2011 <http://www.crtc.gc.ca/>

² Statistics Canada, <http://www40.statcan.gc.ca/l01/cst01/comm36a-eng.htm>

³ ComScore, June 1, 2011 <http://www.comscore.com/>