

## ACCESSING YOUR EFAP

### 1. Simply call:

**Family Counselling Centre**  
Sarnia - (519) 336-0120

**Family Service Kent**  
Chatham - (519) 354-6221

**After Hours Emergencies**  
1-800-668-9920

2. Identify yourself as a LKDSB employee or family member.
3. For individual, couples or family counselling appointments, you will be forwarded to a trained Intake Worker who will ask you a few questions concerning the nature of your concerns. You will then be matched with an appropriate counsellor.
4. An appointment will be set for you within five (5) working days providing the appointment time you require is available. If the Intake Worker assesses that you may be in crisis, every effort will be made to provide you with an appointment the day of your call. Evening appointments are available at both the Sarnia and Chatham sites.
5. You should arrive for your first appointment approximately 15 minutes early to fill out the necessary paperwork.
6. During your first appointment the counsellor will help assess your situation and plan with you how to best meet your needs.

To reach the following toll-free telephone information and services:

- Child & elder care information
- Legal advisory service
- Hotline for teens or parents

**Call 1-800-668-9920**

For face-to-face, individual, couple or family counselling contact:

### Family Counselling Centre

1086 Modeland Rd., Bldg. 1030, 2nd Floor  
Sarnia, Ontario N7S 6L2

**Phone: (519) 336-0120**

**Fax: (519) 336-8517**

**[www.familycounsellingctr.com](http://www.familycounsellingctr.com)**

Office Hours:

Mon, Tues & Fri — 9 am to 5 pm

Wed & Thurs - 9 am to 8 pm

### Family Service Kent

770 Richmond Street, Unit B  
Chatham, Ontario N7M 5L3

**Phone: (519) 354-6221**

**[www.famskent.ca](http://www.famskent.ca)**

Office Hours:

Mon & Thurs — 9 am to 6 pm

Tues & Wed — 9am to 9 pm

Friday — 9 am to 5 pm

## YOUR EFAP IS ON LINE

The EFAP Web site offers information about the services available to you and your family through your EFAP. You can access tips, information and self-directed help on a variety of health and wellness topics. To access the web site go to:

[www.myfseap.com](http://www.myfseap.com)

Group: toLKDSB

Password: health



**Lambton Kent**  
District School Board

## EMPLOYEE & FAMILY ASSISTANCE PROGRAM (EFAP)

*Services Provided by:*



# Lambton Kent District School Board— Employee & Family Assistance Program (EFAP)

## PHILOSOPHY:

Everyone has problems:

- Pressures at home and at work
- Stress
- Conflicts with co-workers and family

Most of the time, you probably manage just fine, solving your problems on your own or with the help of your family and friends.

But what happens when you aren't able to work things out on your own?

Regardless of where they start, unresolved problems can quickly spread to affect other areas of your life. Problems at work create tensions at home; family problems often show up in job performance; emotional problems affect your physical health.

## EFAP SERVICE:

The LKDSB Employee & Family Assistance Program provides you with access to a qualified counselling professional who can help you resolve personal and work-related problems — before they affect your health, family or ability to work. EFAP counsellors have a Masters degree with at least five (5) years relevant clinical experience and professional registration.

## TYPES OF ASSISTANCE:

Confidential, off-site assistance is available for a broad range of personal and work-related concerns, such as:

- Balancing work and family
- Personal and/or job stress
- Relationship issues
- Parent-child conflicts
- Separation and loss
- Financial/credit difficulties
- Communication issues
- Assessment and referral services for addictions, such as drug, alcohol and gambling.

## CONFIDENTIALITY:

The EFAP is completely confidential. No one at the Lambton Kent District School Board or anyone else will ever learn that you are receiving counselling services unless you choose to tell them. Information will be released **ONLY** with your informed, voluntary and written consent unless required by law or in the event of risk of harm to yourself or others.

## ELIGIBILITY:

All full-time employees of LKDSB and their dependents are eligible to access the EFAP.

## SERVICE PROVIDERS:

Family Counselling Centre and Family Service Kent are part of a national network of Family Service Agencies throughout Ontario and Canada that can also be accessed through your EFAP should you or a family member require counselling services while temporarily visiting, working, or attending school outside of Lambton / Kent Counties. You may also access the nearest alternate Family Service Agency for EFAP services should it be necessary for personal reasons. Simply call Family Counselling Centre or Family Service Kent or the toll free number for the nearest location.

## COST & LIMITS:

All EFAP services are paid for by Lambton Kent District School Board. Your EFAP covers up to eight (8) counselling sessions per contract year (September 1—August 31) per eligible employee and family member(s).

**Cancellations must be received at least 24 hours in advance.** Failure to show for a scheduled appointment will result in a cancellation fee of \$45. If long-term or more specialized counselling is required, we will assist you with a referral to another resource in your community where a fee may apply.