

## **Employee & Family Assistance Program (EFAP) Frequently Asked Questions**

### **1. Who is Homewood Health?**

Homewood Health is a trusted Canadian company specializing in providing employee assistance and workplace solutions. For over 30 years, they have helped thousands of employees and family members resolve personal issues and lead healthier, happier lives.

### **2. How do I know when I should use the EFAP?**

Consider using the EFAP when your own efforts at resolving problems are not working, you feel overwhelmed or you want to prevent problems from escalating. The EFAP also offers helpful support with childcare, eldercare, financial and legal issues.

Remember, the EFAP is not only there for people in crisis. Consider accessing services any time you want to improve your overall health and well-being.

### **3. Who is eligible?**

Your EFAP is available to you and your dependants.

### **4. What does it cost?**

There is no cost to you. The EFAP is part of your ASEBP health benefits provided by your employer.

### **5. How do I access EFAP services?**

You can contact Homewood Health 24 hours a day, 7 days a week at:

1-800-663-1142 (English)  
1-866-398-9505 (French)  
1-888-384-1152 (TTY)  
604-689-1717 (International)  
[www.homewoodhealth.com](http://www.homewoodhealth.com)

### **6. What kind of information will I and my dependants need to share with Homewood Health when calling them?**

You will need to tell them your name (spouse/parent/guardian's name in the case of dependants), date of birth and school jurisdiction name (not your school name). Please ensure all of your dependants are familiar with your school jurisdiction's name before calling Homewood Health.

### **7. What happens if I'm already in counselling?**

Homewood Health will do their best to accommodate your current provider, who may already be part of the Homewood Health network.

**8. How can I be assured of the quality of the service I will receive?**

Homewood Health's employees are specially selected for their training, expertise and experience. The minimum requirement for licensed professionals in psychology or social work is five years' experience. The assistance they offer is current, research-based and designed to produce the best possible outcomes for you, the client.

**9. Will my employer know if I am accessing the EFAP?**

No. Be assured when you use the program, it is completely confidential.

**10. Whom do I contact if I have a concern?**

If you have a question or concern about any of the services provided by Homewood Health, please feel free to call the Client Service Centre and provide your feedback directly to the representative handling your call. Homewood Health is dedicated to ensuring that you are completely satisfied with their services and will work with you to make certain that is the case. ASEBP Benefit Specialists are also available to answer questions or assist you in resolving any problems you encounter. You can contact a Benefit Specialist at 780-431-4786 in the Edmonton area, toll-free at 1-877-431-4786 or via email at [benefits@asebp.ab.ca](mailto:benefits@asebp.ab.ca).