

# Employee and Family Assistance Program



- Confidential services
- Helpful counselling from qualified professional staff
- Immediate assistance by telephone 24 hours a day / 365 days a year
- Information to help you with living and working
- Assistance connecting to community resources

**fseap**

Family Services  
Employee Assistance Programs

Now we're  
talking.

## What is an EAP?

FSEAP provides quick access to experienced professional counsellors who help you resolve a broad range of personal and work-related issues. We also provide useful information and referrals to community resources for you and your immediate family.

## Confidentiality

Anything you or an eligible family member discusses with the counsellor is kept confidential. FSEAP Counsellors do not release any information without prior written consent except to protect life and when ordered to do so by a court of law. In order to be accountable, FSEAP provides summary reports to your employer that contain no individual or identifying information.

## Who Provides the Services?

*Same great service, brand new look!* FSEAP has recently updated our national EAP brand logo. Family Service Thames Valley and FSEAP provide confidential counselling, advisory services and crisis support locally, across Canada and in the United States. You can access face-to-face counselling in a location near to where you live and work. You can also access counselling over the phone or using the internet. Our professional staff are experienced Masters level counsellors. Your employer pays for all the services provided by FSEAP.

## Who is Eligible?

Each family member of an eligible employee can also access up to 12 sessions of confidential counselling per year. Please consult the UWO EAP web page for eligibility.



■ LTC Bus Rte 2 Dundas ■ LTC Bus Rte 9 Whitehills ■ Western Campus

## What Services are Available?

As part of your Employee Assistance Program, you and your eligible dependents have access to these services:

### Confidential Counselling Face-to-Face & Telephone Based

**1-877-433-0701**  
Local Support 519-433-0700

You can access highly effective short-term confidential counselling for yourself, your family and your relationship. You can speak with a professional counsellor and make an appointment by phone locally during regular business hours and 24/7 through our toll-free regular 1-877 line. Face-to-face counselling appointments are scheduled within 3 business days of your call to us. For added convenience, you can also arrange for confidential telephone or web-based counselling sessions.

Relationship issues  
Depression / Anxiety / Grief  
Conflict  
Parenting  
Eldercare, Childcare & Youth  
Personal or Job stress  
Addictions (including gambling)  
Personal Crisis  
Balancing work and family  
Financial & Credit Consultation Services

### Additional Confidential Telephone Support Services 24/7

**1-800-668-9920**

#### 24/7 Helpline

If you are feeling distressed, you can call us 24 hours a day, 365 days a year to immediately talk with a professional counsellor. This telephone helpline can help you control overwhelming feelings of anger, fear or anxiety. If you are feeling angry, a counsellor can teach you how to manage your anger and respond in a non-violent way. If you are feeling threatened or unsafe, a counsellor can help you create an action plan for your personal safety.

#### 24/7 Teen - Parent Helpline

This confidential helpline provides teens and their parents with access to counsellors who specialize in adolescent issues.

#### Family Connexions

Our Family Connexions service is designed to address and resolve a full range of family care issues. Family Care Consultants can provide you with phone consultations and quality resource materials to help you balance work and family life, find childcare or eldercare services, or learn to be an effective parent or caregiver.

### On-line Family Lifecycle Resources

[www.fseap.ca](http://www.fseap.ca)

Information that will help you deal with the challenges of life stages as well as practical tips and strategies for addressing these challenges. We provide resource information and links to related resource sites. You can access these confidential on-line resources at [www.fseap.ca](http://www.fseap.ca).

FSEAP Thames Valley  
125 Woodward Avenue, London, Ontario N6H 2H1  
Tel: 519-433-0700 After Hours: 1-877-433-0701  
Fax: 519-433-4273 TTY Service: 1-888-234-0414

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