

## Member Assistance Program

### Frequently asked questions and answers

#### What is a Member Family Assistance Program (MAP)?

A Member Assistance Program (MAP) provides professional, confidential support services including short-term counseling, programs and resources to employees and their immediate family members for help with work, health and life issues.

#### What is “short-term” counselling?

Member Assistance Program (MAP) counselling is short-term, change-oriented, goal-focused therapy. This means that the counsellor helps the client work toward achieving a very specific, measurable goal that can be accomplished in a few sessions. The exact number of counselling appointments provided under the MAP will be unique to the client because it depends on a number of factors, including the nature of the problem, the client’s history with that problem, and the client’s motivation to change. When a client needs or wants ongoing support or specialized services, the MAP counsellor will refer them to community resources or private practitioners who can provide the longer-term and/or specialized service, which is outside the scope of the MAP. Once the client has transitioned out of the MAP, any costs incurred would not be covered by the MAP.

#### Is there a cost to use the MAP?

No. There is no cost to you or your family to use your MAP.

#### Is the service bilingual?

Yes. Service is available in English and French.

Prefer services in another language? Let us know at the time of your call and our language matching service will ensure you receive help in the language you’re most comfortable with.

#### How do I access to the MAP?

##### Your MAP is available 24/7/365:

- Call the Care Access Centre toll free at 1.800.387.4765
- Use the Online Access (Canada only) via [www.workhealthlife.com](http://www.workhealthlife.com)
- Register and login to E-Counselling via [workhealthlife.com](http://workhealthlife.com) or My EAP app;
- Instant online chat with a counsellor, via [www.workhealthlife.com](http://www.workhealthlife.com)
- For crisis situations requiring immediate attention, call 911 or the Shepell Care Access Centre at 1.800.387.4765

## Is the MAP confidential?

Yes. The MAP is completely confidential within the limits of the law. Our Client Care Representatives, Clinical Counselors and professional service providers adhere to strict privacy and confidentiality procedures. Personal information is only ever provided to authorities when certain conditions apply: threat of violence to oneself or others, child abuse or a subpoena. Shepell will be required to release it by law.

## Can my employer make me use MAP services?

No. Your participation is always voluntary and confidential. However your employer will often remind you that the MAP services are available.

## Do I need to make initial contact for a family member to access MAP services?

No. Family members must access the MAP on their own. Your family member's right to confidentiality is just as important as yours.

## Will the MAP provide service to my minor children without my consent?

Laws vary by province and country. Children under the age of 16 require a signed parental consent form to use the MAP.

## What kinds of problems or concerns can the MAP help with?

**Common issues that the MAP can help you and your family will include:**

- Emotional and mental health
- Relationships and family
- Workplace concerns
- Work-life balance and stress
- Addictions
- Physical health and nutrition
- Career questions
- Child and eldercare
- Legal and financial concerns

## Do I have to come in to Shepell offices to use MAP services?

No. Shepell provides services and resources in different modalities that don't require an in-person visit. We offer access to our programs over the telephone, online and/or through text-based tools. Your initial assessment will identify the solution that best fits your lifestyle and learning preferences.

## What if I don't need counseling?

Your MAP covers a broad range of services and resources that are not limited to counseling. Learn more about the wide range of support available to you and your family by calling the Shepell Care Access Centre or by accessing our website [www.workhealthlife.com](http://www.workhealthlife.com).

## Quality Assurance – we value your feedback!

### After you use the MAP you may receive:

- A voluntary satisfaction survey
- A telephone follow-up call by an MAP service representative.

Your MAP is committed to ensuring the resources and supports you receive are the right fit for you.

## Connect with us for confidential support or to learn more

Make the right decisions for you and your family with help from your MAP.

For immediate assistance, contact us at **1.800.387.4765** or visit [workhealthlife.com](http://workhealthlife.com).