

Wellness at your Fingertips

No matter where you are, discover expert information, support, and practical solutions for issues that impact your work, health, and life – directly on your mobile device.

Your EFAP (Employee and Family Assistance Program) has an award-winning app that provides fast and easy access to information on a wide variety of health and wellness topics and new interactive tools. Now access EFAP support on-the-go anytime, anywhere, and on any mobile device platform, including **BlackBerry 10!**

My EAP is available worldwide, and it's free to download on multiple mobile devices.

Key features and tools on My EAP let you:

- Immediately and securely book services with [Online Access](#) or [First Chat](#)
- Immediately and securely chat with a counsellor with [First Chat](#)
- Register and access secure and confidential [E-Counselling](#)
- Access [Online Financial Planning Service](#) on your mobile device: find it under Tools!
- Measure your stress index and assess your relationship
- Read and bookmark expert health and wellness articles that are updated on a monthly basis
- View advice from acclaimed experts with LifeSpeak on Demand video clips

Downloading My EAP

My EAP is free to download on your mobile device. Available on iPhone, iPod, iPad, BlackBerry and Android devices, visit your device app store or shepellfgi.com/myeap. Or simply scan the QR code with your mobile device.

Counselling on the go!

Chat instantly online with a counsellor or learn more about and book EFAP support services.

Secure and confidential, First Chat provides **real-time online conversation** with our EFAP support professionals for immediate assistance with work, health or life issues. Users can chat instantly online with a counsellor or inquire about and book EFAP support services. Support is offered 24/7/365 – no delays or appointments needed!

First Chat provides:

- Instant employee support;
- Real-time online communication for two types of support:
 1. Immediate issue exploration with a professional counsellor;
 2. **NEW** – EFAP support service inquiry and booking;
- Ultimate convenience and privacy.

Simple online chat session initiation with no additional software to install means instant access to confidential support. First Chat sessions are hosted with fully secure data transmission and storage. Your privacy is guaranteed.

Support for Everyday Challenges with your EFAP

Your Employee and Family Assistance Program (EFAP) is more than just counselling. As an employee, you and your immediate family have complimentary access to a variety of professional support resources and tools through the Shepell EFAP.

Shepell is a leading EFAP service provider and offers a wide range of confidential and voluntary support services to assist you and your family with resolving everyday challenges, complex issues, and everything in-between.



Free download of **My EAP** app. Now available worldwide! Visit shepellfgi.com/myeap or scan QR code now.

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The EFAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the service unless you choose to tell them.

You and your immediate family have access to the EFAP at no cost. To ensure your privacy and confidentiality, fees for the EFAP service have been paid in advance by your organization.

What does your EFAP include?

- **Short-term Professional Counselling** provides support for personal and emotional issues. Choose from a variety of delivery methods to best suit your comfort level and lifestyle including In-Person, Telephonic, E-Counselling, First Chat (instant online chat with a counsellor), Video, Text-based self-paced.
- **Family Support Services** connects you with a Family Support Specialist for personalized assistance with family planning, parenting, childcare, eldercare, homecare support and more.
- **Legal Support Services** provide consultation with professional lawyers to answer legal questions surrounding divorce, custody, adoption, real estate, debt, bankruptcy, landlord/tenant issues, and more.
- **Financial Support Services** provide consultation with financial professionals to answer financial questions about budgeting, debt management, tax issues, and more.
- **Naturopathic Services** provide consultation with Naturopathic Doctors on choices related to physiology, diet, lifestyle, and well-being, including illness prevention strategies.



- **Nutritional Services** offer consultation with Registered Dietitians on any nutritional matter or concern.
- **Health Coaching** by Registered Nurses can provide information and advice, coordination and support; and coaching on any health risk or concern.
- **Specialized Counselling and Online Programs** to assist with career challenges, managing stress, tobacco cessation, enhancing your relationships, separation and divorce, and financial planning.

Your EFAP is available 24/7/365 with simple access

- Call the Shepell-fgi Care Access Centre toll free at **1 800 387-4765**;
- Use Online Access (Canada only) via workhealthlife.com or [My EAP](#) app;
- Register and login to E-Counselling via workhealthlife.com, shepellfgi.com or [My EAP](#) mobile application;
- Use First Chat, instant online chat to book appointments, via workhealthlife.com or [My EAP](#) mobile application;
- For **crisis situations** requiring immediate attention, call 911 or the Shepell Care Access Centre at **1 800 387-4765**.



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