

Connect to Better Health and Well-Being

Feel better. Solve a problem. Prevent future problems.

Immediate, Confidential Help

Your Employee Assistance Program (EAP) is a confidential and voluntary support service that can help you solve all kinds of problems and challenges in your life.

You and your immediate family members (as defined in your employee Benefits Booklet) can receive support over the telephone, in person, online, and through a variety of issue-based health and wellness resources. You can also take advantage of online tools to help manage your personal well-being.

You'll get practical, relevant support, fast and in a way that is most suited to your preferences and learning approach. Caring professionals can help you select a support option that works best for you.

Is the Service Confidential?

Yes. Your EAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the service.

How Much Will It Cost?

There is no cost to use your EAP. If you need more specialized or longer-term support, your EAP will help you select an appropriate specialist or service that can provide assistance. While fees for these additional services are your responsibility, some may be covered by your provincial or organizational health plan.

IMMEDIATE, CONFIDENTIAL HELP FOR ANY CONCERN

For immediate, confidential help — call your EAP toll-free, 24 hours a day, seven days a week.

1-800-238-8663 TTY Service: 1-877-363-6270

Or log in at

shepellfgi.com/go/members

username: encon password: encon725

For more information about your EAP, log in at encon.ca/groupbenefits.

The Employee Assistance Program is provided by Shepell-fgi.

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Your EAP Helps You:

Achieve Personal Well-Being

- Personal stress
- Depression
- Grief and loss
- Anxiety
- Aging/midlife issues
- Life transitions
- Managing anger
- Crisis situations
- Trauma
- Mental health and well-being

Manage Relationships and Family

- Communication
- Relationship conflict
- Separation/divorce
- Parenting
- Domestic abuse
- Blended family issues
- Family relationships
- Aging parent concerns

Get Legal Clarity

- Family Law
- Custody
- Separation/divorce
- Bankruptcy
- Consumer protection
- Summons/warrants/subpoenas

Get Financial Clarity

- Credit/debt management
- Bankruptcy
- Early retirement
- Financial emergencies
- Financial aspects of separation/divorce

Research Child and Elder Care Resources

- Child care
- Adoption
- Maternity/parental leave
- Schooling
- Adult day programs
- Nursing/retirement homes

Address Workplace Challenges

- Workplace conflict
- Workplace performance
- Career planning
- Violence
- Harassment
- Work-life balance
- Work-related stress

Tackle Addictions

- Alcohol
- Drugs
- Tobacco
- Gambling
- Other addictions
- Post-recovery support

Understand Nutrition

- Weight management
- Boosting energy and stress resilience
- Addressing: high cholesterol, high blood pressure, diabetes, heart disease