

BCEFAP
(BC Employee and Family Assistance Program)

BCEFAP, fondly referred to as EFAP, is a service that provides confidential, professional assistance to employees and their families to resolve problems that affect their personal lives and sometimes, their job performance. Problems include emotional, alcohol and drug abuse or dependency, family and marital issues. Financial or legal counselling is not available through EFAP, but the counsellor will refer you to other resources.

Further details about EFAP services can be found on the government website at http://www.bcpublicservice.ca/benefits/plan_details/efap.htm

Program summary

- The current EFAP carrier is Human Solutions.
- The EFAP program is based on the fiscal year, April 1 thru March 31st.
- Available to all regular and auxiliary employees, whether you are at work or away on STIIP or LTD.
- Family members, who normally reside with the employee, are also eligible. Family members of a deceased employee are eligible for grief counselling, if initiated within 60 days of the date of the employee's death.
- EFAP is provided at no cost to eligible employees and family members.
- Participation in the program is voluntary and completely confidential. However, if a supervisor suspects an employee's work performance is affected by personal problems, the supervisor may formally recommend the employee attend the program.
- Call EFAP and an appointment will be made for you with a EFAP counsellor in your area.
- In the past, each eligible person could receive up to six counselling sessions per fiscal year. As of April 1st, 2010, the number of sessions is no longer capped. The number of required sessions is now determined by a professional assessment of need. Services can also be re-accessed throughout the year for different issues.
- An interest-free loan is available, through EFAP, if an employee is accepted into a residential treatment program for drug or alcohol addiction.

If you need assistance, call toll-free: 1-800-655-5004
24 hours a day, every day of the year