

## Taking the first step

If you would like an appointment to speak with a counsellor, please call  
**613-725-5676**

Request the EFAP Coordinator and identify yourself as a Carleton University employee or family member. Your first appointment can generally be booked within 72 hours of your call.

### Family Services à La Famille Ottawa

**312 Parkdale Ave., Ottawa**  
**Mon-Fri: 9:00 a.m. - 5:00 p.m.**  
**613-725-5676**

*(some evening appointments available)*

#### Bilingual Services

**1-800-561-1128**  
**After hours emergencies**  
**1-800-668-9920**

**[www.fseapottawa.org](http://www.fseapottawa.org)**

## Is there a cost?

All services provided by the **Employee & Family Assistance Program** are paid for by the university.

If long term or specialized counselling is required, the counsellors will assist you with a referral to another resource in the community. This referral may involve a fee.



**[www.fseapottawa.org](http://www.fseapottawa.org)**

## Employee & Family Assistance Program (EFAP)



## Confidential Services

*Counselling*  
*Information*  
*Assessment*  
*Referral*

For Carleton University employees,  
retirees and their families

## What is the Employee & Family Assistance Program (EFAP)?

EFAP is a professional, confidential counselling and referral service provided without cost to Carleton University employees and their families.

## Who can use the services?

Carleton University employees with continuing appointments, retired employees, and immediate families.

## Why EFAP?

- To feel and work better
- To resolve problems early
- To improve relationships
- To successfully manage stress
- To access professional and confidential assistance without cost to you

## Is this service confidential?

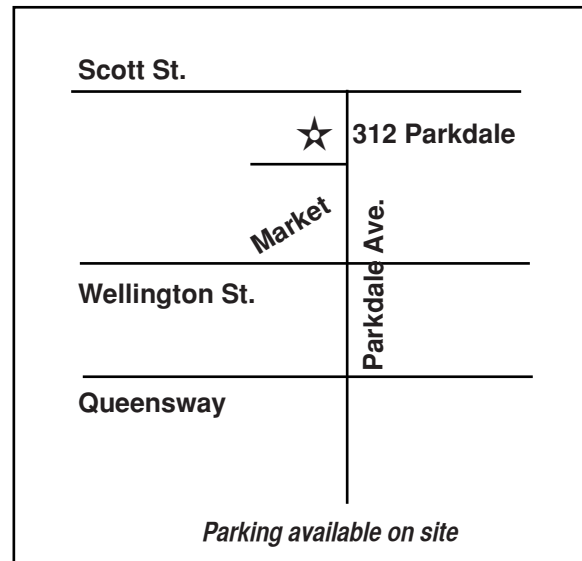
Yes. Confidentiality is the cornerstone of the EFAP. If you decide to talk with a counsellor, no one needs to know. No information will be released to your employer without your signed consent.

## Who provides the services?

Family Services à la famille Ottawa is the service provider.

Family Services à la famille Ottawa is a private non-profit agency that has served the Ottawa-Carleton community for 90 years. It is staffed by professional counsellors and allied professionals who are trained to deal with a wide range of family and individual issues. Family Services à la famille Ottawa is part of a national network that includes more than 250 counselling agencies across the country. They are a member agency of the United Way.

This service is provided off campus to respect the confidentiality and anonymity concerns of clients.



## What kinds of concerns does the EFAP address?

EFAP addresses a broad range of personal and work-related concerns, including:

- Personal crisis
- Addictive behaviours
- Family concerns
- Social and emotional adjustments
- Violent experiences
- Separation and loss
- Workplace difficulties
- Substance abuse
- Specialized issues such as:
  - elder care
  - child care
  - food and nutrition
  - financial
  - mental health
  - legal
  - parenting issues

Additionally, Family Services Ottawa is part of a national network with 250 offices across Canada. Carleton University employees and their families can access counselling support from these specific EFAP service providers throughout the country.