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.

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.

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

Confidential Services

Counselling
Information
Assessment
Referral

For Carleton University employees, retirees and their families

www.fseapottawa.org
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.