

## Benefits to the Employee/Employer

- A free confidential counselling service for employees and dependent family members.
- No fixed limit to the number of sessions per individual or family.
- When family members' issues are resolved, the employee can focus more on work.
- Decreased amount of time off due to personal problems.
- Increased productivity as a result of higher employee well being.
- We are a locally based EFAP provider attending to local needs.

## Three Ways to Connect...

- Telephone
- Zoom
- In-person

## To Make an Appointment

- Call Vancouver Island Counselling directly to schedule an appointment.
- Monday to Friday, 9am to 6pm
- All Vancouver Island Counselling employees live and work in your local communities and are well acquainted and familiar with local resources.

*It's Your Choice!*



*Our logo symbolizes the interdependence of employees, employers and the community*

## Our Mission Statement

*With compassion, respect and integrity we help people to build hope, growth and well-being*

Your Employee & Family Assistance Program

## Vancouver Island Counselling

**Duncan: (250) 746-6900**  
**Nanaimo: (250) 754-8222**  
**Port Alberni: (250) 723-7001**  
**Victoria / Salt Spring / Lower Mainland:**  
**Toll Free 1-877-746-6911**

[www.vancouverislandcounselling.com](http://www.vancouverislandcounselling.com)

**Vancouver  
Island  
Counselling**

**Your Employee & Family  
Assistance Program (EFAP)**

*Supporting employees,  
families, and communities  
since 1980*

## Who We Are and What We Do

Vancouver Island Counselling is a non-profit society supported and administered by local employers, unions and employee groups. Our purpose is to provide counselling assistance to affiliated employees, retirees and their dependent family members who are dealing with personal concerns. At Vancouver Island Counselling professionally trained counsellors provide **prompt, direct and confidential counselling**.

### Services include:

- short term goal oriented counselling
- referrals to appropriate community resource agencies, if required.
- prompt and responsive counselling care

### Services to worksites may include:

- presentations about our services
- workshops on topics such as stress management, communication skills and other workplace issues.
- rapid access to consultation and support for Critical Incident Stress Debriefing to help employees deal with the trauma of accidents which happen on the worksite.

## The Employee and Family Assistance Program (EFAP)

- Is a component of your employee benefit program.
- Encourages people with personal concerns to get help as soon as possible before issues seriously affect family and work life and individual health and safety.
- Focuses on prevention, intervention and wellness around concerns such as:
  - relationship conflict
  - parenting challenges
  - psychological/emotional issues (eg. stress, depression, anxiety)
  - alcohol and drug dependency
  - workplace stress
  - critical incident stress
  - loss and grief
  - anger management

## Counselling and Resource Service Offices

- Provides counselling services for your EFAP.
- Professional counselling is available to individuals, couples and dependant family members. There is no charge to the client for those listed on your benefit package.
- If specialized services are required the counsellor assists you in connecting with the appropriate person or resources where you will receive further help (some cost may occur if referred on for additional counselling and it is not covered by the employee's benefit package or government subsidized program). Our experience is that many situations are successfully dealt with through short term counselling and no referral is necessary.
- Counselling provided by Masters level or higher certified professional counsellors.

Vancouver Island Counselling ensures that each of our counsellors are registered with a clinical or related association in the Province of British Columbia. Ongoing professional development combined with a dedication to serving clients with respect, compassion and integrity are hallmarks of your EFAP counsellors. You will find profiles of our counsellors on the Vancouver Island Counselling website: [www.vancouverislandcounselling.com](http://www.vancouverislandcounselling.com)

## Are Vancouver Island Counselling Services Confidential?

**Yes!** Vancouver Island Counselling and its staff are independent of the organizations they serve. This autonomy and the location of our offices away from the worksite, help insure Vancouver Island Counselling's commitment to confidentiality. Workplaces have no access to client information. All of our counsellors are governed by a Professional Code of Ethics. Confidentiality is the cornerstone of our program. We have been serving organizations and families for since 1980.

