

Dorval, 29 June 2017

MEMO

Subject : New Employee and Family Assistance Program (EFAP) service provider as of July 1st, 2017

**Effective July 1st, 2017 our Employee Family Assistance Program
will be offered by ProHealth.
Information on the new program is provided below.**

Who will now be providing EFAP services?

ProHealth will be responsible for evaluation and consultation services. This organization has accredited and independent professionals who are members of a professional body, chosen for their vast experience in helping individuals by evaluating and helping to resolve their personal and professional issues.

The services offered and the reference year will be outlined in a brochure to be sent to you shortly.

How to obtain EFAP services?

1. Starting July 1st, 2017, individuals who wish to use services under the EFAP should call ProHealth at **1 888 687-9197 (toll free) or make an online request at www.yourvirtualadvisor.ca (see access codes on the EFAP promotional flyer).**
2. An intake specialist will take the time to obtain all the relevant information from you. This information will remain strictly confidential. Your file will then be transferred to a professional counsellor.
3. A professional will contact you within 24 to 48 hours to schedule an appointment.

If you already have a file with a professional, know that ProHealth favours a relationship of trust already established. They will do everything possible to maintain the therapeutic relationship. If it's not possible to continue with the same professional, your file will be assigned to a consultant working with ProHealth.

How will confidentiality be maintained?

Confidentiality is a primary feature of this Employee and Family Assistance Program. No information of any kind may be disclosed without written consent from the individual involved in the program. At no time will your employer will be notified of your use of the EFAP. Any contact, exchange of information or conversation between the parties remains strictly confidential and without prejudice.

To contact your 24/7 employee and family assistance program confidentially, call

1 888 687-9197