

Benefits to the Employee/Employer

- A free, confidential counselling service for employees and eligible family members.
- No limit to 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.
- Decreased employee accidents due to chemical addictions.
- We are a locally based EFAP provider attending to local needs.

To make an appointment

- ⇒ Call ARS directly to schedule an appointment.
- ⇒ Some late afternoon or early evening appointments available.
- ⇒ Our commitment is to offer appointment time within one week of your call.

It's Your Choice!



Our logo symbolizes the inter-dependence of labour, management and community

Your Employee & Family Assistance Program (EFAP)

UPPER ISLAND

ASSESSMENT and RESOURCE SERVICE

Offices in Campbell River, Comox Valley and Port McNeill

Phone: (250) 287-2266 or (250) 338-4533
or (250) 956-3144

Toll Free: 1-866-789-2266

Fax: (250) 287-3380

Web Site: www.upperislanders.com

UPPER ISLAND ASSESSMENT AND RESOURCE SERVICE



Your Employee & Family Assistance Program (EFAP)

*Creating healthy employees,
families and communities.*

*Who we are
and*

what we do

The Assessment and Resource Service (ARS) is a non-profit society supported and administered by local employers, unions and employee groups. Our purpose is to provide assistance to affiliated employees, retirees, and their eligible family members who are dealing with personal problems. At the ARS, professionally trained counsellors provide **prompt, direct and confidential** counselling.

Services include:

- assessment of issues
- short term counselling
- referrals to appropriate community resource agency, if required
- case management
- and a resource lending library.

Services to worksites may include:

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

The Employee and Family Assistance Program (EFAP)

- Is a component of your employees' benefit program.
- The EFAP encourages people with personal problems 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/marital conflict
 - parenting challenges
 - psychological/emotional issues (eg. stress, depression, anxiety)
 - alcohol and drug use issues
 - legal or financial concerns
 - critical incident stress
 - loss and grief

The Assessment and Resource Service

- Provides counselling services for your EFAP.
- Professional counselling is available to individuals, couples, and dependent family members at no charge to the client.
- If specialized services are required the counsellor assists you in connecting with the right person or agency 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.
- Maintains a resource lending library.

Are the ARS services confidential?

Yes! The ARS and its staff are independent of the organizations they serve. This autonomy, and the location of the offices away from the worksite, help ensure the ARS's commitment to confidentiality. Work places have no access to client information. All our counsellors are governed by a Professional Code of Ethics. Confidentiality is the cornerstone of our program.

How to make contact ...



If you have a personal concern or want information on prevention or wellness you can ...

... seek information from an EFAP rep in the workplace. (EFAP Representatives are selected and trained employees who can provide information on all aspects of the program. They do not have a counselling function.)

... or, call the ARS directly. The phone numbers are on the back of this brochure.