

Choices

Vancouver Island Counselling Frequently asked Questions

November 2011

What is an EFAP?

Vancouver Island Counselling is your EFAP (Employee and Family Assistance Program) and is a very important component of your employee benefit package. Your EFAP encourages people with personal concerns to seek confidential counselling help as soon as possible before issues seriously affect family and work life and individual health and safety.

What does it cost?

Vancouver Island Counselling services are provided at no additional cost to employees, retirees and their eligible family members. (Some cost may occur if referred on for additional specialized service that is not covered by the employee's benefit package or government subsidized program, but this is optional whether you would choose to access this service).

Is it confidential?

Yes! We operate independently of the companies we serve. This autonomy and the location of the offices away from the worksite, help ensure our commitment to confidentiality. Workplaces have no access to client information. Our counsellors are governed by a Professional Code of Ethics. Confidentiality is the cornerstone of our program and has been for over 30 years.

Where are you located?

We have 4 office locations to provide you with our EFAP counselling service: Duncan, Nanaimo, Port Alberni and Victoria.

Do you have a website?

Yes we do! We have developed a highly informative website that includes information for employees and employers, a virtual "resource drawer" filled with articles, videos, self assessment tools mental health and workplace related reading materials and recorded relaxation and guided imagery sessions. Our website includes all of our contact information (including a Google map and "street view" of our office locations). You will also find lots of detail on the services we offer and profiles on each of our counsellors. You can find our website at: www.vancouverislandcounselling.com

Are your counsellors well-qualified...are they professionally qualified?

Vancouver Island Counselling ensures that each of our counsellors holds a relevant graduate or doctorate degree in the counselling field. In addition each of our counsellors must be 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.

How do I book an appointment with a counsellor?

Simply phone one of the numbers on the right side of this newsletter and our administration assistants will be pleased to arrange an appointment for you.



**Vancouver Island
Counselling**

~Your EFAP Provider~



Duncan

305-394 Duncan Street
(250) 746-6900



Nanaimo

304-155 Skinner Street
(250) 754-8222



Port Alberni

(250) 723-7001



Toll Free:

1-877-746-6911
Fax: (250) 746-8994

