

Your Employee and Family Assistance Program Frequently Asked Questions

Private

Confidential

Responsive

How long has BSC Been providing services?

BSC has been providing EFAP services in Thunder Bay and the surrounding region for almost 30 years.

How do I contact a Counsellor?

Call our office at 807-623-7677 or toll free at 1-888-423-5862 to arrange a confidential appointment. You can also email our office at bsc@tbh.net or visit our [website](#) to use the link to our e-Counselling service.

Who is the Counsellor who visits Sioux Lookout?

BSC is pleased to announce that we have a new Counsellor for Sioux Lookout. *Lindsay Lunny* is a Registered Social Worker with a Master of Social Work degree who is consulting with Behavioural Sciences Centre, your Employee Family Assistance Program provider. She has extensive experience providing effective therapeutic interventions for a broad range of presenting issues including depression, anxiety, trauma, addictions, relationship difficulties, chronic disease /pain, grief/loss. She also has competency using therapeutic models (CBT, DBT, EMDR, Focusing Therapy, Emotionally Focused Therapy for Couples, Motivational Interviewing) through a client centred, strength based framework.

Who in my family is eligible for EFAP?

All immediate family members residing in your home are eligible for services through EFAP. If you are unsure, please call our office for clarification.

What can I expect at my first visit?

When you meet your Counsellor for the first time, you will be asked to complete some paperwork prior to getting started. A calendar of service in Sioux Lookout is available on our [website](#)

Will my employer know that I accessed the service?

No, your employer will not know that you have attended services at BSC. At regular intervals, your employer does receive a generic overview of the number of employees who have accessed services and the most prevalent problem types based on the paperwork completed at the initial appointment, but no personal client information is ever shared.

What services does EFAP provide?

EFAP provides counselling services addressing a broad range of common problems including:

- Relationship issues
- Parenting issues
- Managing workplace stress
- Managing personal stress
- Emotional issues
- Grief counselling
- Couples counselling
- Addictions issues
- Wellness services – limited consultation with a Registered Dietician, Registered Nurse or Registered Counsellor. Consultation is available via telephone or video session only.

As a family service, when sessions with young children are requested, the parent(s) will be asked to meet with the Counsellor first to ensure that EFAP can provide the proper support as the needs of children can be very unique. After discussion with the parent, the assigned Counsellor will determine if sessions directly with the child are appropriate, this is determined on a case by case basis. Where required, referral to the appropriate children's service will be made by the assigned Counsellor.

Is there a limit to the number of sessions I will receive?

Please contact our office directly if you have a question related to the number of sessions available.

Is there any reason why I would be referred to another service through EFAP?

Yes, there may be situations where the Counsellor feels that another community service would be more appropriate for your particular needs. A referral to another service will be discussed with you and transitional supports will be available while you await further service.

Video and telephone counselling is also provided upon request.

For more information about the Employee and Family Assistance Program, please call our office at 807-623-7677 or toll free at 1-888-423-5862 or visit our website at:

www.bscnorth.ca



St. Joseph's Care Group
300 North Lillie St.
Thunder Bay, ON P7C 4Y7
807 623 7677
www.bscnorth.ca