

**What Is The Role Of EFAP
Committee Members &
Workplace Reps?**

The EFAP Committee Members are Program Ambassadors. They promote use of the program through education and awareness events. The Workplace Reps are co-workers who have a more in-depth knowledge of how the program can be accessed and they can answer your specific questions regarding how this service may help. Reps & Committee Members do not act in a counselling capacity, and they are not privileged to confidential information about program users.

Our Mandate

We strive to provide timely and professional confidential assessment, referral, short term support and follow up services to the employees, retirees and dependents of our member organizations.

**Assessment & Referral
Services**

- Is located in the community in an accessible private location
- Provides its service at 'no cost' to the employees, retirees and dependents of member companies and unions
- Is endorsed by workplace employers, unions and professional associations
- Maintains a comprehensive educational audio / visual lending library
- Has ARS offices in other communities throughout BC and across Canada

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**North Coast
Assessment & Referral
Service**

Your Employee & Family
Assistance Program
Provider

Committed to employees, families
and the community

What Is An Employee & Family Assistance Program (EFAP)?

We regularly handle a lot of stress in our lives, but sometimes a unique set of circumstances can cause problems we do not know how to deal with.

The problem may be personal or work related or both. It can overlap in either area affecting relationships with our partners, children, and co-workers.

The Employee and Family Assistance Program is here to help you deal with problems. It is a personal and confidential service provided by the North Coast Assessment and Referral Service Society.

The Employee and Family Assistance Program is a joint effort created by North Coast employers, unions and employee groups.

How Can The Assessment & Referral Service (ARS) Help?

If you have a problem you need assistance with, you can reach out for help. The ARS Program Coordinator will work with you to find solutions, utilizing resources and educational information regarding a broad range of personal or work concerns.

These concerns include:

- Marital / Family Issues
- Chemical Dependency
- Emotional Stress
- Separation & Loss
- Parenting Concerns
- Financial / Legal Problems
- Communication Skills
- Work Relationships

Problems tend to become more serious if we ignore them. It is a sign of strength when we actively seek to solve difficult situations.

Who Is Eligible To Use This Program?

The ARS office provides coverage for the employees, retirees and dependents of all our member organizations.

Is The ARS A Confidential Service?

Yes! It is a strictly confidential program designed with safeguards in place to protect your privacy and anonymity. Personal information about you will not be divulged without your written consent. All staff members are governed by a Professional Code of Ethics.

How Do I Access This Service?

Phone 624-2025 for an appointment in Prince Rupert or call 1-800-551-3181 if you live outside the Prince Rupert area.