

 Region of Waterloo Human Resources and Citizen Services Policies	Section #	Policy #
	III Approval Date: Dec 1996	27 Revision Date: October 2015
Title:	Employee and Family Assistance Program	
Applies To:	Fulltime, Reduced Work Week, and Job Share employees; Permanent Part-time Employees with Regularly Scheduled Hours; and Temporary Fulltime and Temporary Part-time Employees who are employed for at least 12 months	

Policy Statement:

The Employee **and Family** Assistance Program (**EFAP**) is a **short-term** confidential counseling service provided to employees and eligible family members.

Operating Details:

Participation in the **EFAP** is available at no cost to:

- Fulltime, Reduced Work Week, and Job Share employees;
- Permanent Part-time employees who have regularly scheduled hours; and
- Temporary fulltime and Temporary part-time employees who are employed for at least 12 months.

Eligible employees of the Region, their spouse or partner, and all children under 20 years of age are eligible for **EFAP** services, unless otherwise specified by a collective agreement.

Access to the program is voluntary. The counseling services provided at **Homewood Health** are completely private and confidential. There is no information about an individual's use of **EFAP** services that can be released to anyone without the individual's written permission. This includes other employees, family members, or any other third party.

The **EFAP** service is provided by **Homewood Health**, phone **1-800-663-1142**.

Part-time employees with no guarantee of regular hours (casual) and students are not eligible for **EFAP** services.

In extenuating circumstances, the Region, may, on a case by case basis, agree to extend **EFAP** to an employee who is not normally eligible for **EFAP** services.

See Also:

- Applicable Group Benefits Booklet (available from Human Resources) for other related

services.

For Further Information Please Contact:

- Manager, Return to Work
Human Resources and Citizen Service