

IS COUNSELLING



Who Uses Their EFAP?

On average, between **5%** and **8%** of employees (10 to 14% if you include family members) access their EFAP each year. Most are having difficulties with someone in their lives or feel frustrated in their attempts to resolve their personal issues, so they turn to the EFAP for help.

Other employees choose to use their EFAP due to emotional or psychological distress. They are not comfortable with their own behaviours or attitudes to events. Still others use the program for work-related issues, alcohol and other drug problems, issues of abuse, and various life crises and traumatic incidents.

Some individuals perceive obstacles to seeking counselling. They think the counselor will push their ideas, criticize them, breach their confidentiality, or side with the other party to the problem. They may also fear that they will be told what to do or alternately, will NOT be told what to do.

The counsellor is not there to criticize or blame, but to support the client in assessing where they want the counselling to go, and what they want to accomplish.

A person does not need to be in trouble to seek help from EFAP. Many employees are simply seeking ways to improve their communication, their choices and strengthen the support for their family.



What Happens In Counselling?

The counselor helps you focus on problem-solving. Initially, you may need to clarify your goals. Once clear, the counsellor will help you face the decisions and work that needs to be done. Together, an action plan will be developed. Brief homework assignment may given. Changes in behaviour and attitude are positively acknowledged and you are encouraged to continue. Further discussion allows you to assess how well your plan is working. The counsellor continues to support your increased sense of confidence as you choose your next steps.

For most individuals, this process takes only a few sessions. The process is intended to be fluid and can be tailored to life's more pressing demands. Usually the process comes to a natural conclusion with the employee or family member, knowing they can re-involve if the need arises.

What Are The Chances of Problem Resolution?

Solution-focused, brief therapy has been found to have significant impact on many *problems of living*, such as stress, self-esteem, relationships, problems with family members. For those who have long-term issues or psychiatric disorders, the counsellor can make an appropriate referral, and use the EFAP sessions for bridging counselling, until the referral is available.

What Are The Counsellors Like?

All counsellors who are part of **Brown Crawshaw's** Counsellor Network have a minimum of a Masters Degree in Counselling, at least 3 years experience, and are members in good standing of a professional association that requires they undergo a criminal records check and maintain professional and general liability insurance.

Counsellors serving the EFAP are highly-trained in observing behaviour, evaluating thoughts and feelings, and helping to develop new patterns of behavior and attitudes to enhance personal well-being. Some counsellors have specialized training, such as addictions or relationships, or with populations, such as teens or victims of abuse.

The counsellor provides a safe place to listen to the needs of the client. Listening allows the counselor to guide the client to more solid ground. The counselling relationship is based on:

Professionalism & Ethics- trained & principled
Availability- timeliness, immediacy
Accountability -both client & counselor are responsible

Integrity- honesty, clear boundaries
Sensitivity - support & caring
Dignity - respect

When you first call the EFAP, you will be asked a minimal amount of information to assist in referring you to a counsellor in your area. All reasonable efforts will be made to accommodate specific requests, such as gender, language or cultural diversity.



What If I Am Not Satisfied With The Counsellor?

Most clients complete their counselling sessions with the same counselor and often continue with this counselor in subsequent years. Occasionally, there is a mismatch. Clients are encouraged to call **Brown Crawshaw** and they will be re-referred. **Brown Crawshaw** will do whatever can be reasonable done within the parameters of the EFAP to address any issue.

What If My Situation Does Not Improve?

Regardless of the counseling received, some problems and situations do persist. Still, most clients report that as a result of counseling, they have a greater understanding of the issues, their responses, and techniques available to better manage and resolve difficulties.

Your logo here

For confidential assistance
Brown Crawshaw 1.800.668.2055
www.browncrawshaw.com