

# BC Public Service

## Employee and Family Assistance Services



The help you  
need, when you  
need it. Because  
life happens.

Employee and Family Assistance Services provides you with **immediate and confidential help** for a work, health or life concern. We're available anytime and anywhere. Let us help.



Where ideas work



**LifeWorks**  
by Morneau Shepell

## Understanding your Employee and Family Assistance Services

We all know that sometimes making decisions or changes can be challenging. After all, life doesn't come with a manual. These confidential and voluntary support services can help you take the first step towards change. Whether in your health, work, or personal life, sometimes you just need a little support to get things back on track. We're here to help. Because life happens to all of us.

### Who is eligible?

All BC Public Service employees, including auxiliary employees and those not yet in receipt of extended health and dental benefits, are eligible to access these services. Family members who normally live with an employee may also access these services.

### Is the service confidential?

These services are completely confidential within the limits of the law. No one, including your employer, will ever know that you have accessed services unless you choose to tell them.

### No cost

There is no cost to you or your family to access these services. These short-term services are provided to you by your employer. If you require more specialized or longer-term support, our team of experts can suggest an appropriate specialist or service that is best suited to your needs. While fees for these services are your responsibility, they may be covered or partially covered by your provincial or organizational health plan.

#### Let us help



Where ideas work



**LifeWorks**  
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Access your Employee and Family Assistance Services 24/7 by phone.

**1.800.655.5004**

TTY: 1.877.338.0275

[Learn more on MyHR](#)

## Solutions for your work, health, and life

### Short-term Counselling

- Access short-term counselling to address a range of scenarios or concerns, from relationship challenges, to grief and bereavement, work-life balance, depression, anxiety, and more.
- Services are delivered in-person, by telephone, and via e-counselling, online group counselling, or video counselling where appropriate.

### Healthy Living Services

- Nutrition Support
- Naturopathic Advice Services
- Health Coaching
- Online Stress Management Program

### Family Support Services

- Family Support Resources
- Online Relationship Support Program
- Online Separation and Divorce Program
- Resource packages

### See over for more resources

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## Financial and Legal Services

- Financial Advice Services
- Online Financial Planning Program
- Legal Advice and Referral Services

## Career Support Services

- Career Advice Services
- Work-Life Resiliency Coaching
- Retirement Planning



## Counselling services available



In-person counselling



Telephonic counselling



E-Counselling



Video counselling



Online self-directed services



Online group counselling

## Work, health, and life

### The intake line to access services is available:

- 24 hours a day
- 7 days a week
- 365 days a year

### Services are available:

- In English as well as over 200 other languages
- Accommodate hearing, visual, or physical impairments

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Morneau Shepell, in partnership with the BC Public Service Agency, provides these employee assistance and work-health services on behalf of the BC Public Service.

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