

Employee Orientation Session

Employee and Family Assistance Services (EFAS)
Session in a Box

Purpose:

EFAS Employee Orientation Session in a Box provides People Leaders with a simple, effective, and interactive way to introduce employees to the services and programs offered by BC Public Service Agency's Employee and Family Assistance Services (EFAS).

Contents:

- Facilitator's guide
- Facilitator's agenda
- Presentation with speaking notes: *EFAS Employee Orientation Session*
- Fillable digital invitation
- EFAS two-page resource sheet for participants

Employee Orientation Session

Employee and Family Assistance Services (EFAS)

Facilitator's guide

Session purpose

To introduce employees to the services and programs offered by BC Public Service Agency's Employee and Family Assistance Services (EFAS).

Objectives

- Present and discuss the programs and services that employees and their families can access through the Employee and Family Assistance Services.
- Support practical application of learning through guided interaction with presentation content.

Session participants

BC Public Service Employees

Session format

The presentation will last approximately 35 minutes and is suitable for virtual or in-person delivery to groups of all sizes, across the organization.

Materials checklist for facilitators

To deliver the EFAS Employee Orientation Session, use the materials found in this Session in a Box:

- Facilitator's guide
- Facilitator's agenda
- Presentation with speaking notes: *EFAS Employee Orientation Session*
- Fillable digital invitation
- EFAS two-page resource sheet

Instructions for hosting an employee orientation session



1. Promote

Let your employees know when and where the meeting will take place by filling in and distributing the fillable postcard in this kit (see below for more details).



2. Prepare

Take a look at the presentation slides and the speaking notes. The interactive Q&A slides introduce audience participation and should be displayed in 'present' mode so the answer can be hidden until audience members have had the opportunity to guess.

Familiarize yourself with the registration steps for EFAS and decide which method/s will work best for your staff group. There are three options: using a QR code to register, following a link with steps on screen, or a video with registration instructions.



3. Deliver

The EFAS Employee Orientation Session can be delivered either virtually or in-person. Ask attendees to bring a mobile device if possible, so that they can use the QR code to register for EFAS.

Promotion

Spread the word about your upcoming EFAS Employee Orientation Session using the fillable promotional postcard included in Session in a Box.

1. Fill in the digital postcard with the date, time, and location of your meeting and email the invite to relevant staff in advance of your event.

Employee Orientation Session

Employee and Family Assistance Services (EFAS)

Attend to learn about health and well-being services for you and your family, including:

Counselling services	Healthy living services	Family support
Career support services	Financial and legal services	

Date: **Time:** **Location:**

Please bring the following to the session:

- Member ID number (which you can find by going to Employee Self Service)
- Mobile device

2. You may also want to follow up with a calendar invitation to the meeting and / or a reminder email closer to the date, by adapting the suggested email template below:

Email subject:

Reminder: Employee and Family Assistance Services (EFAS) Employee Orientation Session

Email content:

Hi [Staff Member Name],

Thank you for joining us to learn about health and well-being services for you and your family at our upcoming Employee and Family Assistance Services (EFAS) Employee Orientation Session.

Please add this event to your calendar and get ready to join us on [date] at [time] with your:

- Member ID number (which you can find by going to Employee Self Service)
- Mobile device

I'm looking forward to seeing you at [virtual meeting link or physical location details].

Employee Orientation Session

Employee and Family Assistance Services (EFAS)

Facilitator's agenda

You will need the following materials to deliver the EFAS Employee Orientation Session:

- Projector screen (for delivering the session in person)
- Laptop
- Presentation loaded on laptop
- Digital or print copies of the Employee and Family Assistance Services two-page resource sheet for attendees
- Facilitator's guide

Time	Agenda	Activity / Speaking notes	Presentation content
00:00 – 00:05	Welcome and land acknowledgement	<ol style="list-style-type: none"> 1. Welcome participants to the Employee and Family Services Employee Orientation Session 2. Give a Land Acknowledgement specific to your location 3. Speaking notes: This short presentation will provide an overview of the services that you and your family can access through the Employee and Family Assistance Services, as a BC Public Service employee. At the end of today's session, we will take five minutes to sign everyone up for EFAS, so you will be ready to access the services whenever you need them. The session will last about 35 minutes. 	Slides 1-3
00:05 - 00:08	Overview	<ol style="list-style-type: none"> 1. Everyone has a shared responsibility in managing their own health and contributing to a healthy work culture. EFAS is one way that the BC Public Service supports you to take care of your physical and mental well-being. 	Slides 4-9

Time	Agenda	Activity / Speaking notes	Presentation content
00:05 - 00:08	Overview	<ol style="list-style-type: none"> 2. EFAS contributes to a mentally health workplace which in turn creates a foundation for us all to achieve our Corporate HR Goals. Maintaining and enhancing measures to ensure ministries and supervisors can lead workplaces that operate safely, effectively support workforce wellbeing and build workplace psychological health and safety. 2. Ask: What does EFAS stand for? 3. Read out the multiple choice answers and ask people to raise their hand when the answer they think is correct is read aloud 4. Show the answer: Employee and Family Assistance Services 5. Today's presentation will cover the health and well-being services, programs, and resources available to BC Public Service employees through the Employee and Family Assistance Services. 6. Employee and Family Assistance Services offers programs and resources to support all four pillars of your health and well-being: physical, mental, social, and financial. EFAS is employer-funded for BC Public Service employees and their families. 	Slides 4-9
00:08 - 00:10	Introduction to services	<ol style="list-style-type: none"> 1. The services and programs available through EFAS fit into two main categories; counselling and lifestyle management services. As you can see here, there are a range of counselling services available including support for personal and emotional issues, family concerns, couple and relationship, work, addictions and trauma and critical incidents. Lifestyle management services include things like family support, legal support, financial support, health coaching and more. 2. Our Employee and Family Assistance Services Provider has a new name, TELUS Health (formerly LifeWorks). You can access supports by visiting one.telushealth.com. TELUS Health offers BC Public Service employees a more convenient experience with EFAS. 	Slides 10-11

Time	Agenda	Activity / Speaking notes	Presentation content
00:08 - 00:10	Introduction to services	TELUS Health offers several improvements to EFAS as well as new programs tailored to support mental health.	Slides 10-11
00:10-00:13	Counselling services	<p>1. The enhanced features available through TELUS Health allow employees to:</p> <p>Book an appointment through the app or website. Select a counsellor based on their available bio, experience, and location. It will also allow the client to select whether they want to schedule an in-person, video or telephone appointment.</p> <p>Work with a Care Navigator, care counselling intake specialists dedicated to the BC Public Service who can guide you through your care plan and journey. The counselling intake process has been improved to allow for a more customized experience.</p> <p>Work with Counsellors that are better aligned to the unique demands of our work settings and our diverse workforce. Employees also have more control and ability to schedule and select an appropriate counsellor match.</p> <p>Access unlimited counselling support: there are no limits associated with short term counselling.</p> <p>Access AbilitiCBT, a digital, therapist-guided, cognitive behavioural therapy (CBT) program which offers mental health support through self-directed modules. It can be accessed using a smart phone or computer and includes programs for anxiety, depression, pain, insomnia, grief and loss, social anxiety, trauma and more.</p>	Slide 12

Time	Agenda	Activity / Speaking notes	Presentation content
00:13-00:17	Lifestyle management services: healthy living services	<ol style="list-style-type: none"> 1. Ask: Did you know? EFAS isn't just about counselling! You can also access a range of Lifestyle Management services. 2. Ask people to raise their hands if they already knew this. 3. Today's session is going to introduce you to some other services that you can access through EFAS. The holistic support on offer helps you look after all your health and well-being needs, not just mental health! 4. Are you looking for ways to improve your overall health? Perhaps you're planning a lifestyle change or want to set yourself some healthy living goals? Believe it or not, EFAS can help you get expert healthy living support too! EFAS healthy living services include: <ul style="list-style-type: none"> Nutrition Support: Work with a Registered Dietitian by telephone or request digital resources to learn more about diet, nutrition, and food choices. This service is often accessed for support with healthy weight management, food allergies, meal planning, eating during pregnancy, and more. Naturopathic Advice: Can help address things such as healthy sleep, menopause, boosting immunity, and more. Providers will NOT recommend products or diagnose conditions but can offer referral to a local Naturopathic Doctor if required. The extended health plan also includes up to \$750 per person per year for naturopathic services subject to reimbursement rules. 	Slides 13-14

Time	Agenda	Activity / Speaking notes	Presentation content
00:13-00:17	Lifestyle management services: healthy living services	<p>Health Coaches: Work with a registered nurse by telephone to receive a health assessment and develop an action plan for a range of physical health issues such as: type 2 diabetes or pre-diabetes, high blood pressure, chronic back pain, pre-post-natal health, and risk management for conditions such as pre-diabetes or high cholesterol. This service offers a little more in-depth support than Nutrition Support or Naturopathic Advice services (typically 1-4 sessions plus a follow-up call). The first meeting will involve gathering a medical history (including all medications that the person is currently taking) and then you will set an objective for the sessions. With the nurse, you will then work towards that objective over the course of the sessions.</p> <p>Health Coaching can also refer to other resources and supports. (for example, if the concern has a psychological component, referral to counselling may be the best course of action)</p> <p>Online Stress Management Program: Take a 3-month, self-directed online program to gain strategies to manage and cope with stress. This program includes: assessments, tools for creating goals and monitoring progress, and additional information resources.</p>	Slides 13-14
00:17 - 00:20	Lifestyle management services: family support services	<ol style="list-style-type: none"> 1. Ask: Myth or Fact: Only BC Public Service Employees can access EFAS. 2. Ask people to raise their hands if they think this is true. 3. Myth! EFAS services are employer-funded, voluntary and available to everyone, including: Auxiliary employees, Employees receiving Short Term Illness and Injury Plan (STIIP) or long-term disability (LTD) benefits, and family members who normally live with an employee. 	Slides 15-16

Time	Agenda	Activity / Speaking notes	Presentation content
00:17 - 00:20	Lifestyle management services: family support services	<p>4. EFAS is one of the ways the BC Public Service Agency can help you to support your whole family. Our relationships with our loved ones have an enormous impact on our health and well-being, and our inclusive, confidential Family Support Services can help you with:</p> <p>Relationship Support: Through a self-directed online program over a three-month period to support couples in learning about intimate relationship building blocks.</p> <p>Family Support: Work with a family resource support specialist by telephone to receive information related to: daycare, blended families, elder care support, pregnancy, adoption, parenting, choosing a university, grief and loss (including palliative care and funeral arrangements). This service can also offer referrals to community resources, such as mental health programs, support groups, and supports for individuals with different abilities or accessibility needs.</p> <p>Separation and Divorce: A self-directed, 3-month online program to gain insight and support to cope with this challenging life event.</p>	Slides 15-16
00:20 - 00:23	Lifestyle management services: career advice services	<p>1. Career support services available through EFAS include services such as:</p> <p>Career Advice Services: Get practical solutions to supporting your career development. A career counsellor will work with you by telephone to assess career interests and aptitudes and learn strategies for maintaining work-life balance</p>	Slides 17-19

Time	Agenda	Activity / Speaking notes	Presentation content
00:20 - 00:23	Lifestyle management services: career advice services	<p>Work-Life Resiliency Coaching: Perceive, process, respond to and cope with life's stressors. This service is more in-depth; with typically five sessions delivered over a five to six month period.</p> <p>Retirement planning: Get ready for your next adventure! This service allows you to work with a retirement planning professional by telephone to explore retirement related challenges such as transition planning and psycho-social impacts.</p> <ol style="list-style-type: none"> 2. Ask: So let's review - how can EFAS support us with our career goals and future planning? 3. Read the options and ask people to raise their hands when they hear the correct answer read aloud. 4. Answer: All of the above. That's right - EFAS can support you in your career too! 	Slides 17-19
00:23- 00:26	Lifestyle management services: financial and legal services	<ol style="list-style-type: none"> 1. Ask: Did you know? BC Public Service employees also have access to a range of financial and legal services through EFAS. These services offer confidential advice and resources related to financial and legal concerns. 2. Ask people to raise their hands if they already knew this. 3. Financial and legal services available through EFAS include: <p>Financial Advice Services: Work with a professional financial advisor by telephone to develop strategies for saving, debt management, budgeting and more.</p>	Slides 20-21

Time	Agenda	Activity / Speaking notes	Presentation content
00:23-00:26	Lifestyle management services: financial and legal services	<p>Online Financial Planning Program: A self-directed online program over a three-month period to improve your financial literacy, assess your current individual financial situation, build a personalized action plan and stay on track with a range of helpful tools and exercises.</p> <p>Legal Advice and Referral Services: Access a legal advisor by telephone to receive general advice in areas such as family law, real estate, bankruptcy, wills and estate planning and more. This may also include a referral to a lawyer in your community if required.</p> <p>***Please note: Legal Advice & Referral Services do NOT include legal representation; however, they can provide referrals within your community if legal representation is required. This can sometimes include a discounted referral rate. Service providers cannot consult on tax law, corporate law, or immigration law.</p>	Slides 20-21
00:26 - 00:29	Accessing EFAS	<ol style="list-style-type: none"> 1. Ask: Myth or fact? EFAS services are not available at times that work for my schedule. 2. Ask people to raise their hands if they think this statement is true. 3. Myth! Accessing health and well-being services doesn't have to be yet another thing to add to your to-do-list. There are flexible and simple ways to get access to all these services and more. You can download the TELUS Health One app and have all these EFAS services in your pocket whenever you need them. 4. To recap, there are several ways to access EFAS, including a toll-free telephone number available 24 hours per day, 7 days a week. Care Navigators can discuss different service offerings and direct you to services that best suit your needs based on your 	Slides 22-25

Time	Agenda	Activity / Speaking notes	Presentation content
00:26 - 00:29	Accessing EFAS	<p>concern, personal situation and preferences. If you are unsure what service is best for you, we encourage you to call the 1-800 number to get more information.</p> <p>You can also login to their website at one.telushealth.com to access online services and programs, or download the TELUS One App through the App Store or Google Play Store.</p> <ol style="list-style-type: none"> 5. Ask: What services can you access through EFAS? 6. Read the options and ask people to raise their hands when they hear the correct answer read aloud. 7. Now you know about all the services EFAS has to offer for you and your family, let's sign up to the service and get you ready to access health and well-being support whenever you need it. 	Slides 22-25
00:29 - 00:34	Sign up for EFAS	<ol style="list-style-type: none"> 1. The aim of this session is to make sure everyone is ready to access EFAS. If you have a device with a camera, please take it out now and scan the QR code on this slide. If not, there is a video on the following slide which will take us through the steps to sign up using the link. 2. On the website or app, enter your EFAS invitation code with 'BCPS-' as a prefix, and complete your registration. Your invitation code is your Member ID number (also known as certificate ID), which you can find by going to Employee Self Service. As an example, if your Member ID number is 00012345, you would enter: BCPS-12345, with the dash and omitting preceding zeros if any. The first time you log in, you'll be asked to enter your email address and a password of your choice. 	Slide 26 (Optional slide 29 if needed)

Time	Agenda	Activity / Speaking notes	Presentation content
00:29 - 00:34	Sign up for EFAS	Facilitator note - if participants are unable to use the QR code provided (i.e. if they do not have a mobile device with them), there is a step-by-step video guide to registration via link on the following optional slides	Slide 26 (Optional slide 29 if needed)
00:35	Wrap-up	<ol style="list-style-type: none"> 1. The BC Public Service Agency wants to ensure the services and programs available through EFAS are meeting the needs of all BC Public Service employees. If you want to provide feedback about your experience with EFAS, please contact TELUS Health directly by phone at 1-800-655-5004. If TELUS Health cannot resolve the issue, please submit a service request through AskMyHR by selecting Health and Wellbeing from the category menu, then choose Employee and Family Assistance Services. A Workplace Health and Safety team member will follow up. 2. Thank you for your time today. I hope you are leaving this session feeling ready to access health and well-being services whenever you need them. 	Slides 27-28
Session ends			