

# Sharing Feedback about EFAS

The BC Public Service is committed to continuous improvement in the delivery of Employee and Family Assistance Services (EFAS). To ensure EFAS meets the diverse needs of employees and their family members, anyone accessing the services is invited to share feedback.

There are **two ways** employees or their family members can seek to resolve an issue, share positive or negative feedback about their experience with a service, or ask questions:

1

**Speak to a TELUS Health representative:**

Call 1-800-655-5004

OR

2

**Speak to the BC Public Service EFAS Program Manager:**

Submit an AskMyHR (IDIR restricted) service request; the EFAS Program Manager will follow up.

- Use the categories *Myself (or) My Team/Organization > Health & Well-being > Employee and Family Assistance Services*