

Employee and Family Assistance Services (EFAS)

What is EFAS?

Employee and Family Assistance Services (EFAS) offers programs and resources to support all four pillars of your health and well-being: physical, mental, social and financial.

From counselling and mental health programs to nutrition and financial planning, EFAS is available for free to all BC Public Service employees and their families.

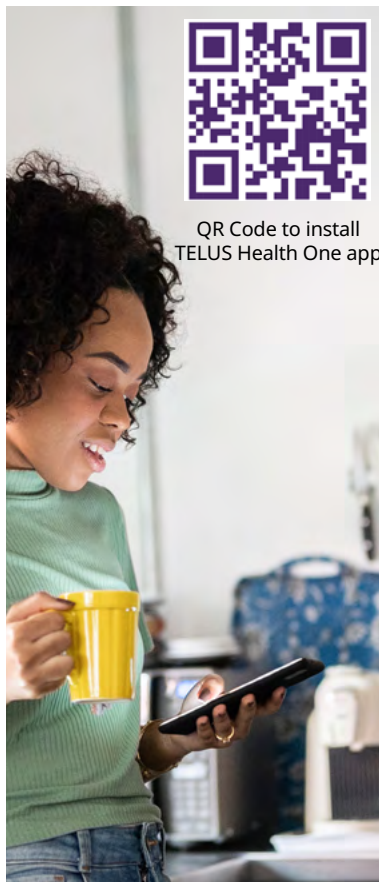
New approach to counselling

Taking care of mental health is a priority for the BC Public Service and it is critical that Employee and Family Assistance Services meet the diverse needs of our people and demands of our workplaces. TELUS Health offers BC Public Service employees a more convenient and personalized counselling experience through EFAS. TELUS Health offers several improvements to EFAS as well as new programs tailored to support mental health.



New mobile app and website to access EFAS

Employees need to register to use the new app and website. To access EFAS (TELUS Health):



QR Code to install
TELUS Health One app

Scan the QR code to download the app on Android or iOS – simply search for 'TELUS Health One', download the app, and select **'log in'**.

OR

Visit **one.telushealth.com** on your desktop and select **'sign up'**.

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 (see next page for instructions on how to access). 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.

If you are having trouble registering or are an auxiliary employee who is not eligible for benefits and does not have a Certificate or Member ID, please submit an AskMyHR service request (choose Health & Well-Being>Employee and Family Assistance Services), or email **EFAS.Inquiries@gov.bc.ca** to submit your inquiry. A team member will contact you to complete the process.

Once registered, start your personal care plan today.

How to find your member ID (also known as certificate ID) for your EFAS invitation code

Option 1: Find your member ID on your Benefits Card

Refer to your Benefits Card to find your member ID.



Option 2: Log into Employee Self Service



Your EFAS invitation code is your member ID with the prefix of 'BCPS-'. Please include the hyphen and note that all preceding zeros (if any) are excluded.

Please include the hyphen and note that all preceding zeros (if any) are excluded.

* For employees under the Bargaining Unit Benefits Plan



A new approach to counselling

New features and services ensure a more convenient and personalized counselling experience:



Online Appointment Booking through the app or website allows clients to select their 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.



Care Navigators are 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.



Counsellors 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.



Unlimited counselling services: there are no limits associated with short-term counselling.



AbilitiCBT is 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.