

THE UNIVERSITY OF BRITISH COLUMBIA



Human Resources
Room 350 - 2075 Wesbrook Mall
Vancouver, BC
Canada V6T 1Z1
<http://www.hr.ubc.ca>

Date: January 11, 2008

To: Deans, Directors, Department Heads, Administrators

From: Lisa Castle, AVP, Human Resources

CC: Faculty Relations, HR Advisory Services

Re: Employee and Family Assistance Program (EFAP) – New Provider

The University's Employee and Family Assistance Program (EFAP) committee, comprised of representatives from both Vancouver and the Okanagan, recently engaged in a competitive bid process in order to ensure that services are of the highest quality, are keeping pace with advancements in the market, and are competitively priced.

After careful evaluation and consideration, we are pleased to announce that **Human Solutions™** (also known as **Wilson Banwell Proact Human Solutions™**) was selected to be UBC's designated EFAP provider effective February 19, 2008. Human Solutions™ has a reputation of service excellence, is a leader in the industry, and has offered the University extremely competitive rates.

Human Solutions™ will replace **Interlock**, who has been providing EFAP services to UBC for the past several years. As we transition from Interlock to Human Solutions™, there will be no disruption of EFAP services. Staff and faculty and their family members who are currently in counseling will have until the end of March 2008 to complete counseling with Interlock. Those who have not yet completed counseling at that time may transfer to Human Solutions™ to continue counseling.

All services previously offered by Interlock will continue to be offered by Human Solutions™. Some of the highlights of the EFAP program under Human Solutions™ are outlined below.

Highlights:

- √ **Counseling Services** are provided for a full range of personal and family issues and life events that may be impacting staff and faculty, and/or their family members, including parenting, social/relationship issues, separation/divorce, anxiety, depression, physical/health issues, eldercare, pain management, stress, career issues, eating disorders, and trauma/crisis.
- √ **E-Counseling** and **Telephone Counseling** methods are offered, as well as face-to-face counseling. It's up to the staff/faculty/family member.
- √ **Financial Counseling** and **Legal Counseling** services are offered.
- √ **Wellness Online.** Health questionnaires and information are available online to assist staff/faculty/family members in developing a personal wellness plan.
- √ **E-courses.** A variety of e-courses and other tools are available to assist staff, faculty, and family members to take charge of personal health and well-being.

- √ **Lunch and Learns.** Short workshops are available for departments on a variety of topics, such as developing personal resilience, communication in family life, work life balance, and responsible optimism.

In addition to the above, Human Solutions™ has expertise to support the University as we continue to refine and expand our health promotion and wellness programs.

Staff and faculty can contact Human Solutions™, from February 19th onward, at **1-800-663-1142** to schedule an appointment. Staff, faculty, and family members can call Human Solutions™ any time, day or night, 365 days a year. In the case of an emergency, face-to-face consultation can be arranged within hours. Instant support is always available over the phone. As always, use of the EFAP program is strictly confidential.

Additional information will be forthcoming as we move through the transition from Interlock to Human Solutions™. We will notify staff and faculty individually by letter in the coming weeks.

Feel free to provide this information to your staff and faculty, or to refer any questions or concerns to us.

Some commonly asked questions and answers are attached. If you have any questions that are not mentioned here, please contact Stephanie Mah at 604-822-6823, or by e-mail at stephanie.mah@ubc.ca.

We look forward to working with Human Solutions™ to continue to provide high quality EFAP services.

Thank you.

Frequently Asked Questions (FAQs)

Q: Why did UBC change EFAP providers?

The University's committee for the *Employee and Family Assistance Program* (EFAP), comprised of representatives from both Vancouver and the Okanagan, undertook a review of the current EFAP program, and engaged in a competitive bid process. The joint committee took this action because they wanted to ensure that the University's employees and their family members are receiving the best possible EFAP service and value.

Q: How do I access EFAP counselling services?

Until February 19th, 2008 you can call Interlock at **1-800-663-9099** to receive counselling with them. Any time on or after February 19th, you can call Human Solutions™ at **1-800-663-1142** to receive counselling with them.

Q: What happens if I'm already in counselling?

You will have the option of continuing your counselling with your existing Interlock counsellor for a designated transition period, which will end on March 31, 2008. After that time, arrangements can be made to begin using Human Solutions™.

Q: How can I be assured of the quality of the service I will receive with Human Solutions?

Staff members of Human Solutions™ are specially selected for their training, expertise, and experience. The assistance they offer is current, research-based, and designed to produce the best possible outcomes for you, the client.

Q: Who is Human Solutions™?

[Human Solutions™](#) (also know as Wilson Banwell Proact Human Solutions™) is a Vancouver-based Canadian company and industry leader that specializes in providing employee assistance and workplace solutions. Over the last 30 years, they have helped thousands of employees and family members resolve personal issues and lead healthier, happier lives. Their head office is located downtown Vancouver in the Marine Building and they have several offices in the Lower Mainland and the Okanagan.

Q: How do I know when I should use the EFAP?

Consider using EFAP when your own efforts at resolving problems are not working, when you feel overwhelmed, or when you want to prevent problems from becoming larger. Counselling Services are provided for a full range of personal and family issues and life events that may be impacting employees and/or their family members, including parenting, social/relationship issues, separation/divorce, anxiety, depression, physical/health issues, eldercare, pain management, stress, career issues, eating disorders, and trauma/crisis. EFAP also offers helpful support for financial and legal issues.

Remember that the EFAP is not only there for people in crisis. Consider accessing EFAP services any time you want to improve your overall health and well-being.

Q: Who is eligible?

- UBC staff and faculty who are eligible to participate in UBC's medical plan, and their family members as described below:
 1. Spouse / Common-law spouse / Partner of the same sex
 2. Children age 18 and under, or between age 19 and age 24 and under and at full-time attendance at an educational institution recognized by Canada Revenue Agency
 3. Disabled children of any age
 4. Dependent parents.
- UBC retirees who have maintained EFAP benefit coverage, and their family members as described above.

Q: What does it cost?

There is no charge to you when you attend sessions. The EFAP is part of the health benefit package provided by the University. Your monthly premium (paid approximately 70% by UBC and 30% by you) covers you and your families for these services.