



fseap

fseap.ca

March 19, 2020

Dear FSEAP Customers:

We wanted to take a moment to provide you with an update as we have been putting our COVID-19 pandemic plan into place this week. We continue to monitor the situation in BC and the Yukon closely, and will be updating you on a regular basis as we move forward.

We continue tailoring our approach to each geographic region as appropriate and taking direction from Health Canada and Provincial Health Authorities.

As you are aware, FSEAP offices in Vancouver, Richmond, New Westminister and the Yukon, are now closed to face-to-face appointments. Counselling and critical incident responses are being offered by phone and/or video to ensure continued services.

For clients seeing counsellors outside of FSEAP's offices, please advise them to contact the counsellor directly to confirm their next session or call our Care Centre for assistance.

Your Account Managers are working remotely with full access to phones, email and communication with you. Please don't hesitate to reach out to us if we can support you in any way.

We continue to provide our full range of services, including intake and the crisis line 24 hours a day, 7 days a week. Access should continue to be seamless.

As you too continue to manage the pandemic in your organization and provide services to your customers, FSEAP recognizes the stress and overwhelm you and your staff may be feeling at the sheer magnitude of this situation.

To that end, we'd like to draw your attention to our services that can offer emotional support and relief, especially during these challenging times.

1. Visit our website at www.fseap.ca: We continue to update information about COVID-19 and, our Resources section is full of great resources and information about anxiety, stress, depression and many other topics.
2. FSEAP has a new App for your convenience. It is available for Apple and Android devices. myFSEAP app gives you easy access to all of our services 24/7/365. Our

website has for more information and instructions to download: www.fseap.ca/myfseap-app.

3. FSEAP continues to offer counselling by telephone or video. Call 1-800-667-0993 for intake and referrals.
4. Telephone crisis support continues to support employees/families 24/7/365. Call 1-800-667-0993 for immediate support.
5. FSEAP's Work/Life Services continue to be offered (for our customer organizations with this service). Financial & Credit Counselling, Legal Referral Services, Life Coaching, Health Coaching, Nutrition Counselling, Resource Kits – Family Stages, Career Counselling, Child/Eldercare Consultation, Smoking Cessation. Services are offered by phone.

Please do not hesitate to reach out to us should you have any questions. We've included wording for a message to employees and family members on the next page.

Your Partner in Workplace Health.

The fseap Vancouver team

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FSEAP continues to provide 24/7 phone intake and counselling support, and our full range of counselling and work-life services. As of March 17th, all face-to-face counselling sessions offered at our fseap offices will be rescheduled as telephone or video sessions for the next 30 days. If you are currently seeing a counsellor in the community at a location other than fseap offices, you can contact them directly to confirm your next session, or call our Care Centre for support.

In line with this, our fseap facilities in Vancouver, Richmond and Whitehorse are closed to in-person counselling, and administrative staff will be working from home. Our Account Management and Management team is working remotely with full access to phones, emails, and normal communications, and meeting daily to monitor the situation.

We are anticipating these changes be in effect for the next 30 days, but will be assessing the situations on an ongoing basis.

For your convenience, here is a list of the services FSEAP continues to offer as you navigate your way through this challenging time:

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Please don't hesitate to reach out.

To access EFAP services or for more information call:

Toll Free 24/7: 1-800-667-0993

Metro Vancouver: 604-732-6933

EAP Program Services: carecentre@fsgv.ca

Administrative and Account Management: reception301@fsgv.ca

Your FSEAP Account Management Team