



Questions and Answers about *inConfidence*® Employee and Family Assistance Program

What is *inConfidence*?

inConfidence is a confidential, voluntary program that provides you and your immediate family members with 24/7 access to the confidential support and resources you need to manage virtually any personal or professional issue, so you can lead a healthier, happier, more productive life. From face-to-face counselling to help with many everyday issues, *inConfidence* can help manage any issue, large or small.

Who can use this program?

The program is available to all NLMA members and their immediate family members.

Is the program completely confidential?

Yes! Confidentiality is critical to the success of the program and the utmost care is taken to protect the identity of those who choose to use it. In fact, *inConfidence* is required by law to treat your information with the same level of confidentiality as is applied to medical records. Our provider uses the privacy standards recommended by the Canadian Standards Association and adopted as part of the Personal Information and Protection and Electronic Documents Act.

What kind of information about the use of the program is provided to my Association?

The NLMA will receive a usage report summarizing the number of people who have used the program. This report will in no way reveal the identity of individuals who have used the program.

Who pays for the program?

inConfidence is a service paid for by the Newfoundland and Labrador Medical Association. This is a fully paid benefit from your Association.

Why would I contact *inConfidence*?

inConfidence is designed to help you find the support, advice and resources you need – no question is too small, no issue is too big. In fact, if anything is troubling you or a member of your family, you should contact *inConfidence* immediately. The program provides you with confidential counselling, personal support, and referrals to community resources, Life Articles, booklets, audiotapes, CDs, and *inConfidence* Online, an informative web site featuring thousands of online resources.

When can I access the program?

You can access expert counsellors 24 hours a day, seven days a week, 365 days of the year.

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If required, how quickly can I expect to get a face-to-face appointment with a counsellor?

In emergency situations, appointments will be arranged the same day. Appointments will be offered within three business days for non-emergencies.

What happens during a face-to-face counselling session?

When you attend a face-to-face counselling session, the counsellor will:

- Establish an environment that makes you feel comfortable discussing problems and concerns
- Listen and ask questions in order to clearly understand the problem
- Explore the expectations that you have to resolve this problem
- Work with you to identify options and choices
- Develop strategies to reduce or resolve the problem

The counsellor will also give some objective feedback and provide problem solving and support when needed. Together, you and the counsellor will establish a helpful and effective action plan.

What qualifications do the counsellors have?

The fully qualified, professional counsellors have been carefully screened and credentialed by Ceridian, and only those with extensive experience are selected. Many of our counsellors have PhDs, and MDs; at a minimum, they are required to have a Master’s Degree in one of the following fields: Psychology, Social Work or Educational Counselling and 10 years of clinical experience.

How many counselling sessions are available to me?

Short-term, solution-focused counselling is provided to “issue resolution”, rather than an arbitrarily chosen number of sessions. In addition, the EFAP service can be accessed for each problem or issue that you are experiencing over the course of a year – there is no cumulative cap on number of hours or sessions. The number of sessions varies by individual and the issue they are seeking assistance with. Where the problem may be ongoing in nature, the counsellor will discuss the appropriateness of a referral to a community resource and will work with you to access such a resource.

If you are in a state of crisis, we will offer the necessary support to stabilize the situation regardless of whether your issues are short-term or ongoing.

What kinds of problems or concerns can I get help with?

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|--------------------------|-------------------|----------------|------------------------|
| * Parenting & child care | * Education | * Older adults | * Midlife & retirement |
| * Disability | * Financial | * Legal | * Everyday issues |
| * Work | * Managing people | * Health | * Emotional well-being |
| * Addiction & recovery | * Grief & loss | | |



How do I access *inConfidence*?

inConfidence can be accessed in a number of ways. You can call the toll-free number 1-877-418-2181, download the mobile app from your favourite app store (look for Lifeworks EFAP), or online at www.myinconfidence.ca. For online access, you will need to enter your User ID and Password printed on the wallet card provided by the NLMA in an information package mailed to you in June 2013.

I have not heard back from *inConfidence*. Why?

If you have not heard back from *inConfidence*, please call in to the service again. Due to the confidential nature of our service, and the preferences requested by each person calling, a message is not always left. We have often called back but were unsuccessful in reaching you directly and were not able to leave a message. Or we may have left a message which did not reach you.

What can I expect in terms of response times when I make a request for services?

Research requests generally take three to five business days. Counselling requests are responded to within 24-48 hours of receiving your request.

Can I see a psychologist?

Our counselling services are provided by professionals with a minimum of a Master's degree in a counselling-related field such as social work or counselling psychology. These are very qualified professionals able to assist with a wide variety of needs.

A psychologist has a PhD level (in all provinces except Quebec, Alberta and Nova Scotia, in which an individual may be registered as a psychologist with a Masters' degree in psychology). While we do have psychologists within our provider network, our main criteria is ensuring a Master's level with expertise in providing solution-focused therapy for a wide variety of problems.

We can also do research for you to find a psychologist; however, the cost of these services would be outside the scope of your *inConfidence* EFAP.

Is counselling unlimited?

Our counselling model is based on a short-term, solution-focused therapy model. The number of sessions provided is based on the nature of the clinical issues rather than a predetermined, arbitrary number of sessions. This is not the same as "unlimited sessions". The most appropriate number of sessions is determined after the first session with the counsellor when he or she completes an assessment based on that specific situation.

Each situation is different and the number of sessions any individual ultimately receives really depends on their particular situation. If it is determined that an issue is not appropriate to being treated within a short-term model, that individual would be referred to the appropriate resources in the community.



I wanted to have telephone counselling. Is this an option?

Yes, we do have counsellors available by telephone 24/7. They are available for immediate support in an urgent situation or you may participate in tele-counselling that is similar to the short-term nature of face-to-face counselling with sessions scheduled and delivered over the phone.

I have not received my research request? What's wrong?

While it can sometimes seem that your research request hasn't been sent, in fact it has but ended up in your spam or junk mail or in another message-blocking tool.

We are committed to ensuring confidential services and have a secure method of sending sensitive, confidential information via email called encryption. Please check your email and spam folder and call us directly if you still cannot find the information. The email will be from a Ceridian email address.

I received my research request, but it was not what I was looking for. What can I do?

Our research team works diligently to provide relevant information in response to your request. There are situations, however, where the requested information is either beyond the scope of the service or is unavailable. In these instances our team works hard to provide relevant auxiliary information where possible. For example, if the request was for a family doctor in a particular area, but this area does not have any family doctors currently accepting new patients, the results will include a list of nearby walk-in medical clinics. The bottom line is that if you did not receive what you were really looking for, contact us again to provide further details – we always want to try getting the information you are looking for.

I have not heard from the lawyer in my area. What should I do?

When requesting a referral for a face-to-face meeting with a lawyer, you will be given the contact information so you can reach him or her directly. If you do not hear back after trying to reach the lawyer, please call us again and we'll do our best to assist you.

I submitted a request on-line at www.myinconfidence.ca and have not heard back. What's wrong?

At times, we find that people do not provide us with sufficient contact information for us to respond to their request. For example, they may not have left their full name or phone number. If a phone number has not been provided or given inaccurately, we can only respond by email which can be held in blocked email as noted. If you have left a phone number, we will have attempted to contact you within 24 hours of receipt of your email, and may not have been able to reach you directly.

I am travelling overseas. Can I use the *inConfidence* toll-free line while I'm away?

Your regular toll-free number only works **inside Canada**. For access anywhere else, employees should call COLLECT to 905-947-7434 (Press 1 for English, 2 for French).

It is important to understand that while telephonic support is available, there is not access to in-person counselling services in another country. The *inConfidence* website however is available 24/7, regardless of location.