



The Member and Family Assistance Program (MFAP)

What is the Member and Family Assistance Program (MFAP)?

The Member and Family Assistance Program (MFAP) benefit reflects AFBS' continuing commitment to the physical and emotional well-being of our membership. Whether you are familiar with, or new to, the services offered by Shepell•fgi, the MFAP provider, we encourage you to review and refer to the following information.

Through the Member and Family Assistance Program, help is available to members and their families to assist with resolving the personal problems that can interfere with their lives and work.

BENEFIT ELIGIBILITY

All members who are insured for Extended Health Care coverage have access to the AFBS Member and Family Assistance Program's Counselling and Work/Life Services. Access is also extended to the spouse/partner and dependant children of covered Members.

For the purposes of this section, your dependant(s) are:

- Your spouse/partner, legal or common-law;
- Your unmarried natural child, stepchild or legally adopted child;
- Your grandchild, when living with you and for whom you are providing the majority of financial support.

A common-law spouse/partner is a person who is publicly represented as being your spouse/ partner, and living with you continuously for the past two years (except where otherwise required by provincial legislation).

Children must be:

- Under 18 years of age and living at home; or
- Between 18 and 26 and attending a recognized college or university on a full-time basis; or
- Over 18 and incapable of earning a living because of a handicap or disability.

COUNSELLING SERVICES

Counselling services are provided on a voluntary, confidential, short-term basis and connect eligible Members and their families to a network of dedicated professionals who are available to provide assistance 24 hours a day.

When more long-term or specialized support is required, the MFAP will help with the selection of an appropriate specialist or community service that can provide assistance. While the fees for any additional services beyond MFAP are your responsibility, some may be covered by your provincial health care plan or Extended Health Care benefits.

You can access the MFAP for support for a variety of personal and work-related problems. This may include relationship issues, mental or emotional health challenges, addictions, life transitions or career-related concerns.

Shepell•fgi's experienced counsellors provide support in person, over the telephone or on-line via e-counselling. Overall you'll get access to practical, relevant support that accommodates your communication preference and lifestyle.

WORK/LIFE SERVICES

The MFAP also offers a number of professional consultation and information services to get you started when dealing with some of life's other complexities. This range of services provides some initial consulting direction as well as text-based resource packages and includes:

- Family Support Services: Helps with issues faced throughout an individual's family and personal life;
- Financial Support Services: Take control of your financial future with advice from financial experts;
- Legal Support Services: Confidential consultations that will help provide information and clarification concerning how the law applies to a specific situation;
- Nutrition Support Services: Achieve your nutrition goals with help from a Registered Dietician;
- Naturopathic Services: Natural and holistic approach to the maintenance of good health;
- Health Coaching: Connect with a Nurse Health Coach who can help you make healthy lifestyle changes and also prevent more serious health risks.

TO ACCESS MFAP SUPPORT, CALL

1-800-268-5211

PLEASE REMEMBER TO IDENTIFY YOURSELF AS HAVING ACCESS TO THE MFAP THROUGH AFBS WHEN PLACING A CALL.

If you are the Member, you must provide your Member name and date of birth at the time of your call. If an eligible family member is calling, they will also need to provide your name and date of birth.

PLEASE NOTE: This is not a 911 emergency line. If you have a serious emergency, dial 911.

CONFIDENTIALITY

Whether meeting face-to-face with a Counsellor in your community or using one of the MFAP telephone services, Shepell•fgi will not share information with anyone outside Shepell•fgi without your informed, voluntary and written consent (except as noted below). Importantly, no one at ACTRA, WGC or AFBS will be informed should you contact the MFAP.

Shepell•fgi professionals are legally required to report any suspicion of child abuse; a person whose emotional condition is a threat to him/herself or others; and to disclose information required by law (e.g. a court order).

Contact Shepell•fgi at 1-800-268-5211.