



Work, Health, Life
Let us help.

Your Employee and Family Assistance Program (EFAP) can offer you help when you need it most—from everyday challenges to complex issues, and everything in-between.

What the TTC's EFAP has to offer

Immediate, confidential help for any concern

Your EFAP is a confidential, voluntary, short term support service that can help you take the first step towards change. We'll help you find solutions to all kinds of challenges at any age and stage of life. Whether you have decided to get in shape, are considering buying a new home or want to find a better work-life balance—we have the expert insight to get you on your way.

You and your dependant family members (as defined by the TTC's benefit plan) can receive support over the telephone, in person, online and through a variety of self-guided resources. You'll get immediate, relevant support in a way that is most suited to your preferences, learning approach and lifestyle. Highly qualified, experienced and caring professionals help you select a support option that works best for you.

Your information is private and confidential within the limits of the law. In situations where there is deemed to be a potential for risk to oneself, public safety or the TTC, limited disclosure of information to your company's Occupational Health & Claims Management Section may be deemed necessary.

Available at no cost to you

There is no cost to use your EFAP. This benefit is provided to you by the TTC. You can receive a series of sessions with a professional and if you need more specialized or longer-term support, your EFAP can suggest an appropriate specialist or service that is best suited to your needs. While fees for these additional services are your responsibility, they may be covered by your provincial or organizational health plan.

Solutions for a wide range of life's challenges

Let us help you:

ACHIEVE WELL-BEING • Stress • Depression • Anxiety • Anger
• Crisis situations • Life transitions

MANAGE RELATIONSHIPS AND FAMILY • Separation and divorce
• Elder care • Relationship conflict • Parenting
• Blended family issues

FIND CHILD AND ELDER CARE RESOURCES • Maternity and parental leave • Adoption • Child care services • Schooling
• Adult day programs • Nursing and retirement homes

GET LEGAL ADVICE • Separation and divorce • Civil litigation
• Custody and child support • Wills and estate planning

GET FINANCIAL GUIDANCE • Credit and debt management
• Budgeting • Bankruptcy • Financial emergencies
• Changing circumstances

DEAL WITH WORKPLACE CHALLENGES • Work-life balance
• Conflict • Career planning • Bullying and harassment

TACKLE ADDICTIONS • Alcohol • Tobacco • Drugs
• Gambling • Other addictions • Post-recovery support

IMPROVE NUTRITION • Weight management • Boost energy and resilience
• High cholesterol • High blood pressure
• Diabetes • Heart disease

FOCUS ON YOUR HEALTH • Identify conditions • Prevent illness
• Manage symptoms • Discover natural healing strategies
• Create an action plan for better health


TORONTO TRANSIT COMMISSION



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Work, Health, Life. Let us help.

Contact your Employee and Family Assistance Program (EFAP) for immediate, confidential help 24/7/365.

1 800-572-0039 TTY: 1 877 338-0275

workhealthlife.com

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Addiction Volunteer Team

The TTC's Addiction Volunteer Team has been in existence for 25 years, and can provide you and your family members with non-professional supportive help for alcohol and/or drug problems. Team volunteers are comprised of union employees, management employees and TTC pensioners who have real experience with dealing with addiction problems. The team is there to support your return to work following completion of a treatment program, or as part of a relapse prevention plan.

Please contact a member of the Occupational Health team should you wish to be connected with a volunteer.

Trauma Support

Trauma can have a debilitating effect on you and your family members. The TTC's EFAP provides access to the expertise of a qualified Trauma Specialist for on-site support or off-site follow-up counselling. Whether you were directly involved in a traumatic event or affected by a traumatic event, counselling and support is available to you.

Please contact your Supervisor who will work with Transit Control should you require trauma support due to a workplace incident.

Get Help Now

While at work :

If you anticipate immediate harm to yourself or others, please call Transit Control at 416-393-3555 or 911.

For General help:

- In crisis and need someone to talk to?
- Looking for resources to deal with a concern?
- Want to learn more about your EFAP offerings?

The TTC's Employee & Family Assistance Program is always here to help.

www.workhealthlife.com

1-800-572-0039

How to get Support

For crisis situations, the EFAP Support Specialist ensures you receive immediate help, while urgent counselling matters are given an appointment within 24-48 hours. For any other questions and concerns, the EFAP Support Specialist is there to direct you to the right assistance in the way you're most comfortable with, whether it's connecting you to a specialized program, linking you to a counselling appointment, or sending you a self-directed resource package.

What can I expect when I call?

Assessment:

When you first call, you will reach the EFAP care Access Centre, where you'll speak with a qualified EFAP Support Specialist. The specialist will assess your situation, needs and preferences for receiving services and coordinate your first meeting.

Privacy:

Additional steps are in place to protect your privacy, which means Shepell will never:

- Schedule two employees from the same organization back to back;
- Give the TTC data which could identify you in statistical reports;
- Leave identifying messages at home or work.

Shepell•fgi's Legal Obligations:

Individual information is only provided to authorities when circumstances require it by law - such as threat of violence to oneself or others, child abuse or subpoena.

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When should I call Shepell•fgi?

Employees and dependent family members can call this EFAP service, 24 hours a day, seven days a week, for completely confidential support, information and assistance.

You may contact Shepell•fgi at:

English 1-800-572-0039

French 1-800-363-3872

TTY 1-877-338-0275

If you'd prefer support in another language, Shepell•fgi will do their best to provide you with service in that language.

What can I do if I am not comfortable with the counsellor assigned?

It is imperative that the counsellor and client are compatible. If you are not comfortable with the counsellor assigned you may call the Care Access Centre at 1-800-572-0039 and advise them you would like your case assigned to another counsellor.

Complaints and compliments can be shared by telephone (1-800-572-0039) or via workhealthlife.com.



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