

# Family Support Services

Support for what matters most

*Looking for local daycare?*

*Trouble talking with your tight-lipped teen?*

*Too many child and elder care responsibilities?*

Balancing the demands of work and family is an ongoing challenge and often the juggling act can feel overwhelming. Whether you're trying to find daycare, dealing with caregiving emergencies or looking after older relatives, your Employee and Family Assistance Program (EFAP) can help.

## What's the connection to Family Support Services?

Your EFAP offers a total approach to caregiving support. Professionals will help you cope with the stress, guilt, and sense of 'being overwhelmed,' often associated with caregiving responsibilities. Family Support Specialists can also provide a one-on-one telephone consultation that offers relevant information, resource referrals and educational materials for day-to-day challenges or longer-term solutions.

## How can the service help?

Family Support Specialists will assess, identify and locate caregiving services to suit your needs. They will research provider locations, current availability, fees, and provide options on:

- Parenting classes
- Daycare centres and after-school programs
- Schools, educational services and special needs programs
- Adoption and multiple birth services
- Emergency home care services
- Seniors' accommodations/nursing homes
- Caregiver support groups
- Rehabilitation and home support programs
- Companion and elder care programs
- Palliative care
- Outreach and transportation services



While fees for referred services are your responsibility, many may be covered by your provincial or organizational health plan.

Depending on your individual situation, you may also receive a targeted resource package complete with a selection of educational articles and other helpful tools. Areas of focus include:

- Planning a family
- Maternity/parental leaves
- Parenting effectively at all ages and stages
- Building strong blended families
- Talking to older parents about their changing needs
- Understanding palliative care
- Support for older relatives with cognitive impairment
- Other family-related topics

---

## Make the best decision for your family.

**1 800 387-4765** TTY Service: 1 877 338-0275

Or, for online information and resources, log on to [www.workhealthlife.com](http://www.workhealthlife.com)

*Confidential Family Support Services are available to you and your family members as part of your EFAP. There is no cost to use the service.*