

Your Employee and Family Assistance Program (EFAP) includes:

# Elder and Family Care



**Balancing career responsibilities with family responsibilities is the reality for most of us, and generally we manage just fine. However, if you take on the extra demands of caring for an elderly or ill relative, or find you are carrying a particularly heavy load, having a professional point you in the right direction may be all that you need to relieve your stress and anxieties.**

## Be in control of your work-life responsibilities!

- **Need to resolve an elderly loved one's housing problem?** We can do the research and work with you to develop a suitable plan.
- **Worried about your parents' future?** Our eldercare specialists will work with you to plan for a range of possibilities.
- **Coordinating distant care?** We will find the information you need, whether your loved one lives across the country or across the world.
- **Need palliative or respite care?** We can source appropriate, qualified care to help you out.

## One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help your elderly or ill loved one and help you maintain work-life balance. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our caregiving specialists to call you and walk you through the types of support that you could benefit from—written materials, internet resources, and printed materials, personalized for you.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any caregiving challenge.

**Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.**



**Life Smart Coaching can help you achieve work-life balance.**

Contact your EFAP 24/7 at 1-800-663-1142

TTY: 1-888-384-1152 | Numéro sans frais - en français : 1-866-398-9505

International (Call collect): 604-689-1717

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