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## **Mental Health Support - Get Started**

Many people looking for mental health support feel hampered by their location and lack of access to professionals. It's easy to use distance as an excuse not to get help, but even people living outside of a major centre have options for support.

Shepell, your EFAP provider, can supply immediate and confidential assistance for any work, health or life concern. Their support can be accessed from across the country and plan members can get started immediately online.

### ***How can you get started wherever you are?***

1. Watch Shepell's EFAP orientation videos; go to the Shepell website to view videos explaining available EFAP services and how to access them.
2. Connect to Shepell newsletters and microsites; plan members can sign-up to receive monthly *Balance* newsletters from Shepell directly. Members will be sent links to articles and get real-time access to temporary, mental health-focused microsites on the Shepell website.
3. Utilize Shepell's online counselling options; there are various chat options available that connect plan members to clinical consultations:
  - **E-counselling** – a professional counselling service delivered via a private conference portal. E-Counselling is a series of written exchanges with a professional counsellor which means you can work with an E-Counsellor at your own pace.
  - **First Chat** – The Shepell home page has a direct link called "**Chat Now**". Following this link gives members an opportunity to book services or arrange for immediate clinical consultation.
  - **Care Access Centre** – Shepell has a toll-free number avail for questions and support - **1 866 833 7690**.
4. Download the Shepell app; get confidential support 'on the go' on your mobile device, anytime and anywhere. Their app is free to download worldwide and provides EFAP support tools and service bookings, along with access to general health and wellness information. Members use the same login credentials as the EFAP website (workhealthlife.com).

The Shepell app is available in English, French, and Spanish and includes:

- In-app counselling & service bookings
- The ability to call their 'Care Access Centre' for support worldwide with one touch
- Assessments of stress level, health of your relationship, and financial wellness
- Connection with mobile-friendly versions of your EFAP online programs
- Access to insightful articles and videos

### **Services through Manulife**

Manulife also provides a counselling benefit through your extended health and benefits plan. The plan covers a Psychologist/Marriage and Family Therapist (MFT)/Masters in Social Work (RSW) for up to \$5,000 per calendar year.

This counselling benefit can be used for a qualified person of your choice in your area. Talk to colleagues, and friends for a recommendation when looking for a qualified counsellor. Many counsellors will also complete sessions over the phone for people in more remote areas. It is always a good idea to confirm that your counsellor is eligible for the Manulife coverage by calling their offices at 1-800-268-6195.

Don't use distance as an excuse not to get help. Connect to services when you need them and get started accessing needed support.