

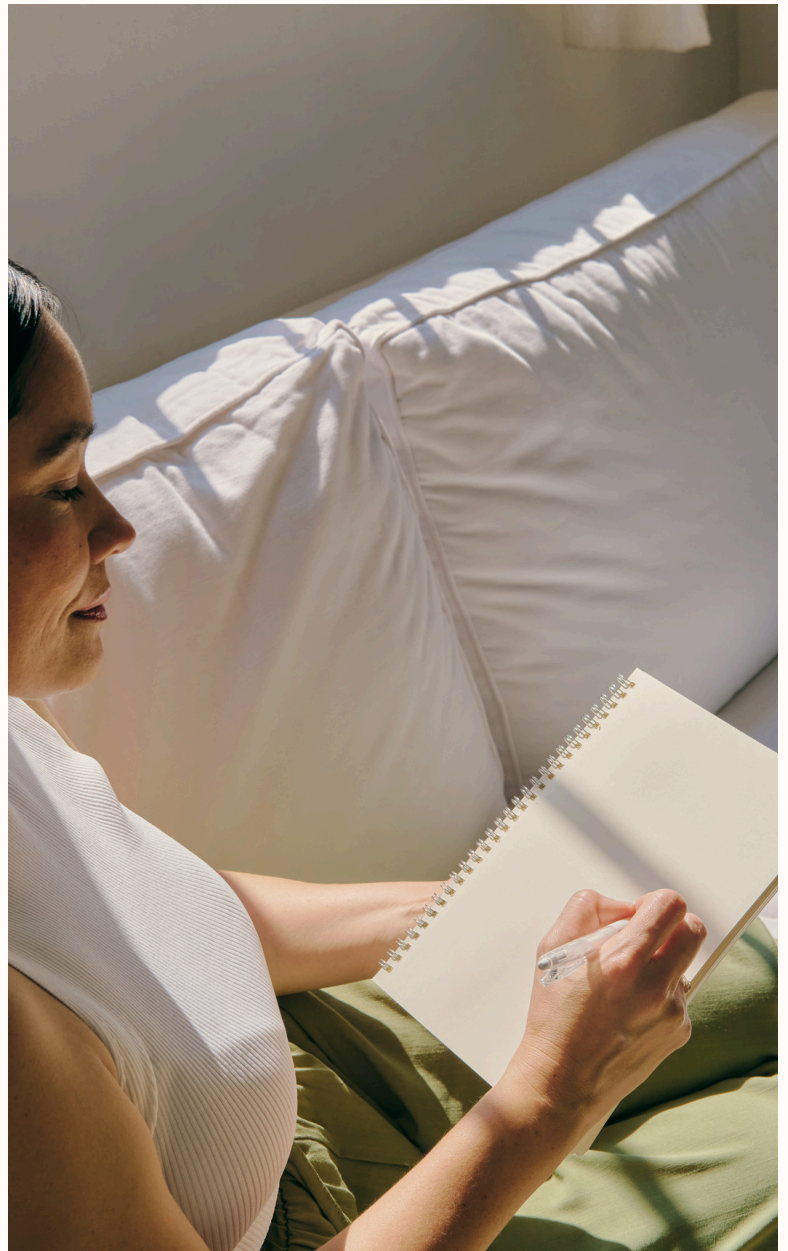
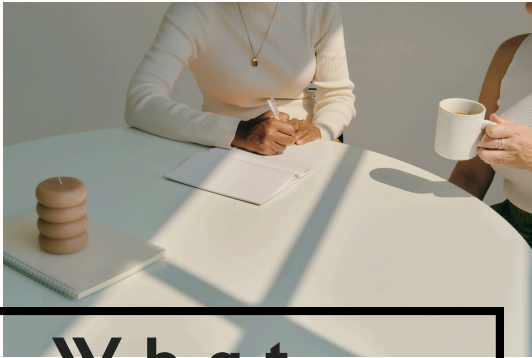
COUNSELING: WHAT TO EXPECT

EFAP EDITION

On average, each year between 5-8% of employees (10-14% if you include family members) access their Employee & Family Assistance Program (EFAP). Employees turn to EFAP when they are not comfortable with their own behaviors or attitudes towards events and/or people, and require guidance. Program usage can be credited to various issues, from work-related incidents to emotional or psychological distress relative to a crisis or traumatic incident. Others use the program when facing addiction or relationship difficulties.

A person does not need to be in trouble to seek help from EFAP. Many employees also use the program to improve their communication skills and choices, as well as strengthen the support they are able to offer and receive from the people in their lives.





What Happens in Counseling?

Hesitation to seek counseling often comes from valid concerns, such as the counselor will push their ideas, be judgmental of the issues brought to light, or breach confidentiality. Ultimately, the counselor is not there to criticize or blame, but to support the client in assessing where they want the counseling to go and what they want to accomplish.

The counselor helps you focus on problem-solving. Initially, you may need to clarify your goals. Once clear, the counselor will help you face the decisions and work that needs to be done. Together, an action plan will be developed and brief homework assignments may be given. Changes in behavior and attitude are positively acknowledged by the counselor, and you are encouraged to continue. Further discussion allows you to assess how well your plan is working. The counselor continues to support your increased sense of confidence as you choose your next steps.

Solution-focused, brief therapy has been found to have significant impact on many problems of living, such as stress, self-esteem, relationships, and problems with family members.

For those who have long-term issues or psychiatric disorders, the counselor can make an appropriate referral, and use the EFAP sessions for bridging counseling until the referral is available.

For most individuals, this process takes only a few sessions. The process is intended to be fluid and can be tailored to life's more pressing demands. Usually, the process comes to a natural conclusion with the employee or family member with the understanding that they can re-engage if the need arises.

What are Counselors Like?

All counselors who are part of BCI Consulting's network have, at a minimum, a Masters Degree related to mental health, 2-3 years post-Masters experience, and are members in good standing of a professional association that requires they undergo a criminal record check and maintain professional and general liability insurance. Counselors serving the EFAP are highly-trained in observing behavior, evaluating thoughts and feelings, and helping to develop new patterns of behavior and attitudes to enhance personal well-being. Some counselors have specialized training, such as in addictions or relationships, or with specific populations, such as teens or victims of abuse.

Most clients complete their counseling sessions with the same counselor and often continue with this counselor in subsequent years. All reasonable efforts are made to accommodate specific requests in a counselor, such as gender, language or cultural diversity. Occasionally, there is a mismatch. In these cases, clients are encouraged to call BCI so they can be re-referred. BCI will do whatever can be done within the parameters of the EFAP to address any issue.



What if My Situation Does Not Improve?

Regardless of the counseling received, some problems and situations do persist. Still, most clients report that as a result of counseling, they have a greater understanding of the issues, their responses, and techniques available to better manage and resolve difficulties.



BCI CONSULTING INC.
1-800-668-2055 /
INFO@BCICONSULTING.CA
WWW.BCICONSULTING.CA

BC Consulting Inc.
Also known as BROWN CRAWSHAW