Family Support Services

Receive support for what matters most

Your Employee and Family Assistance Program (EFAP) offers a personalized approach to helping you and your family. Through a telephonic consultation with our family support specialists or a targeted resource package, you get the answers, information and resources you need to help cope with the day-to-day or longer- term challenges associated with caregiving responsibilities.

Find the best local solutions for your family

Our specialists will assess, identify and locate caregiving services—including provider options, location, current availability and fees—to suit your needs.

Caregiving services we can help you find include:

- 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.

Support is also available to you through targeted resource packages complete with articles and helpful tools focused on these topics:

- Planning a family
- Maternity/paternity 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

Packages arrive to you by courier in packaging protecting your confidentiality.

Connect with us for confidential support or to learn more

Make the right decisions for you and your family with help from your EFAP.

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