

## **How to contact the Employee Assistance Program at the LCBO**

*Reaching Out* is a confidential, hassle-free counseling service for eligible LCBO employees and their immediate families. By calling 1-800-263-1401, you can get help with personal problems that affect your health, your life at home, or your ability to do your job.

Reaching Out is a voluntary, confidential counseling and information service. Provide free of charge, it's designed to help eligible employees, their spouses and dependent children deal with personal, family and emotional problems.

All services are provided by FGI, an independent counseling firm with professionally-trained staff and counsellors throughout Ontario. Located in or near your community, FGI counsellors provide understanding, support and guidance in the strictest privacy.

### **1. What is *Reaching Out* all about?**

*Reaching Out* provides access to personal counseling and assistance, away from the workplace, where problems can be worked out in strict privacy. Counsellors can also provide referrals for specialized and longer-term services.

### **2. Who is an eligible employee?**

LCBO permanent employees and casual employees with two or more years of service, their spouses and children may use *Reaching Out*. If you are a casual with less than two years of service, please see #10, below.

### **3. How do I contact *Reaching Out*?**

It's as easy as picking up the phone, but you have to make the first call. For professional advice, call 1-800-263-1401.

### **4. What happens when I call *Reaching Out*?**

An FGI representative will take down basic information and pass along the facts to a specially-trained, qualified counsellor who will return your call within 24 hours. During your telephone conversation with the counsellor, an appointment will be offered to you within five working days.

### **5. Can I use the service in a crisis?**

Yes. Call the same toll-free number, 1-800-263-1401, and indicate your call is an emergency. Counsellors are on duty seven days a week, 24 hours a day.

### **6. How much does it cost?**

All services provided by FGI are free to LCBO permanent employees and casual employees with two or more years of service, their spouses and children. Referrals to services outside of the program may be covered under the provincial health plan and/or the LCBO medical benefit plan. Your counsellor will help you choose the service best suited to your needs and will explore both the nature and cost of any outside referral with you.

### **7. Does anybody else know I've used the service?**

*Reaching Out* is designed to allow employees and family members to resolve their problems in an environment of understanding and strict privacy. This is a totally voluntary and confidential program. Your written permission is required before your case can be discussed with anyone, even with a family member or your doctor.

### **8. What if I need to take time off for the service?**

FGI counsellors offer both daytime and evening appointments. Personal time off must be requested from your manager, who will handle the request in accordance with policies and guidelines for authorizing absences from work.

### **9. What services are available?**

Sometimes all you need is information. Sometimes it's guidance. For other problems, you may require referral and ongoing assistance. *Reaching Out* can help in several ways. The program has two main components:

#### 1. Professional Counselling Service

- Family and Marital Relationships
- Depression, Anxiety and Stress
- Alcohol or Drug Abuse
- Personal and Emotional Difficulties
- Grief and Bereavement Issues
- Child and Adolescent Concerns

#### 2. Lifestyle Information Services

- Childcare Information Services
- Eldercare Information Services
- Legal Information Services
- Credit Counselling

The Ontario Public Service Employees Union endorses all aspects of *Reaching Out*. OPSEU is committed to providing LCBO employees with a safe, healthy and supportive work environment.

### **10. What if I am a casual with less than two years of service?**

Any member can contact the OPSEU members of the EAP Committee, particularly casual members with less than two years of service. All committee members are trained union counsellors and maintain the same standard of confidentiality as the *Reaching Out* program. Please contact them as follows:

**Felicia Metcalfe-Fahey** (705) 855-2018 (home); (705) 566-3882 (work); (705) 690-9845 (cell)

**David Holmes** (519) 296-4171 (home); (519) 660-1366 (work); (519) 200-4829 (cell)

**Paul Carriere** (613) 820-7914 (home); (613) 789-5226 (work)