

ACCESSING YOUR MFAP

1. Simply call:

**Family Counselling Centre
Sarnia - (519) 336-0120**

**After Hours Emergencies
1-800-668-9920**

- Identify yourself as a Local 663 member, retiree or family member.
- For individual, couple or family counselling appointments, you will be forwarded to a trained Intake Worker who will ask you a few questions concerning the nature of your concerns. You will then be matched with an appropriate counsellor.
- An appointment will be set for you within five (5) working days providing the appointment time you require is available. If the Intake Worker assesses that you may be in crisis, every effort will be made to provide you with an appointment the day of your call. Evening appointments are available on Wednesday and Thursday.
- It is recommended that you arrive for your first appointment approximately 15 minutes early to fill out the necessary paperwork.
- During your first appointment the counsellor will help assess your situation and plan with you how to best meet your needs.

Access tips, information and self directed help on a variety of health & wellness topics online at:

www.fseap.ca/myfseap

Login: Sarnia Password: myfseap

Updated: April 2019

For face-to-face, individual, couple or family counselling contact:

Family Counselling Centre

1086 Modeland Rd., Bldg. 1030, 2nd Floor
Sarnia, Ontario N7S 6L2

Phone: (519) 336-0120

Fax: (519) 336-8517

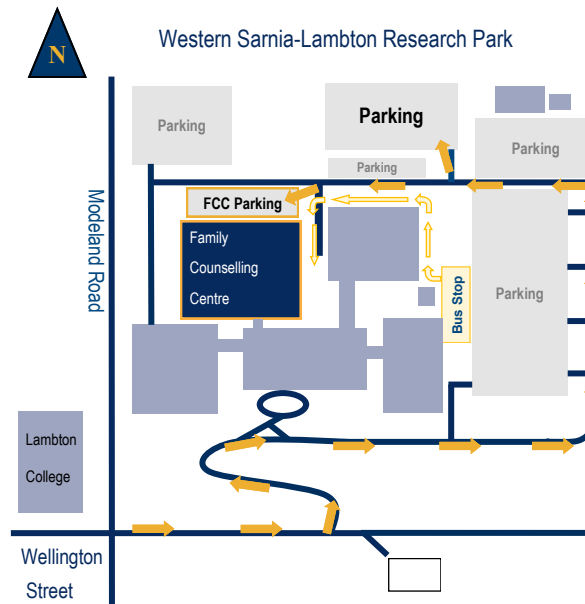
www.familycounsellingctr.com

Office Hours:

Mon, Tues & Fri — 9 am to 5 pm

Wed & Thurs - 9 am to 8 pm

WE ARE LOCATED:



fseap Now we're
talking.



PLUMBERS &

PIPEFITTERS

LOCAL 663



Member and Family

Assistance (MFAP) Program

Plumbers & Pipefitters Local 663 — Member and Family Assistance Program

PHILOSOPHY:

Counselling has definite and clear purposes:

- To provide an opportunity for you to talk openly and honestly about your concerns.
- To create a safe space which is free from judgment and help you reach your *own* decisions about the best way to move forward.
- Counsellors help you become aware of underlying issues and help you address them.
- Counselling helps you develop the understanding and strength to make the best possible decisions.
- Counselling provides an opportunity for you to discover your own voice and find the courage to express it.

MFAP SERVICE:

Local 663 Member & Family Assistance Program provides you with access to a qualified counselling professional who can help you resolve personal and work-related problems — before they affect your health, family or ability to work. All MFAP counsellors have a Masters degree and belong to a professional regulatory body.

fseap Now we're talking.

TYPES OF ASSISTANCE:

Confidential, off-site assistance is available for a broad range of personal and work-related concerns, such as:

- Balancing work and family
- Personal and/or job stress
- Relationship issues
- Parent-child conflicts
- Separation and loss
- Financial/credit difficulties
- Communication issues
- Assessment and referral services for addictions, such as drug, alcohol and gambling.

CONFIDENTIALITY:

The MFAP is completely confidential. No one at Local 663 or anyone else will ever learn that you are receiving counselling services unless you choose to tell them. Information will be released **ONLY** with your informed, voluntary and written consent unless required by law or in the event of risk of harm to yourself or others.

ELIGIBILITY:

All members of Local 663's Health Benefit Plan including retirees and their immediate family members can use the Member & Family Assistance Plan.

SERVICE PROVIDERS:

Family Counselling Centre is part of a national network of Family Service Agencies throughout Ontario and Canada that can also be accessed through your MFAP should you or a family member require counselling services while temporarily visiting, working, or attending school outside of Lambton County. You may also access the nearest alternate Family Service Agency for MFAP services should it be necessary for personal reasons. Simply call Family Counselling Centre or the toll free number for the nearest location.

COST & LIMITS:

All MFAP services are sponsored by Plumbers and Pipefitters Local 663. Your MFAP covers up to six (6) counselling sessions per contract year (April 1—March 31) per eligible employee and family member(s). It also provides up to 1/2 hour legal consultation for criminal, civil, or a family lawyer per contract year. A lawyer for real estate is **NOT** covered.

Cancellations must be received at least 24 hours in advance. Failure to show for a scheduled appointment will result in a cancellation fee of \$50.00 and must be paid before the next session. If long-term or more specialized counselling is required, we will assist you with a referral to other resources in your community where the professional may charge a fee.