Your Employee and Family Assistance Plan

When you or someone you care about needs support, help is available through the Employee and Family Assistance Plan (EFAP). Whether you need advice, counselling or treatment, the EFAP can lend a hand. UCalgary faculty and staff can access this valuable resource 24 hours a day at no cost.

Counselling Services
- In-person, over the phone or video counselling available
- 24/7 free and confidential crisis support
- Bridging to community resources and specialized referrals and treatment, if needed

Services

Achieve wellbeing
- Stress
- Mental health concerns
- Grief and loss
- Crisis situations

Manage relationships and family
- Communication
- Separation/divorce
- Parenting

Deal with workplace challenges
- Stress
- Performance
- Work-life balance

Tackle addictions
- Alcohol
- Drugs
- Tobacco/Nicotine
- Gambling

Find child/elder care resources
- Child care
- Schooling
- Nursing/retirement homes

Get legal advice
- Family law
- Separation/divorce
- Custody

Receive financial guidance
- Debt management
- Bankruptcy
- Retirement

Connect
UCalgary EFAP
1.866.424.0699
1.877.338.0275 (TTY/Hearing impaired)
1.905.886.3605 (International - outside of North America)

This publication is based on the Helping Students in Distress resource developed by Student Wellness Services. For more information on adding a student in distress, contact 403.210.9355.

Staff Wellness
Assisting a colleague in distress
Faculty and staff

Faculty and staff play an important role in promoting a positive mental health culture on campus and in supporting each other’s mental health and wellbeing. Learn to recognize common signs of distress and how you can offer assistance to a colleague in distress.

Possible indicators of distress:
- Experiencing a low mood with feelings of heightened worry/anxiety, sadness or pain
- Behaving in a manner that is out of character or unusual
- Withdrawing from colleagues, family or friends
- Prolonged irritability and/or unpredictable outbursts of anger
- Expressing hopelessness or referencing suicide, self-harm or harm to others
- Displaying unusual disinterest in or disregard for work with marked changes in concentration

Call 911 for all imminent life-threatening situations. For all other safety concerns, call Campus Security at 403.220.5333.
Offering support and assistance

ASK
- Trust your instincts.
- It’s okay to ask and express concern.
- Be specific about the behaviour that worries you.

SUPPORT
- Listen with an open mind.
- Ask questions to help understand the situation.
- Acknowledge thoughts and feelings.

REFER
- Point out that there are resources and supports available and encourage your colleague to seek help early.
- Offer to help your colleague connect with resources.
- Accept that your role is to be a supportive colleague and if your colleague declines your offer of help, respect their decision (except in emergency situations).

FOLLOW-UP
- Continue to check-in with your colleague to see how they are doing.
- Practice self-care and seek personal support as needed.

Immediately report the following situations:
- Aggressive, threatening or violent behavior.
- Immediate safety concerns related to suicidal thoughts or behaviors.
- Medical emergencies, including drug or alcohol poisoning.
- Call 911 for all imminent life-threatening situations. For all other safety concerns, call Campus Security at 403.220.5333.

Make the right referral — resources are available

Encourage your colleagues to connect with available resources as soon as possible. Remind them that even though asking for help can be difficult at first, recognizing when and why we need some extra assistance is actually a sign of strength.

On-campus resources

Staff Wellness
Calling Staff Wellness is a great first step for faculty or staff or post-doctoral scholars experiencing distress. The Mental Health Consultant and Ability Management Advisors can provide advice about appropriate on- and off-campus support resources.
403.220.2918 | staffwellness@ucalgary.ca | ucalgary.ca/staffwellness

Campus Security
For all imminent life-threatening situations, call 911. For all other safety and security concerns, call Campus Security for 24/7 support and immediate response.
403.220.5333 | ucalgary.ca/security

Sexual Violence Support Advocate
The Sexual Violence Support Advocate at UCalgary offers confidential support and information regarding sexual violence to all members of the university community.
403.220.2208 | ucalgary.ca/sexualviolencesupport

Office of Diversity, Equity and Protected Disclosure
The Protected Disclosure Advisor is available to all members of the university community and serves as a confidential resource for individuals seeking information and advice on sensitive and diverse matters.
403.220.4086 | ucalgary.ca/pdri

Student Wellness Services
Faculty and staff can contact Student Wellness Services for information about assisting students or visit for walk-in medical appointments, chiropractic treatments, and massage therapy.
403.210.9355 | ucalgary.ca/wellnesscentre

Off-campus resources

Employee and Family Assistance Plan
The Employee and Family Assistance Plan (EFAP) offers a continuum of supports and services. EFAP provides in-person, online, telephone, and email support at no cost to faculty and staff. EFAP can connect individuals seeking longer-term support to community resources.
1.866.424.0699 | ucalgary.ca/hr/efap

211 Alberta
211 Alberta connects users to the right community and social services. Dial 211 to speak to an information and referral specialist, search the online resource directory, or chat online daily from noon to 8 p.m. MST.
Dial 211 | ab.211.ca

Access Mental Health
Access Mental Health provides information, consultation and referral to individuals with addiction and/or mental health concerns. Clinicians work over the phone to help you navigate the addiction and mental health system.
403.943.1500 | 1.844.943.1500

Distress Centre Calgary
Connect to professional counsellors at the Distress Centre Calgary through their 24-hour crisis line, email, or online chat. Face-to-face counselling is also available.
403.266.HELP (4357) | distresscentre.com

Connect YYC
Direct 24/7 online booking tool that helps individuals quickly access mental health supports when they need it the most. This service connects the community to a range of supports, including several types of counselling, and even basic needs help, often within the week.
communityconnectyy.ca