What is the Homewood Health EFAP?

Homewood Health is the Employee and Family Assistance Program (EFAP). This is a FREE, professional, short-term, solution-focused counselling service to help employees and their families work through the difficulties that life can present.

In response to the COVID-19 public health emergency, Homewood Health has suspended all face to face counselling and will move to implement phone counselling services.

What happens when you call Homewood Health?

When you call the intake phone number at 1-800-663-1142, the person who answers the phone will ask you some preliminary intake questions to determine what service will be best to support you. The intake process will take between 10-15 minutes. Once the intake is completed, you will be matched with a counsellor at the next available time that fits your schedule. The counsellor will contact you directly at the scheduled time to start the telephonic counselling session. All of the support you receive can be done over the phone including but not limited to intake, counselling and follow up.

Who can call Homewood Health for Services?

Homewood Health is a free service for all City of Edmonton employees (permanent/provisional/temporary/probationary) and their families (e.g. spouses, children, and/ or dependents). Family members can contact Homewood Health for support on their own.

Is this service confidential?

Yes. Identifying information about staff who use Homewood Health is kept confidential. Please note that there are legal limitations to confidentiality in counselling that your counsellor will review with you.

Is phone counselling effective?

Yes. For some, in-person sessions will feel the most comfortable; however phone counselling still offers many of the same benefits that you would experience from in-person counselling sessions. According to Homewood Health, the research indicates that telephone-based counselling is equally as effective as face to face counselling. Homewood Health has been delivering phone counselling for many years reporting solid results and high levels of client satisfaction.

What options are available for those who are deaf or hard of hearing?

Online chat
For immediate support, access counsellors through online chat either on the Homeweb website or the Homeweb phone app, “Homewood - eAP”. You will need to first create an account before you can use the chat function.

**E-counselling**
E-counselling (online chat) sessions can be done live with a counsellor or by email.
To request e-counselling services create an account online at www.homeweb.ca. Submit a request for e-counselling through the online chat.

**TTY**
If you would like to access counselling through a text telephone (TTY/TDD) method, Homewood can accommodate such preferences upon special request. Email webrequest@homewoodhealth.com to schedule a TTY session, or request this service through the Homeweb online chat.

**Is calling Homewood Health my only option?**
No. If calling isn't the most convenient for you, the Homeweb website has an online chat option through the e-Ap mobile phone application for iOS and Android devices called HomeChat that you can use. You can access these services after you've created an account at www.homeweb.ca or downloaded the mobile app. It is fast and easy to use and is available to you 24/7.

**Can I request a new or different counsellor?**
Yes, a good relationship with your counsellor is one of the most important aspects of counselling. If, for whatever reason, you do not feel you have been matched with the right counsellor contact Homewood Health 1-800-663-1142 and request a new counsellor.

**What do I need to prepare for a phone counselling session?**
Aside from a telephone, nothing is required. It is helpful to find a private, quiet space for yourself where you can feel comfortable discussing matters that could be sensitive to you. For safety reasons, sessions cannot take place while driving.

**Are there other options for counselling aside from phone counselling?**
Yes, Homewood Health is able to make referrals for e-counselling and video-counselling. For more information on how to access these modalities log on to the website or call 1-800-663-1142.

For more information and resources, visit Caring for Yourself and Others in Times of Uncertainty