

Your Questions Answered: Magna's EFAP



Magna Wellness connected with the Employee and Family Assistance Program (EFAP) to ask the most frequent questions Magna employees have about the program.

Q: What is the EFAP, and who can use it?

A: Magna's EFAP is a free, confidential support service available 24/7 provided by Workplace Options to all Magna employees and their immediate family members. Minors will need parental consent to access the service.

Q: How can I access the EFAP?

A:

- Over the phone by calling 1-833-354-2543.
- Online at global.helpwhereyouare.com (The company code is Magna).
- Through the IConnectYou App (The passcode is 245218 for Canadian employees and 245243 for US employees).

Q: What happens when I call EFAP for the first time?

A: If it is your first time calling, a new file is created, and you will begin with an initial conversation with a counsellor. The call will be about 30 minutes long. This intake session includes an assessment of your needs, goal setting, and a discussion about what you would like to get out of the process.

Q: What kind of support can I expect after the first call?

A: If the initial conversation provides enough support, you will walk away with the necessary tools and/or resources to support your journey. If more help is needed, you will be connected to a provider for short-term counselling (5 sessions on the same topic). This support can happen in person, virtually, or by phone.

Q: How long does it take to get connected to a provider to begin the short-term sessions?

A: It typically takes 2–3 business days to be matched with someone based on your location and language preferences. You then have 30 days to begin your sessions.



For more information visit:
[WWW.MAGNAWELLNESS.COM](https://www.magnawellness.com)

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Q: What if I am not comfortable with the person I am matched with?

A: No problem – you can ask to be connected with someone else at any time. The process is flexible and aims to ensure you feel safe and supported.

Q: What if I need help with another issue in the future?

A: If you are dealing with a new concern, just call back. A new file will be created, and you could receive another set of 5 short-term sessions.

Q: Can I continue seeing the same provider for long-term support?

A: Yes, if your provider is available and agrees to continue. EFAP can help coordinate longer-term counselling outside the short-term model.

Q: Do I have to pay out of pocket for long-term counselling?

A: No, Magna's Manulife (Canada employees only) or Blue Cross Blue Shield (US employees only) benefits cover this cost. Make sure to check how many long-term sessions your benefits provider covers.

Q: Is this service confidential?

A: Absolutely. No information is ever shared with Magna. You can even choose to remain anonymous if you wish when connecting with a provider. Feel free to ask questions at any point – transparency is a key part of the process!

Q: What types of support are available through the EFAP?

A: EFAP offers a wide range of services, including life coaching, cognitive behavioural therapy (CBT), mindfulness training, and more. There is also access to legal and financial experts to support you through practical challenges.

Q: How often can I call?

A: As often as you need. EFAP is designed to support you throughout life's challenges – big or small.

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