

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).
- Download 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: In your first phone call, someone will listen to you and give you the tools or resources you need 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 over the 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 paired 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 much your benefit provider covers for long-term counselling.

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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