



Frequently Asked Questions

As the Government of New Brunswick (GNB) transitions to Homewood Health for the Employee and Family Assistance Program (EFAP), effective August 1st, 2020, we anticipate that you may have questions.

What is EFAP?

EFAP is a confidential program offered by your employer with no cost to you, the employee. The EFAP provides counselling, coaching, and online services to support you and your immediate family members to find solutions in dealing with life's challenges.

Why did GNB select Homewood Health as the new EFAP provider?

To ensure that the EFAP meets the needs of its participants periodic formal market reviews take place. The focus of these reviews and the evaluation committee is to ensure that the program is well-rounded and comprehensive. Homewood Health was chosen because they demonstrated the ability to best meet the requirements outlined by the evaluation committee.

What services are provided under EFAP?

Services offered include Life Smart Coaching (related to health, life balance and career), online resources (including e-learning, interactive tools, health and wellness assessments, information, and cognitive behavioural therapy (iVolve)), and counselling. Counselling services are short-term and are meant to help you understand your concerns and the challenges you are facing, and to develop a plan to address them.

Will I still have access to inConfidence?

No. Upon the EFAP's transition to Homewood Health on July 29th, 2020, participants will no longer have access to inConfidence and will receive the following error message below attempting to log-in.

Log In

gnb
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Oops, either your email or password is incorrect, please check and try again.

 Remember Me

[Forgotten your password?](#)

What happens if I am already in counselling under the previous provider?

If you have started counselling services prior to July 29th, 2020, you will be able to continue with your existing counselor under the inConfidence program until your file is closed. As of July 29th, 2020, all new cases will be provided by Homewood Health.

Why do I need to create an account to access online EFAP services?

Homeweb.ca requires participants to create an account to access EFAP online services. Confidentiality is guaranteed within the limits of the law – your employer will not know that you've created an account, that you've logged-in, or that you are accessing EFAP services at all.

Which employer name should I use during the sign-up process on Homeweb?

To ensure that you have access to the EFAP services offered to GNB employees and family members, search for the name of the government department, school district, or health network that your employer is associated with (i.e. GNB - Department of Post-Secondary Education, Training and Labour (PETL) instead of the public library's name). If you are having difficulties, contact Homewood Health at 1-800-663-1142.

How can I be assured of the quality of service I will receive?

Homewood Health is a Canadian company that specializes in providing employee assistance and workplace solutions, and has been in operation since 1883 (providing EFAP services since 1979). Staff members are specially selected for their training, expertise, and experience – intake representatives have a minimum of a bachelor's degree, and counsellors have a minimum of a master's. The assistance that Homewood Health offers is current, research-based, and designed to produce the best possible outcomes for all GNB employees.

How many counselling sessions do I get?

Upon requesting counselling services, you may be pre-approved, on average, for four (4) to six (6) hours of service. However, there are no pre-set maximum number of sessions per person. The number of sessions a person will have access to will be determined between the counsellor and the person.

Who do I contact if I have a concern about Homewood Health's services?

If you have comments, questions, or concerns about any services provided by Homewood Health, you can contact an intake representative at 1-800-663-1142 and provide your feedback directly to the representative handling your call.

How do I provide feedback about EFAP?

If you would like to provide feedback directly to GNB, you can contact the Employee Benefit Services team at EB2934@gnb.ca.