

Get In Touch

Contact Information

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Service Options

EFAP services are designed to be flexible and responsive. Onsite, off site, virtual and phone meetings can be arranged depending on the preference.



Email
EFAP@hwcdsb.ca



Website
<http://mysite.hwcdsb.ca>
Employee Centre: click Pastoral Services icon



Location
St. Mary C.E.R.C. Room 212
209 MacNab Street North Hamilton,
ON L8R 2M5

What If I Need More Specialized Support?

If you require support that is more specialized EFAP will consult with you about services available in the community.

When requested and with your written consent EFAP may triage you to these services.

"Catholic Schools are communities of accompaniment where the story of our salvation is known and shared, offering the encouragement that comes from knowing that Jesus walks with us." (Renewing the Promise, 2018)

The mission of Catholic Education Hamilton-Wentworth, in union with our Bishop, is to enable all learners to realize the fullness of humanity of which our Lord Jesus Christ is the model.



Hamilton-Wentworth
Catholic District School Board
Believing, Achieving, Serving



Pastoral Services

Employee Family Assistance Program



The Hamilton-Wentworth Catholic District School Board is committed to the wellness of all employees as part of our mission that all individuals realize the fullness of humanity of which Our Lord Jesus Christ is the model. As such HWCDSB Pastoral Services offers an Employee Family Assistance Program (EFAP).

What is EFAP?

EFAP is a free confidential program which offers HWCDSB employees and their eligible family members short-term professional counselling and support services related to a wide variety of personal difficulties or wellness concerns. EFAP works from a pastoral perspective encompassing the needs of the whole person.

Reasons for referral may include:

- Job/Career Stress
- Relationship Issues
- Adjustment Issues
- Eldercare, Childcare, Parenting Issues
- Harassment, Violence, Abuse
- Personal Issues (e.g. Stress, Depression, Anxiety, Self-Esteem, Anger)
- Substance Misuse/Gambling
- Mental Health Issues
- Separation /Loss/Bereavement
- Balancing Work and Family
- Critical/Traumatic Incidents
- Leadership Coaching

"Come to me, all who are tired and overburdened and I will give you rest"

(Matthew 11:28)

Why Have An EFAP?

Most people encounter difficulties from time to time. This is both natural and predictable. Often, people deal with such difficulties on their own without additional help. Sometimes however, problems are not so easily resolved and they may begin to hinder one's lifestyle and ability to perform properly on the job. Seeking counselling can be a healthy, positive step in problem-solving and decision-making. EFAP can provide you with professional intervention and support for your personal concerns so that you can maintain personal wellness and satisfactory work performance.

Is EFAP Confidential?

Confidentiality surrounding use of the EFAP by any employee is essential to preserving confidence in the program.

- Access to the EFAP is voluntary, and if you decide to refer yourself to the program, then only you will know. All records concerning you will be kept in the strictest of confidence.
- HWCDSB will not receive any feedback or information and will have no knowledge of the identity of any employees/family members using the service at any time.
- Within the limits of the law, no file or its contents will be released to anyone including the HWCDSB, unless authorized by you and with your voluntary and written informed consent.

What Will Happen If I Call EFAP?

After identifying yourself as an employee or family member of an employee of HWCDSB, you will be asked to provide some general information that will assist in ensuring the most appropriate service for the kind of issue you wish to address.

An appointment will be offered and if appropriate other resources will be suggested. We also provide consultations as requested.

What If I Am In Crisis Now And Need Immediate Support?

EFAP is not a mobile crisis service nor is it intended to replace or duplicate existing community services.

If you are in crisis and you require immediate support please contact your family doctor or you may also access phone and mobile emergency services by calling the Crisis Outreach and Support Team (COAST) at: 905-972-8338. COAST services are available 24/7.

You may also access Emergency Psychiatric Services (EPS) at St. Joseph's Healthcare, 50 Charlton Ave., E., Hamilton

Or contact Suicide Crisis Helpline, call or text 988 or please go to www.988.ca

