



Welcome to Family Services Employee Assistance Programs (FSEAP)! We are pleased to have been selected by The Sheet Metal Workers Local Union 30 Welfare Plan to provide a member assistance program (MAP) to you and your families beginning July 1, 2012.

Enclosed with this letter is a MAP wallet card. The wallet card highlights FSEAP's 1-800-668-9920 central access number open 24 hours a day, 7 days per week. This is the number to call to access our information services, arrange for a first counselling appointment or get help in a crisis.

Confidential assistance is available for a broad range of personal and work-related concerns which may affect you or your family such as:

- personal and/or job stress
- crisis
- financial concerns
- harassment
- parenting issues
- smoking cessation
- eldercare and childcare issues
- addictions
- relationship issues
- legal concerns
- separation and loss
- balancing work and family
- career advice/consulting
- nutritional advice

You can request appointments for face-to-face services at one of FSEAP's many office locations with daytime, evening and weekend appointments to accommodate your schedule. You can also request appointments for telephone, online, video or e-counselling.

Confidentiality is the cornerstone of our service. We want to share with you the extra safeguards we use to protect your privacy. All counselling takes place in offsite offices and Members of the Plan are not booked into appointments where they run the risk of seeing each other. All files are kept securely on FSEAP premises, and no information is ever released without written consent, except where legally required.

As part of your program, you can access a range of health and wellness services online 24/7 at your own convenience. **To enter the MAP website:**

1. Go to <http://www.myfseap.com/>
2. Select a language
3. Enter your group name: **tosmwiaMAP**
4. Enter your password: **MAP**
5. Click on **Submit**

You can also access FSEAP through the Plan's website www.lu30plans.com. You can view an online orientation on your own schedule. Please call us if you need help.

Sincerely,

A handwritten signature in black ink, appearing to read "Keith Harding", is written over a horizontal line.

Keith Harding, President FSEAP

MAP Services



Get help
when you
need it.

fseap Now we're
talking.



We all face difficult and stressful times in our lives. Sometimes we can handle them on our own, and sometimes we need help from family, friends or professionals. When we don't deal with concerns, they can build up and begin to interfere with our lives, both at work and at home. That's why your benefit plan offers a Member Assistance Program (MAP).

FSEAP provides you and eligible family members with access to free, professional and confidential counselling, coaching and consulting services. These services can help you manage personal, family, or work-related concerns and to become more resilient.

FSEAP can help with:

- building stronger family and personal relationships
- managing personal and job stress
- addressing depression or anxiety
- coping with separation and loss
- planning growth and development
- balancing work and family
- responding to personal crises
- identifying problem drug and alcohol use
- resolving conflict
- recovering from trauma, harassment or abuse
- relieving financial worries
- answering legal questions
- adjusting to life or job transitions
- planning professional growth and retirement



So easy to use:

Contact FSEAP.

Get immediate access to
experienced professionals.

1.800.668.9920

TTY 1.888.234.0414

help@fseap.com

myfseap.com

(You'll need your assigned groupname and password to access the site. Call or email for information.)

Your MAP services are provided by Family Services Employee Assistance Programs (FSEAP), an experienced national provider. Services are available face-to-face, by telephone or over the Web. FSEAP counsellors and coaches are professionals with a minimum of a master's degree in their field. All services are confidential within the full limits of the law.

To access MAP services, simply use the contact information listed above. A professional counsellor will speak with you about your needs and connect you with the best resources to help you achieve your goals.

fseap.com