CONNECT TO BETTER HEALTH AND WELL-BEING

Your Expatriate Employee Assistance Program

Professional Counseling Support and Consultation

WHAT IS IT ALL ABOUT?

Your Expatriate Employee Assistance Program (Expatriate EAP) is a voluntary and confidential professional consultation and information service that has been made available to support you while you are on international assignment. You and your immediate family members (as defined in your employee benefit plan) can receive support over the telephone, in person and online. You can also take advantage of online resources to help manage your work-life and personal well-being while on international assignment.

CONFIDENTIALITY

Information relating to participation in the Expatriate EAP is strictly confidential. No information will be shared with anyone without informed, voluntary and written consent. We are bound by the highest international standards of confidentiality and privacy for the protection of our clients.

THE EXPATRIATE EAP CAN HELP YOU:

- Cope with isolation and loneliness
- Adapt across cultures
- Identify and cope with culture shock
- Address the personal impact of the relocation
- Strengthen relationships
- Improve communication
- Work towards life goals
- Deal with stress, anxiety and depression
- Address alcohol and drug misuse
- Resolve marital and relationship difficulties
- Find solutions for work-related issues
- Access crisis and trauma support while on assignment
- Discover ways to improve your nutrition in your new environment
- Focus on your health with natural healing strategies

Download the My EAP app for free. Visit shepellfgi.com/myeap or scan the QR code.

WHAT IS THE COST OF THE EXPATRIATE EAP SERVICE?

There is no cost to you for taking advantage of the Expatriate EAP service, as these costs have been paid for by your employer. For each concern you are experiencing, you can receive a series of support sessions, over the telephone, online or in person. If you need more specialized or long-term support, your Expatriate EAP will help you select an appropriate specialist or service. While fees for these additional services are your responsibility, a qualified counselor or consultant will review with you your possible support options and any related costs.

HOW DO I AND MY FAMILY ACCESS THE EXPATRIATE EAP?

You and your family have various ways to access immediate and confidential support. Call us 24/7/365 using the worldwide numbers below:

COUNTRY	PHONE NUMBER
ARGENTINA	00-800-2685-2111
AUSTRALIA	0011-800-2685-2111
AUSTRIA	00-800-2685-2111
BAHAMAS	1-866-290-4423
BARBADOS	1-800-204-7952
BELGIUM	00-800-2685-2111
BRAZIL	0-800-892-2321
CANADA	1-888-509-5560
CHILE	123-0209-282
CHINA	00-800-2685-2111
COLOMBIA	00- or 005-800-2685-2111
CZECH REPUBLIC	800-701-276
DENMARK	00-800-2685-2111
EGYPT	0-800-000-0422
FINLAND	990-800-2685-2111
FRANCE	00-800-2685-2111
GERMANY	00-800-2685-2111
GREECE	00-800-161-2204-0195
HONG KONG	001-800-2685-2111
HUNGARY	06-800-19427
INDIA	000-800-100-7977
INDONESIA	001-803-018-0195
IRELAND	00-800-2685-2111
IRISH REPUBLIC	00-800-2685-2111
ISRAEL	1-80-946-7972
ITALY	800-789-907
JAPAN (ALL CARRIERS)	001- or 0061- or 0041- or 0033-010-800-2685-2111
LUXEMBOURG	00-800-2685-2111
MALAYSIA	1-800-81-5560

COUNTRY	PHONE NUMBER
MEXICO	00-1-800-514-7972
NETHERLANDS	00-800-2685-2111
NEW ZEALAND	0800-452-342
NORWAY	00-80-01-44-64
PANAMA	00-800-226-0195
PHILIPPINES	00-800-2685-2111
POLAND	00-800-2685-2111
PORTUGAL	00-800-2685-2111
ROMANIA	0-800-895-896
RUSSIA	810-800-100-92-03
SAUDI ARABIA	800-814-0011
SINGAPORE	001-800-2685-2111
SLOVAKIA	0-800-606-615
SOUTH AFRICA	00-800-2685-2111
SOUTH KOREA	001- or 002- or 008-800-2685-2111
SPAIN	00-800-2685-2111
SWEDEN	00-800-2685-2111
SWITZERLAND	00-800-2685-2111
TAIWAN	00-800-2685-2111
THAILAND	001-800-2685-2111
TRINIDAD & TOBAGO	1-800-204-0011
TURKEY	00-800-142-047-952
UAE	800-014-4830
UK (BT & MERCURY)	00-800-2685-2111
UNITED STATES	1-888-509-5560
URUGUAY	00-800-2685-2111
US VIRGIN ISLANDS	1-855-813-6299
VENEZUELA	0-800-102-9634

NOTE: Some restrictions may apply when calling from some private phones, pay phones or mobile networks.

Alternatively, you can connect to support by following these steps:

Step A: Access Canada Direct at http://www.infocanadadirect.com/engl/5_0/index.asp (On the webpage, select your location from the list, press 'Send', then dial the given number)

Step B: Call Canada with reverse charges to 905-886-3605*. You will be connected to a Shepell professional.

**If you call this number directly you will incur phone charges.*

Visit us online at workhealthlife.com for online support or to book an appointment.