

Shepell·fgi E-Counselling®

*When life gets tough...
When emotions are hard to deal with...
When difficult situations arise...
When loss and change disrupt...*

What Is E-Counselling?

Shepell·fgi E-Counselling is a professional, confidential counselling service available online through your EFAP. The service allows you to connect with a counsellor from any computer with Internet access. This short-term service is an effective means of addressing personal issues through written messages to and from your E-Counsellor. You can post messages at any time of the day or night, from anywhere in the world.

How does E-Counselling work?

This service allows you to correspond privately with a highly qualified E-Counsellor in a therapeutic dialogue. For example, you've been having a hard time coping with one aspect of your life and realize you could use some help to sort out your feelings. Simply visit our website, register as a user and then post a message expressing your feelings or concerns to the E-Counsellor.

How Soon Will I Get An Answer Back?

When you send a message to your E-Counsellor, you will receive a response within the next two business days. This asynchronous (time-delayed) system means there's no need to set up appointments, sessions are not limited to a certain length, the flow of correspondence doesn't depend on typing speeds or quickness of thought, and both the client and counsellor have time to communicate effectively without pressure to hit the 'send' button.

How Do I Register?

You access E-Counselling online at www.shepellfgi.com/ecounselling. Instructions to help you register appear on the screen.

Is E-Counselling Safe and Secure?

Our encryption software and clinical practices ensure your information is protected. E-Counsellors will never reveal to anyone the fact that you are corresponding with them. (Important exception: we are required by law to break confidentiality if doing so will protect the client or someone else from imminent physical harm). In order to further protect your privacy and confidentiality, we recommend using the service from home.

Who should use E-Counselling?

Online counselling can be especially helpful for those who prefer an alternative format to in-person or telephone counselling. It's a good choice for people who find they express themselves clearly through writing, are comfortable doing so from the privacy of their own computer, and are looking for professional, direct assistance in addressing personal issues. Clients with busy schedules or limited opportunities to get to in-person counselling appreciate E-Counselling's high level of convenience.

If your situation is complex, or you're facing deep emotional problems, online counselling may not completely address your needs. If your E-Counsellor feels you could benefit from another form of help, it will be recommended.

Some thoughts from an E-Counselling client ...

"My last correspondence with my E-Counsellor was a week ago now. I have printed off every written word we shared and I can't tell you how many times I have gone back to those letters to re-read the words. I will not tell you that life has been wonderful since my e-counselling but I will tell you that now I know I have the strength and resources to deal with whatever comes my way...it has always been with me, I just needed someone to show me how to find it. This whole experience has been so much more than I expected it to be. I would recommend it to anyone who asked."

*To access E-Counselling please visit:
www.shepellfgi.com/ecounselling*