



Get the right care, without the wait, anytime, anywhere.

The Employee and Family Assistance Program (EFAP) by GreenShield Health is here to support you and your dependents with comprehensive and personalized well-being support from our diverse network of care providers. Access a wide range of treatment options based on your mental health and life goals.

This program is completely confidential, voluntary, and accessible whenever you need it. Make your first secure and encrypted online counselling appointment within 24-72 hours.

For general support questions and crisis support, call:

1 833-707-4747 (Toll-free, 24/7/365)

[greenshield.ca](https://www.greenshield.ca)

© 2025. Trademarks of GreenShield. All rights reserved. *Used under GreenShield means, collectively, Green Shield Association and GreenShield Holdings Inc., which houses our insurance, health, adjudication, and benefits administration businesses, including Green Shield Canada Insurance (GSCI), Green Shield Health Inc., Green Shield Adjudication Inc. and Green Shield Administration Inc. Green Shield Holdings Inc. is a wholly owned subsidiary of the non-profit Green Shield Association.



Employee and Family Assistance Program

Start feeling your best

How to register on GreenShield+

1. Scan the QR code below or go to app.greenshieldplus.ca
2. Follow the instructions



Having trouble? Find help in our support centre at greenshieldplus.zendesk.com



[greenshieldplus.ca](https://www.greenshieldplus.ca)
Organization Code:
ICBC





Discover what your EFAP offers



Mental Health Services

Confidential mental health support, anytime and anywhere. Whether in-person or virtual, we connect you and your family with a qualified therapist when you need someone to talk to.

Mental health services include:

→ Individual and Couples therapy

Therapy sessions with a skilled practitioner who specializes in individual and/or relationship support.

→ Indigenous Mental Health

Counselling and mental health support, with care that respects and reflects Indigenous cultures and experiences.

→ Children's Mental Health

Counselling and mental health support, designed to address the emotional and mental well-being of children in a compassionate way.

→ First Step program

In partnership with Michael Landsberg, this program empowers individuals to recognize mental health challenges, reduce stigma, and take the first step toward helping their well-being.

and more



Well-being Services

We know it takes more than just therapy to live and stay well. Our registered nurses, dietitians, coaches and trained professionals are here to help you navigate all aspects.

Well-being services include:

→ Total Health and Life Services

Find services that provide additional support across the health spectrum.

- Health and Nutrition
- Work and Career
- Legal and Financial
- Life Transition

→ The Wellness Hub

The Wellness Hub is a resource centre featuring content on health and well-being. Our diverse network of nurses, clinicians, practitioners, and career and lifestyle coaches provides valuable insights across a variety of topics.

and more

Some additional services you have access to help live your best life:



Pharmacy

Access personalized pharmacy services to help manage your prescriptions and health needs.



Telemedicine/Virtual Care Services

Connect with Canadian-licensed healthcare professionals in minutes through text, audio, or video.



Digital CBT

This program features interactive learning modules, tools and coaching to help you develop positive coping strategies.



Care navigation

Simplify your healthcare experience. Easily find and access GreenShield Health services and resources tailored to your preferences and care needs anytime, anywhere.



Discover all the services your EFAP offers to help you feel your best.

app.greenshieldplus.ca