Family support

EAP supports with mild to moderate behavioural issues or family communication. Generally, parents need to be an active participant in the
care of their child as they are best equipped to navigate their child's situation.

In Canada there is no defined age of consent for accessing mental health care. Access to care without parental consent under the age of 16 can be given based on the child's ability to comprehend informed consent, and consideration of other circumstances (child's maturity, reasons for accessing support). If a minor calls directly, they will be transferred to a Care Centre Counsellor to assess their ability and determine next steps.

Across Canada, individuals 16+ can book counselling without parental consent.
In Quebec, individuals 14+ can book counselling without parental consent.

Counselling

- Our network is comprised of generalist counsellors with specialized training with children and teens
- Given the general nature of EAP counselling, the intention of our service is to offer talk therapy which may not be suitable for children. Other forms of therapy not offered through EAP may be more appropriate (such as play therapy).
- Counsellor specialization may be available through alternate modalities such as telephone or video but these are not recommended, as they are less effective with children
- Counsellors will manage clients with all presenting issues within the scope of their practice. Some counsellors may have skills working with children and can offer some support while others may focus more on parenting with the parents
- Clinical counsellors cannot ethically practice outside of their area of skill or training. When a child is exhibiting adult-like mental health symptoms (e.g. anxiety, depression, posttraumatic stress), the child is best served by a child psychologist or another specialist who can assess, diagnose and recommend the most appropriate treatment, all of which falls outside the scope of EAP.

TELUS® Health

Support for children.

Child under the age of 8

- Typically, we do not offer counselling to children under 8 as they are rarely suited to the short-term model
- Care Access Centre staff or counsellors will do the consult/screening with parents
  - If counselling is required, the referral will be set up as a family file for parenting support
  - The counsellor will advise parents that a family appointment will be made with a counsellor with the understanding that EAP is rarely suited to support children under 8 due to the short-term model and expertise of our clinical team, the cognitive development level of the child being insufficient for cognitive behavioural talk therapy, and the suitableness of other therapy options and modalities.
  - We do strongly recommend that parents seek counseling on how best to support their children

Child between 8-13

- Counsellor does screening/consult for fit
  - If EAP is not deemed a suitable solution
    - Alternate recommendations are provided, such as family/community resources or parental coaching
  - If EAP is a suitable solution
    - A family file is opened
    - We strongly recommend that parents attend the first session with the counsellor without their children
    - Counsellor will determine if they will see the child solo or as part of a family
    - If EAP is deemed not a suitable solution after this initial meeting, the counsellor will provide alternate recommendations such as family/community resources or parental coaching

Child between 14-15

- No counsellor consult is required
- A family file is opened
- We strongly recommend that parents attend the first session with the counsellor without their children
- Counsellor will determine if they will see the child solo or as part of a family
- If EAP is deemed not a suitable solution after this initial meeting, the counsellor will provide alternate recommendations such as family/community resources or parental coaching
- Provided that a child can demonstrate their understanding of confidentiality and risk, a file may be set up in the child's name at which point the child will be protected by confidentiality.

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