

Video Counselling Service

An innovation in EAP counselling.

Communicate with a counsellor using a webcam and Internet software.

Video Counselling offers an exciting new way to access EAP counselling services. Our new method of delivery offers ultimate flexibility - appealing to a wide range of users.

Video Counselling users will engage in “real time”, private and confidential conversations with their counsellor. Experience accessibility with guaranteed security and stability.

Video Counselling is best suited for those who:

- live in remote regions
- have limited mobility
- have busy schedules
- find it easier to express themselves verbally (rather than in writing)
- have exceptional privacy needs
- may benefit or have been successful with other methods of counselling delivery (face-to-face, telephonic)

Getting started with Video Counselling

Need for counselling is first assessed. Once this has been established and Video Counselling presents the best method for treatment, a trained Video Counsellor will contact the employee to schedule their first appointment. On the appointment day, users will “meet” their counsellor online via the installed and secure software.



System requirements for Video Counselling

The client will need a high-speed Internet connection, webcam, telephone, and will be required to install software. The Video Counselling software has many safeguards, encryptions, and firewalls ensuring login credentials and all communications are kept private and safe.

To find out more about Video Counselling offered through Shepell·fgi, please contact us at

1 800 387-4765