



**THE CORPORATION OF THE
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September 20, 2016

Gillian Adams
Account Manager
Homewood Health™
2 Bloor St. West, Suite 401
Toronto, ON M4W 3E2
gadams@homewoodhealth.com

Dear Ms. Adams,

Re: EFAP services through VFIS and Homewood Health

Please accept this letter as a testimonial of our positive experiences with EFAP through our service providers VFIS and Homewood.

Upon receiving access to the EFAP services, we had individuals utilize them with positive results. Feedback received ranged from the ease of use, to the knowledgeable staff and wealth of information delivered.

To my knowledge, staff have not used the service in a Post Traumatic Stress Disorder capacity; however firefighters are aware of the service, as well as how to access it. They know that the help is there, when or if it is ever required. This is a crucial support system for the mental health of our first responders.

Our Accounts Manager has been very proactive in anticipating our needs, and has been able to answer our questions immediately. If the answer required some research, she was able to provide a thorough response in an expeditious manner.

All of the feedback that I have received on EFAP has been positive. Keep up the good work!

Best regards,

Brian Thomas
Fire Chief/ CEMC

/me