

Employee Assistance Program


EAP Presentation for Employees

EASAE





Employee Assistance Services (EAS) – Who are we?

- EAS is a shared government service that operates on a cost recovery/non-profit basis
- National provider of an employee assistance program (EAP) since 1992
- Largest public sector full service EAP provider with regional presence
- 65 permanent EAS employees and over 1000 mental health professionals on contract from the private sector
- Highest level of service excellence, fully accredited by EASNA/COA - 





Overview of Canadians Health

- More than 6.7 million Canadians live with a mental health problem at any given time
- If we include family members, friends, colleagues and caregivers, mental health problems affect every person in some way
- By age 40, nearly 50% of the population will have or have had a mental health issue
- Mental health problems do not discriminate

(Mental Health Commission of Canada)





Good Mental Health - A Shared Responsibility

- Each of us is responsible for our own well-being and work performance
- If a person is showing signs of excessive stress, they are responsible for seeking and obtaining professional assistance
- The organization also has an essential role to play in creating a healthy work environment that fosters well-being and productivity
- Stigma remains a major barrier to someone seeking help and support; only one-third of those facing mental health issues seek help





Definition of the Employee Assistance Program

- The EAP is a free and voluntary resource which offers confidential services including assessment, crisis intervention and referral for short term counselling to employees and their immediate family members
- The program is available to assist individuals identify and resolve personal and work-related problems





Employee Assistance Program Services

- Confidential bilingual services, accessible via a 1-800 phone line, available 24 hrs/day, 365 days/year
 - 200 calls/day – 64,900 calls/year including over 1,400 crisis calls
- Available to managers, supervisors, employees and their immediate family members
- Immediate access to crisis support and counselling
- Referral to an EAS contracted mental health professional in private practice for short term counselling
- Telephone counselling offered when services are required in an isolated area or when requested by the client
- E-counselling available by request





LifeSpeak – A New Service

EAS has partnered with LifeSpeak, a wellness platform that features:

- 324 short video/podcast/transcript sessions on various subjects offered by leading experts
- Tip sheets with practical strategies, action plans and monthly ‘Ask the Expert’ online chat sessions
- Quarterly campaigns including new content with a special focus on various topics
- Accessible to managers, supervisors, employees and their family members
- Available anonymously, anytime, anywhere, on any device with an Internet connection

Log in at canada.lifespeak.com
Password/Corporate ID is: canada
Select your department



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Confidentiality

- Client confidentiality is protected
 - Mental health professionals are bound by their professional code of ethics to protect client confidentiality
 - EAP notes/documents are maintained as per Treasury Board Policies and the Privacy Act
- Exceptions
 - Court subpoena
 - Child abuse or neglect
 - Threat to harm oneself or others





EAS Mental Health Professionals

- National network comprised of over 1000 EAS contracted mental health professionals in private practice across Canada
- Minimum of a Master's degree in a psychosocial field and 5 years experience in a private practice
- Government security clearance
- Member in good standing with a recognized professional association/regulatory body
- Professional liability insurance
- Verification of professional references





How to Access Counselling Services

- Call the EAP Crisis and Referral Center (1-800-268-7708, available 24 hrs/day, 365 days/year)
- EAP mental health professional from the Crisis and Referral Centre evaluates the situation (urgent/non urgent)
- Crisis counselling intervention is provided when need is urgent
- Referral to an EAS contracted mental health professional in private practice for short term counselling
 - They will contact you within the next 2 business days to set-up an appointment
 - An appointment is offered within the next 5 business days





Free Counselling and Referral Services

- Assessment of issue/situation by the EAS contracted mental health professional in private practice
- Short-term counselling
 - 1 to 8 hours per issue
 - If the issue can be resolved within the hours allotted by the Program
 - Follow-up
- Long-term counselling
 - If the length of the required intervention for the issue exceeds the number of hours the EAP allows, the EAS contracted mental health professional in private practice will refer the client to other services/resources
 - The cost of these services/resources will be the responsibility of the user
 - Bridging is available





Services Not Rendered

- EAP does not provide the following services:
 - Long-term therapy
 - Specialized treatment
 - Psychological testing
 - Medical assessment and diagnosis
 - Financial or legal advice (advised of resources which are free or have minimal costs)
 - Formal assessments (e.g. child custody, fitness to work, court mandated, etc.)
 - Reports





Utilization Rate per Issue

2017-2018 Overview

Psychological Health	41.0%
Family/Couple and Children	36.5%
Work Related Problems	14.8%
Physical Health	1.9%
Addictions	1.7%
Career	1.1%
Eldercare/Childcare	0.7%
Financial Problems	0.2%
Legal Problems	0.1%





Advisory Services

- Psychosocial advice/coaching/support on workplace situations that are difficult or outside the realm of regular duties
- Designed to support managers, supervisors, union representatives and others in their workplace role
- Telephone counselling offered when immediate support is required
- Referral to an EAS contracted mental health professional in private practice





Trauma Response Services

- EAS offers trauma response services to ensure that employees who have lived through or have witnessed a traumatic event on the worksite or in the line of duty receive the necessary support
 - On-site post-incident group psychosocial intervention in the workplace
 - Services covered by the Employee Assistance Program for an intervention lasting from 1 to 3 hours per event





Specialized Organizational Services (SOS)

- Wide range of psychosocial workshops, customized training sessions and interventions in the workplace
 - Change management, Stress management
 - Psychosocial workplace health assessments
 - Workplace reintegration
 - Mental Health First Aid and The Working Mind trainings
- Improves team effectiveness and workplace health
- Large network of mental health and workplace specialists
- Cost for service, must be approved by a cost centre manager





Quality Assurance – COA



- To evaluate client satisfaction:
 - Voluntary survey
 - Telephone interviews
 - 99% stated they would use the service again and recommend it to others
- Feedback and complaint management process
 - Contact 1-800-268-7708





In Conclusion...

EAS promotes knowledge and implementation of good mental health practices by providing confidential crisis and short-term psychosocial support to employees and their immediate family members who have concerns that could affect their personal and/or professional well-being.





How to Reach Us

Toll-free bilingual line

24-hour service/365 days a year

Services offered across Canada

EAP - 1-800-268-7708

TTY/ATS 1-800-567-5803

SOS - 1-888-366-8213

info-sos@hc-sc.gc.ca

www.healthcanada.gc.ca/eas



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