

Manual	Counselling Service Policies
Section	SP – 2.2
Subject	EAP Service Statement
Date Approved:	September 12, 2016
Revision/Review Approved:	



EAP Service Statement

Policy

Family Service Thames Valley envisions a safe, inclusive and vibrant community where all people live in meaningful, supportive relationships, and are able to realize their potential as active participants. By providing EAP services to organizations, Family Service Thames Valley strengthens organizations and its employees and family members as they face life challenges. We support the well-being of people, organizations and communities through counselling, education, collaborative planning, outreach, and advocacy.

Healthy, happy, and productive employees are the essence of an effective organization. By offering the Family Service Employee Assistance Program (fseap), Family Service Thames Valley keeps organizations, individuals, couples and families functioning at their best. The objectives of the Employee Assistance Program (“EAP”) provided by Family Service Thames Valley are to increase organizational effectiveness and improve the health, effectiveness, and well-being of employees through the provision of high quality human and organizational development services.

fseap recognizes that there is an inter-relationship between the work life and the personal life of an individual. Emotional distress in one area can adversely affect health or productivity in the other. The Employee Assistance Program provides an immediate source of confidential, professional help when personal or work related concerns become problematic in an employee or family member's life. There is no waiting period for Employee Assistance Program services so interventions can be more proactive and preventative in nature.

An Employee Assistance Program should be easily accessible to the employees it is intended to serve. Eligible employees and family members should have adequate awareness of their specific Employee Assistance Program, the services it offers and how to confidentially request service. Client eligibility for Employee Assistance Program service is clearly specified in each organization's Employee Assistance Program contract with Family Service Thames Valley. Voluntary self-referrals are the norm. However, some Employee Assistance Program contracts also allow for administrative referral, if the situation warrants.

The comprehensive range of Employee Assistance Program counselling services is available at Family Service Thames Valley including crisis intervention, clinical assessment, individual, couple and family counselling, as well as the availability of specialized treatment groups within the agency. In some cases, after the completion of the clinical assessment, the client may be referred elsewhere for specialized assistance, (i.e. credit counselling, addiction services, legal or medical expertise). Employee Assistance Program clinicians will advocate on behalf of their clients when the external services required are unresponsive or inadequate to the client's needs.

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In addition to its direct counselling services to eligible employees and family members, the Employee Assistance Program offers management supports to the leaders, managers, supervisors, HR professionals, union leaders, organization representatives, referral agents within an organization. Although managers are still employees, there are supports such as access to a workplace consultant or a Clinical Lead to help strategize around how to address mental health issues that are impacting the workplace. The workplace consultant can assist in the development, implementation and evaluation of a workplace wellness plan. Supervisory Training may be offered to management staff or union representatives to teach appropriate intervention with troubled employees. Wellness Seminars on a variety of topics may be arranged for interested employees to provide preventative education. If there is a workplace accident or traumatic event, Employee Assistance Program Clinicians may be called to the worksite to provide Critical Incident Response and Psychological First Aid for affected employees.

The goal of the Employee Assistance Program is for everyone involved in the program to benefit:

- The employee or family member receives assistance to resolve personal or work related problems.
- The employer benefits from well-functioning productive employees and work teams who are able to contribute more positively in the workplace.
- Unions and Associations have a professional, confidential source of assistance available to their members.

Approved by: _____
Executive Director