

## DUTY OFFICERS (OSSW)

Also known as Watch Officers, Duty Officers are on duty during off-hours to handle any emergency situation that may arise. All missions are staffed by Duty Officers during off-hours. When you are stationed abroad you can expect to be designated as the Duty Officer at regular intervals throughout your posting. Some divisions in Headquarters also assign Duty Officers during off-hours. The Department itself has a Watch Officer staffing the Ops Centre 24 hours a day, year round.

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## EDUCATION - FOREIGN SERVICE FAMILIES

995-9547

The Department's Education Counsellor has a wealth of information on the various educational systems in Canada and abroad, as well as up-to-date information on departmental programmes and allowances. The Counsellor, Nicole Coulombe, is located in the Foreign Service Benefits Division (ABM) and can be contacted at 995-9547. In addition, you may wish to contact the chairperson of the FSCA's Education Committee (993-5729).

See also: *The Foreign Service Handbook* - Chapter 1.

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## EMPLOYEE ASSISTANCE PROGRAMME (ABDA)

All employees of the Department and members of their immediate families can request assistance from EAP counsellors in dealing with personal difficulties or crises, such as substance abuse, depression, financial or marital problems, or difficulties in interpersonal relationships. Simply contact the EAP office and make an appointment. All discussions with EAP staff remain strictly confidential. ABDA is located on B1, at the rear of the Crush Lobby. Counsellors are

Brenda Abud-Lapierre	992-6167
Laurier Beaudoin	995-8910

See also: *Human Resources Management Manual* - Chapter 9 - "Employee Assistance Programme".

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