



## PERSONNEL MANAGEMENT BUREAU

# 7. Employee Assistance Program

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#### Overview

#### Assignments Division

#### Recruitment, Counselling & Promotion Division

#### FSD Policy & Administration Division

#### Executive Pool/Heads of Mission Division

#### Services Centre

#### Employee Assistance Program

The mandate of the **Employee Assistance Program (HPDA)** is to conserve and promote the mental health and general well-being of the employees and family members of this Department and of the international component of the Department of Citizenship and Immigration, and in doing so, help employees achieve and maintain their optimum level of work performance and work-family life balance.

The EAP provides counselling services for all employees, both Canada-based and locally engaged staff (LES), and family members, on personal and work-related problems. The most common personal problems addressed are family/marital, psychological/emotional, alcohol/drug abuse, health, financial and legal difficulties. Work-related problems include job stress, interpersonal conflicts/harassment, and career orientation.

Counsellors provide a wide variety of advice, consultation and coaching services for managers/supervisors on how to deal with a difficult employee or situation and in a more general way, on how to improve their human resources management skills.

The EAP counsellors also provide **Critical Incident Stress Debriefings (CISD)** for those who have experienced a critical incident. Such incidents are events or situations which are considered to be outside normal human experience, such as political coups, civil war, natural disaster, or assault.

In addition, they develop and deliver briefings and training programs and organize noon-hour sessions.

Below we outline the service standards to which the Division has committed, under each service area.

The services areas include:

- **Counselling Services;**
- **Executive Coaching and Consultation;**
- **Critical Incident Stress Debriefings;**
- **EAP Training/Information Sessions; and**
- **Conduct Mission Visits.**