

## EMPLOYEE ASSISTANCE PROGRAM POLICY AND PROCEDURES

The Government of Canada recognizes that a wide range of problems not directly associated with the job can have an effect on an employee's job performance. When the efforts of the employee or the supervisor do not have the desired effect in resolving the employee problem it is in the interests of both the employee and the employer that a service which deals with such persistent problems be provided. To this end, the Treasury Board has directed that each department develop and administer an Employee Assistance Program (EAP) (See Transmittal Letter 055-2 of 12/10/77.)

In Circular Document 21/78 of 13th April 1978, the USSEA indicated that the Department of External Affairs was developing an EAP in consultation with other Foreign Service Departments and with the staff associations. The program has now been endorsed by all concerned. It has been agreed that all rotational employees at posts abroad as well as External Affairs employees in Canada should benefit from the policy and procedures contained herein. In this respect, at posts abroad, it will be the responsibility of each department to implement and manage their own program. The program is also available to the numerous single assignment employees representing various government departments abroad.

The EAP is designed to assist employees experiencing difficulties in any area of their lives which consequently or subsequently affect their work performance. While the service offered under this program is intended to cover the full range of human problems, special emphasis has been given to problem drinking. One of the most important elements of the EAP is education. Provisions have been made for the training of supervisors in recognizing, confronting and referring problem employees. In addition, employees and their families will be given the opportunity to familiarize themselves with the nature and symptoms of problem drinking. Provisions have also been made for counselling, referral and treatment both in Canada and abroad in the full range of human problems. Finally steps have been set out for employees refusing to avail themselves of the program.

In recognition of the wide variety of problems caused by the pressures of rotationality the Department introduced a Personnel Welfare Assistance Program in 1973. In view of the number of people availing themselves of this program we are satisfied that the Department has provided an extremely helpful service. The Personnel Welfare Counsellor assists employees in coping with a wide variety of problems of a marital, financial, physical, psychological, legal and social nature but the most prevalent is that of alcoholism. As a result, in developing the EAP, existing policies and procedures on welfare counselling and those on alcoholism have been incorporated into one comprehensive program and new emphasis have been added to our efforts to confront problem drinking. While drug related problems are not viewed as a