

I EAP MANDATE AND SERVICES

The mandate of the Employee Assistance Program (EAP) is to conserve and promote the mental health and general well-being of External Affairs and International Trade Canada (EAITC) employees and family members and, in doing so, help employees achieve and maintain their optimum level of work performance.

In order to carry out that mandate, the EAP counsellors provide the following services:

- ◆ Counselling for employees and family members on personal and/or work-related problems. The most common personal problems are family/marital, psychological/emotional, alcohol/drug abuse and financial difficulties. As for work-related problems, most clients consult for job stress, interpersonal conflicts and career reorientation. The counsellors provide assessment, short-term counselling, referral to community resources, if appropriate, and follow-up services. Vocational orientation services are also available both for employees and family members.
- ◆ Advice and consultation services to supervisors/managers on how to manage difficult/troubled employees (such as employees whose personal problems are affecting work performance) and/or difficult situations (such as strikes, reorganizations, lay-offs). These services are also provided to assignment and other personnel officers and union representatives.
- ◆ Critical incident stress debriefings to employees and family members who have experienced a critical incident. A critical incident is an event/situation which is considered to be outside normal human experience such as a political coup, a war, a natural disaster, or an assault. The goal of the debriefing is to prevent those who have experienced a critical incident from developing long term stress reactions.
- ◆ Development of organizational stress profiles for work units. This approach identifies the factors in the work unit which are causing undue stress and recommends, both to management and staff, ways of addressing these issues.