

APPENDIX A

Personnel Welfare Section, APR

The Personnel Welfare Section, Staff Relations and Compensation Division, was created as a service to members of the Department of External Affairs, and to their spouses and children when appropriate, to provide assistance in coping with a variety of situations which, while not normally considered job-related, concern the welfare of both the employee and the Department. The service will evaluate emotional, psychological and other "personal problems", including alcoholism, the non-medical use of drugs and indebtedness, and, where suitable, refer individuals to specialized community agencies or professionals to provide the appropriate treatment and assistance.

The guidance service provided by the Personnel Welfare Section is confidential though an authorization for the release of information may be necessary in certain instances.

All supervisors in Ottawa and abroad should make their employees aware of the scope and functions of the Personnel Welfare Section, and provide them, when necessary, with a means of contacting the Personnel Welfare Counsellor. In urgent cases arising abroad, use of the telex may be authorized.