

## **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 the employees and family members of the Department of Foreign Affairs and International Trade (DFAIT) and of the international Region of Citizenship and Immigration Canada (CIC), and in doing so to help employees achieve and maintain their optimum level of work performance.

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

- Counselling for employees, both Canada-based and locally engaged (LES), and family members on personal and/or work-related problems. The most common personal problems are family/marital, psychological/emotional, alcohol/drug abuse, health-related and financial difficulties. As for work-related problems, most clients seek counselling for job stress, interpersonal conflicts/harassment and career reorientation. The counsellors provide assessment, short-term counselling, referral to community resources, if appropriate, and follow-up services. Vocational guidance services are also available for both employees and family members.
- Advice and consultation services for supervisors/managers on how to deal with difficult/troubled employees (such as employees whose personal problems are affecting work performance) and/or difficult situations (such as reorganizations, lay-offs). These services are also provided to assignment and other personnel officers and union representatives.
- Critical incident stress debriefings for employees (Canada-based and locally engaged) 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 civil 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 stressors in the work unit which cause distress and recommends to both management and employees ways of addressing the stressors.