

## EMPLOYEE ASSISTANCE PROGRAM : EAP

Brenda Abud-Lapierre is the EAP Coordinator for the Department. Brenda's formal education and training is in the field of clinical psychology. Prior to joining the Federal Government, she worked for two years as a school psychologist and for five years as a psychologist-therapist in a rehabilitation centre for alcoholics and other drug addicts. She then worked for six years with Health & Welfare Canada as the Regional EAP Consultant in Halifax and later in Ottawa.



What is the EAP?

The EAP helps employees and immediate family members experiencing personal problems. It also helps supervisors and managers dealing with employees who's work performance is affected by personal problems.

What kind of problems does EAP deal with?

Personal problems and concerns dealt with include stress, emotional, family, legal, financial or alcohol/drug related difficulties.

For whom is it available?

Any employee or immediate family member who needs assistance can ask for help. Any supervisor and manager who needs advice on how to provide assistance to a troubled employee can also request the services of the EAP.

How does it work?

If you decide that you need assistance with a personal problem or concern, simply contact the EAP office and make an appointment. The EAP counsellor helps by providing assessment, referral and follow-up services.

Assessment means identifying the problem causing the concern. If there is more than one problem, the counsellor will help you sort them out and identify the most urgent. If the counsellor feels that a few counselling sessions are not sufficient

to bring the situation under control, a referral to the most appropriate community resource can be given. The counsellor will follow-up on your referral to ensure you are getting the best service possible.

When do I need an EAP counsellor?

There are certain warning signs that can help you decide whether you should call an EAP counsellor. Frequent signs include: thinking and worrying so much about a problem that it interferes with your regular daily routine; spending a lot of time denying there is a problem and telling yourself and others that "it's really nothing"; feeling constantly drained, exhausted and sick all the time. What keeps people from getting help when they need it?

It comes from believing the common misconceptions that "People who need counselling are weak", "Asking for help is a sign of failure", and "If I see a shrink, I'm crazy". The truth is that asking for help indicates moral courage. Would you call weak a diabetic asking for medical help? Is someone who consults a mechanic for help with their car engine a failure? Probably not. So why not apply the same logic to someone experiencing personal difficulties. The bottom line is that recognizing your own limits and asking for help is the first step in getting the situation under control.

Is counselling confidential?

Any contact by employees or family members is treated confidentially. Requests for assistance will not jeopardize the employee's career with the department.

Where do we contact EAP?

Whether you're located at Headquarters, in the regions, or at Missions, call:  
 Brenda Abud-Lapierre, EAP Coordinator  
 (613) 992-6167  
 Marjorie Caverly, EAP Counsellor  
 (613) 992-1641