

# EMPLOYEE ASSISTANCE PROGRAM (EAP)

**Your Employee Assistance Program (EAP) is a comprehensive, 24-hour service available to you that provides practical information, resources and counselling to help you balance your work, family and personal life. Contact with the EAP is primarily through individual self-referral.**

As your EAP, we encourage you to reach out to our service for support and guidance when necessary, as well as including family members, significant others, co-workers or management in your problem solving when appropriate. Sharing concerns with those involved contributes to overall personal, family and organisational health.

## **CONFIDENTIALITY**

A client's records are owned by the EAP. All records are kept confidential with the following exceptions:

1. The employee is evaluated to be a danger to themselves or to others.
2. There is evidence of child abuse, elder abuse, or abuse towards someone with a disability.
3. A court has made a court order (or mandates) disclosure.
4. The employee has formerly requested their records be released to themselves or a Third Party.
5. The employee has personally disclosed their use of the EAP service to their employer and requested the EAP provide feedback to the Employer on this use.

## **CLIENT RIGHTS**

As a client of your EAP, you have certain rights. You have a right:

1. To dignity as a human being. You have the right to equal consideration and treatment, regardless of your gender, race, religion, ethnicity, economic status, age, sexual orientation or beliefs.
2. To be provided with professional and respectful care.
3. To know our assessment of the problem, the recommended action and resources available to help improve the problem.
4. To decide not to accept these recommendations, and if so, we will try to reach a satisfactory course of action with you.
5. To confidentiality within your EAP as laid down by the appropriate accrediting counselling bodies.
6. If you have a disability, to be provided services to communicate effectively with us.
7. To free language services if you prefer to communicate in a language other than English.



8. To receive a clear explanation of your treatment plan from your provider.
9. To request documentation of and question your provider's credentials and experience.
10. To participate in the decision-making process regarding your treatment.
11. To refuse or terminate treatment at any time.
12. To receive an explanation from your provider of any consequences that may result from refusing EAP services or referrals.
13. To appeal any denial of services.

If you believe we have failed to provide these services or discriminated in any way, based on gender, race, color, religion, ethnicity, economic status, age,\* sexual orientation, disability, national origin or beliefs, you may file a complaint by contacting your EAP.

### **CLIENT RESPONSIBILITIES**

Along with rights, there are responsibilities of the client. These are:

1. To be honest, open and willing to share your concerns with your counsellor.
2. To ask questions when you don't understand or when you need clarification.
3. To discuss any reservations, you may have about your future options with your counsellor.
4. To report changes to your counsellor as related to your problem.
5. To keep appointments or to give at least 24 hours' notice if you need to cancel or change an appointment. If you need to cancel within 24 hours of the appointment, you will lose your session.
6. If you cancel for a second time or fail to keep your appointment without notification, your counsellor will refer you back to your EAP.

Counselling with your EAP is short-term solution-focused counselling. If you and your counsellor feel that ongoing counselling will be more appropriate, you will be referred back to your EAP who will support you in exploring alternative options. Long-term counselling arrangements are independent from the short-term counselling contract you may have with your EAP and will be at your own expense.

At the end of the short-term counselling contract, we may be sending you an electronic survey. We welcome your comments on the service to help us ensure that the highest standards of service delivery are achieved.

