

# Employee Assistance Program

A Voluntary Counselling Service  
Providing Caring and Confidential Help

613-580-2424, ext. 23816



## What is the Employee Assistance Program?

The City of Ottawa recognizes that it has a responsibility to help maintain and ensure the well-being of its employees. This includes being proactive in addressing and resolving problems or issues before they result in the deterioration of individual health, family life or work.

The **Employee Assistance Program (EAP)** offers voluntary assessment, counselling and referral services to all City of Ottawa employees, their immediate family members and retirees. The service is provided by a team of professionally accredited counsellors in either English or French.

## What types of problems does EAP assist with?

You are free to discuss any issues that are affecting you. These may include:

- Stress
- Anxiety and depression
- Family or marital tension
- Parent-child conflict
- Organizational changes
- Co-worker relationships
- Substance abuse
- Bereavement
- Critical incidents

## What services are offered?

### Employee

- Assessment interview and short-term counselling (six sessions)
- Referral to appropriate professional resource
- Follow-up, if required

### Family and Retirees

- Assessment interview, counselling and referral to appropriate professional resource, if required (one to two sessions)

**Note:** Family includes spouses, and children 14 to 25. For retirees, services are available for up to six months after retirement.

### Management/Union Consultations

- Workplace problems/incidents/crisis (e.g. violence)
- Workforce adjustment

### Critical Incident Stress Debriefing

- Assessment and support services are offered to management and employees when a shocking and/or traumatic event occurs

### Crisis Support

- Support is provided for employees involved in a personal or workplace crisis situation

### Facilitated Discussions/Conflict Resolution

- Specialized program to assist in resolving interpersonal conflicts in the workplace
- Case assessment to determine eligibility

## Is the service confidential?

**Yes. To protect your privacy, we:**

- Do not release information to any third party without your consent
- Do not leave detailed phone messages without your consent

### EAP's legal obligations:

- Confidentiality is limited when there is a threat of violence to oneself or others, child abuse or subpoena

## What can I expect when I contact EAP Intake?

An EAP team member will respond to your call within 24 to 48 hours except on weekends, holidays and during periods of high volume. He or she will introduce you to the program, discuss your needs and offer you an appointment or refer you to the appropriate resource.

## What can I expect when I contact the EAP Crisis Line?

When you contact the EAP crisis line you will be connected to the 24-hour call centre. You will need to identify yourself as a City of Ottawa employee or immediate family member.

Please ask to speak to the EAP crisis counsellor on call. Provide your first name and a number where you can be reached immediately, as your call will be returned within 30 minutes.

## Is there a cost for the service?

No. There is no direct cost to you for the services of an EAP counsellor. However, external resources may charge a fee for service. This service fee may be covered by your insurance plan.



## Contact

### EAP Line

To speak with a counsellor, learn more about the service or make an appointment contact us by phone or email.

613-580-2424, ext. 23816

### Email

[EAPIntake@ottawa.ca](mailto:EAPIntake@ottawa.ca)

### Crisis

Call the 24-hour call centre to be connected to an on-call counsellor.

613-580-2458

### EAP Office Location

Ben Franklin Place  
101 CentrepoinTE Drive, 1st floor

For more information, visit **Ozone** – the City's intranet website.

Go to the EmployeeInfo page and you will find us under Wellness and Productivity by clicking on Employee Assistance Program.