

Corporate Policies and Procedures			
DEPARTMENT: Human Resources			POLICY #: G-07
POLICY: Employee Assistance Program (EAP)			
DATE: MAR25/09	REV. DATE:	COVERAGE: All Employees (no students)	PAGE #: 1 of 2

POLICY STATEMENT:

The County of Renfrew believes in the health and well-being of its employees and is committed to helping them maximize their human potential through the support of a comprehensive confidential Employee Assistance Program (EAP). The Employee Assistance Program offers resources to assist employees with various health and wellness issues. This service is provided by a third party agency called Shepell-fgi. The Employee Assistance Program responds to the well-being of the County of Renfrew employees and is recognized as an important benefit package provided at no cost to employees and their immediate family members.

PROCEDURE:

1. The County of Renfrew recognizes that the personal and work-related problems of its employees and their families can impact work performance and the quality of life. These problems can include stress, marital, family, alcohol/drug, vocational, personal, financial and emotional concerns.
2. The County of Renfrew is aware that such problems are often responsive to treatment and wants to assist its employees in the resolution of their problems. To this end, a program including a confidential, voluntary counseling service has been developed.
3. The Employee Assistance Program is delivered by an external provider, Shepell-fgi, with offices located away from the County of Renfrew's work place.
4. The County of Renfrew recognizes the individual employee's right to privacy and promotes the confidentiality of the Employee Assistance Program. Confidentiality is the cornerstone of the Employee Assistance Program. There is toll free 24 hour/7days a week access to the service by calling:

English Language: 1-800-387-4765 TTY Service: 1-877-338-0275

Online counseling at: www.shepellfgiservices.com/ec

Online resources at: www.shepellfgi.com/EN-CA/

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French Language: 1-800-361-5676 Service ATS: 1-877-338-0275
 Counseling en ligne: www.shepellfgiservices.com/ec
 Ressources en ligne: www.shepellfgi.com/EN-CA/

5. The counseling services and various other resources of the Employee Assistance Program are available to all employees and their immediate family members.
6. Access to the Employee Assistance Program is on a voluntary basis. It is understood, however, that the recommended use of the program is the prerogative of the employee's manager, supervisor or union representative.
7. The County of Renfrew acknowledges that it is to the benefit of its employees to get help quickly in order to restore health and well-being. Use of the Employee Assistance Program will not jeopardize job security or promotional opportunities.
8. The Chief Administrative Officer/Clerk has designated the corporate Employee Health Coordinator responsible for the coordination of the EAP program.
9. Shepell-fgi offers various services and resources related to health and wellness. eg. smoking cessation, weight management. Refer to www.shepellfgi.com/EN-CA/ and/or the attached brochure for details or employees may contact their supervisor, Employee Health Coordinator, Human Resource personnel, and/or union representatives for more information.