

Welcome to your national Family Services Employee Assistance Program (fseap). Please review the following information with your counsellor before consenting to receive services.

Counselling

You and your counsellor will work together in a short-term, solution-focused manner to help you identify goals for counselling and develop an appropriate plan of action to resolve present difficulties. Your counsellor will discuss the limitations of EAP counselling with you. Each **session is 50 minutes long** and you may be seen individually, with a partner, or as a family. The employer pays for all services provided by fseap. If your situation requires long-term counselling, or if you need more specialized services, you will be referred to an appropriate community resource. Your counsellor will discuss the reason for the referral, and will inform you of any fees involved with this referral. You may decide whether or not to pursue this recommendation.

Client's Rights & Responsibilities

Our Counsellors are professionals with substantial clinical experience plus a Master or Doctorate level education in social work, counselling and/or psychology who provide education and support under the following conditions:

As a client of FSEAP, you have the right to:

- be treated fairly, honestly and respectfully by all FSEAP staff with regard to your race, culture, gender, age, disability, sexual orientation, spiritual beliefs, or political beliefs;
- be considered the expert in your own life experience;
- to ask to change counsellors if for any reason you are not comfortable or satisfied with your counsellor. To do this, please call fseap to speak to our intake department.
- discontinue counselling at any time, but please talk to your counsellor before doing so.

As a client, we ask that you:

- actively participate in all aspects of your service with FSEAP
- inform staff of any medical condition, disability, or cultural need that requires our awareness or accommodation in providing service
- treat others with fairness, honesty and respect, including maintaining the privacy of other clients
- **give your counsellor 24-hours notice if you wish to cancel or reschedule an appointment.** Failure to provide sufficient notice means this session will be deducted from your counselling services. To cancel an appointment, please call your counsellor

Neutrality

FSEAP must remain neutral in all matters involving employers, employees, unions, and family members. No written correspondence or verbal communication is to take place between your counsellor and your employer. FSEAP, including your counsellor, will not take a position on your behalf or provide reports, assessments, or letters of any kind regarding medical/stress leaves or any work-related matters, grievances, insurance claims, legal issues (criminal, family, child custody, or civil) or any other matters involving third parties. If you wish to request a letter of advocacy, your counsellor will refer you to your family doctor or another resource outside of EAP. FSEAP reserves the right to discontinue your FSEAP services and bridge you to a community resource outside of EAP, if the nature of your counselling file is in violation of this neutrality clause.

Confidentiality & Limits to

All notes, records and communications are kept secure and confidential and only shared within the FSEAP team for case management, quality assurance, case consultation, and eligibility purposes. Information about your service may only be released to a third party with your **written and informed consent** or as required by court order (see also neutrality clause listed above). If you wish to request a letter of attendance or a copy of your file, please contact your FSEAP referring regional office directly as these documents will only be released to you directly, or directly to a third party on your behalf with your consent, and will not be released via a third party request. To ensure that sound practices and excellent services are provided, our clinical files may occasionally be subject to confidential third party audits. Please be aware that e-mail correspondence sent from a workplace e-mail address to our company may jeopardize confidentiality, as workplace computers may be equipped with surveillance mechanisms. **We are required by law to report actual or suspected child abuse/neglect and by professional standards, to do whatever is necessary to protect life when there is a likelihood of harm to self or others.**

Privacy

FSEAP adheres to the federally regulated privacy standards outlined in the *Personal Information Protection and Electronic Documents Act*, including, where applicable, the use of secure platforms that are compliant with both Canadian privacy laws and those of your province of residence that guarantee the same privacy and confidentiality as sessions that are held in office, as well as relevant provincial legislation related to the rights of individuals to know the contents of information kept about them. No sessions provided will be recorded. Any information we collect is used to a) ensure we can contact you, b) maintain accountability as a service provider, c) ensure safety, legal, ethical & quality assurance standards are met. Demographic and program utilization information is summarized in non-identifying reports for organizations paying for service to confirm we are providing the services agreed to. *For any questions regarding client privacy, please contact FSEAP.*

Being the Best We Can Be

Your feedback matters to us. Our goal is to provide you with effective, supportive services. If you have concerns or complaints about any aspect of our service, please contact FSEAP and ask for the Manager of Clinical Services. If you have not already, you will receive an invitation to participate in our Client Satisfaction Questionnaire(s). Your participation will help us monitor and improve the quality of our service delivery. A non-identifying overall summary of the results helps us demonstrate the value of our services to your employer. **You are not obligated to participate.**

**If you have an immediate need to speak with a counsellor,
Please call our 24 hour/365 days a year telephone counselling help-line:
1-844-720-1212 (Eastern Canada) 1-800-667-0993 (Western Canada)
1-800-561-1128 (French) 1-888-234-0414 (TTY)**

- Please provide a copy to the client(s)-