

Welcome to Family Services Employee Assistance Programs (FSEAP) a national provider of employee assistance services. The following information will help you better understand your employee assistance program. Please review this information with your counsellor.

Counselling

You and your Counsellor will work together in a short-term, 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.

The employer pays for all services provided by FSEAP. However, 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.

Counselling Staff

Our Counsellors are professionals with a minimum of 5 years experience plus a Master or Doctorate level education in social work, family therapy and/or psychology. Sessions are usually 50 minutes long and you may be seen individually, with a partner, or as a family.

Client's Rights & Responsibilities

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 one of our Intake Counsellors.
- 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 time will be deducted from your counselling services.
To cancel an appointment, please call your counsellor at FSEAP.

Your counsellor's phone number: 1-844-720-1212

Neutrality

FSEAP must remain neutral in all matters involving employers, employees, unions, and family members. We **do not** take a position on your behalf regarding medical/ stress leaves, grievances, legal issues or other matters involving third parties. Counsellors cannot serve as expert witnesses in legal undertakings. Nor can counsellors prepare reports or other documents for reasons not disclosed in the initial request for counselling, which may place the EAP in a conflict of interest with your employer or where the EAP may be seen as meddling in the internal affairs of the company.

Confidentiality

All notes, records and communications are kept secure and confidential. Information may be shared within the FSEAP team for case management, quality assurance and eligibility purposes. We are required by law to report actual or suspected child abuse and by professional standards to do whatever is necessary to protect life when there is clear and imminent danger to self or others.

Information or records may **only** be released to an external person with you and/or your parent or legal guardian's **written and informed consent**, or as required by law or court order. You may access your own clinical record by arrangement with your counsellor. All clients in a counselling session are entitled to access the clinical record of the session. 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.

Privacy

FSEAP adheres to the federally regulated privacy standards outlined in the *Personal Information Protection and Electronic Documents Act* and relevant provincial legislation related to the rights of individuals to know the contents of information kept about them. The information we collect is used to:

- ensure we can contact you
- maintain accountability as a service provider
- ensure safety, legal & ethical standards are met
- assess the quality of clinical services provided and the effectiveness of outcomes

Demographic and program utilization information is summarized in non-identifying reports for organizations paying for service to confirm we are providing the services we agreed to provide. *For more information about client privacy, please ask your counsellor.*

Complaints and Concerns

Your concerns matter to us. Our goal is to provide you with effective, supportive services. If you would like a different Counsellor or you have concerns or complaints about any aspect of our service, please contact us at 1-844-720-1212 and ask for the Manager of Clinical Services.

Being the Best We Can Be

Your feedback about our services is very important. We evaluate the clinical services we provide using your feedback about these services. You will be asked to complete our Client Satisfaction survey, our OQ outcome measure and our Workplace Experience survey. Your participation will help us monitor and improve the quality of our service to our clients. A non-identifying overall summary of the results helps us demonstrate the value of our services to your employer. You are, of course, not obligated to participate. We will ask for your consent to complete these service evaluations.

**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 or TTY 1-888-234-0414