**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| Section: | Human Resources |
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| Date Created: | May 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Employee Assistance Program

**Policy:**

The Salvation Army has an established Employee Assistance Program in place for its full time employees and eligible dependents.It is the policy of The Women’s Counselling Centre that all employees will be informed of the availability of EAP Assistance.

**Procedure:**

The Salvation Army’s Employee Assistance Program is called “**TAKING CARE OF YOU AND YOUR FAMILY”.** All permanent employees working over 25 hours / week and their dependents are eligible to participate in this program.

CHC – The EAP Specialists have been contracted as our external professional provider. Our EAP will provide confidential, professional counselling services, and/or referral to appropriate resources in the community. You do not have to talk with your Supervisor or Manager before calling the EAP.  
  
Issues covered include:

* Marital and Family Problems
* Stress Reactions
* Anxiety
* Depression
* Substance Misuse
* Legal Issues
* Financial Issues
* Eldercare Issues
* Childcare Issues
* Career and Work Related Issues
* and any other issue which may be creating distress in your personal or family situation. If in doubt, just call.

All services are provided by professional psychologists, social workers and addictions counsellors, who have many years of experience in serving employees and their families.  
  
All services covered by the EAP are paid for by your employer. If further assistance is required from resources in the community, associated costs are the responsibility of the employee. The EAP counsellor, however, will assist in identifying appropriately priced services should they be required.  
  
The EAP is an important resource to help keep you healthy, happy and productive. Please use it with complete confidence if the need arises, and encourage other eligible individuals you care about to use it as needed.  
  
EAP services can be obtained by calling one of the following telephone numbers:  
  
Canada Wide English 1-800-268-5211  
Canada Wide French 1-800-363-3872  
Telephone Device for the Deaf (TDD) ENGLISH 1-800-363-6270  
Telephone Device for the Deaf (TDD) FRENCH 1-800-263-8035