

## Employee Resources

### Employee Assistance Program (EAP)

Short-term [EAP](#) psychological support is offered either in person, by telephone, video, or e-counseling to employees and their dependents experiencing personal or work-related issues. The user can receive up to 10 counselling hours per issue and the service is available 24 hours a day, 7 days a week, at the 1-800 bilingual crisis and referral center. Employees are welcome to be accompanied by a support person, which may be a friend, family member or an Elder.

Call toll-free: 1-800-268-7708;  
TDD/TTY: 1-800-567-5803.  
[Chat](#): available weekdays, 8AM - 7:30PM EST (password: canada)

### LifeSpeak

[LifeSpeak](#) (access ID: canada) is a web-based platform that can help improve your health through an extensive digital library of practical strategies developed by world-renowned experts. [Torchlight](#) is a new service that complements existing LifeSpeak resources. It offers tailored resources to families, including guides and self-assessments. Access Torchlight by creating a personal account.

### Indigenous Employee Secretariat (IES)

IES demonstrates departmental commitment to reconciliation by building relationships with internal and external Indigenous employees, partners and strengthening existing ones. Click [here](#) to learn more.

### Center for Abilities Management and Accommodations

The Case Management Team provides disability management services to managers and employees, such as absence from work due to illness, injury/ disability, or returning to work. Email [bureaugestioncapacites-abilitiesmanagementoffice@sac-isc.gc.ca](mailto:bureaugestioncapacites-abilitiesmanagementoffice@sac-isc.gc.ca) for support with accommodation requests or duty to accommodate.

### Labour Relations

Provides services to managers to ensure an adapted work environment for all employees, maintaining high standards in labour relations in compliance with the department's values and code of ethics.

[relationsdetravail-labourrelations@sac-isc.gc.ca](mailto:relationsdetravail-labourrelations@sac-isc.gc.ca)

### National Help Lines

The [Hope for Wellness Help Line](#) offers immediate support and crisis intervention to Indigenous people in Canada. Call 1-855-242-3310 (toll-free) or connect to the online [chat service](#).

For further resources, consult the [Government of Canada's Mental Health Support page](#).

### 9-8-8: Suicide Crisis Helpline

24/7, trauma-informed and culturally appropriate suicide prevention crisis support in English and French by phone and text for everyone living in Canada.

### Values and Ethics, Conflict of Interest and Political Activities

This team provides advice on upholding public service values, managing conflicts of interest, and participating in political activities. Email [valeursethique-valuesethics@sac-isc.gc.ca](mailto:valeursethique-valuesethics@sac-isc.gc.ca) for more information.

### Employee Networks

You can join employee networks on [GCCollab](#) or [GCconnex](#).

- [Racialized Employees Network](#)
- [Positive Space Network](#)
- [Young Professionals Network](#)
- [Next Generation Leaders](#)

[Click here](#) for interdepartmental diversity networks.

### Workplace Wellness Programs

Support programs that promote an inclusive, healthy and safe workplace by ensuring employment equity, appropriate use of official languages, occupational health and safety, mental health and wellness, and preventing harassment and violence.

- [Accessibility, Hybrid Work and Future of Work](#)
- [Employment Equity, Diversity and Inclusion](#)
- [Harassment and Violence Prevention](#)
- [Mental Health and Wellness](#)
- [Occupational Health and Safety and Hazard Prevention](#)
- [Official Languages](#)

### Unions

Employees can consult their union representatives for further guidance and advice on matters concerning their collective agreement and on informal and formal recourse mechanisms available to them.

### Informal Conflict Management Office (ICMO)

The Informal Conflict Management Office (ICMO), now part of the ISC Ombuds Office, is a team of skilled and experienced Conflict Management Practitioners dedicated to fostering a respectful workplace. They work with individuals and groups at all levels to address differences through dialogue, cooperation, and mutual understanding. Their voluntary, impartial, and confidential services include:

- Consultations
- Coaching
- Facilitated Discussions
- Mediations
- Group Work
- Awareness Sessions
- Training and Presentations
- Q&A sessions

[BGIC-ICMO@sac-isc.gc.ca](mailto:BGIC-ICMO@sac-isc.gc.ca)

### Knowledge Circle for Indigenous Inclusion (KCII)

[The KCII](#) provides culturally competent guidance, support, and advice to Indigenous employees and public service managers within a safe space. As a source of expertise, the KCII is building an inventory of smart practices in the areas of recruitment, retention, talent management, training and development, and career mobility.

### Virtual Suggestion Box

Got a suggestion on how to improve our in-office work experience? Click [here](#).

### Ombuds Office

Have a concern but unsure of where to begin? If you need to talk, the Ombuds Office is here to listen.

The Ombuds Office offers informal and confidential services using a human centric, trauma and resilience-informed approach. The Office can guide you in dealing with a variety of work-related issues, including:

- Navigating the department's programs and policies
- Promoting inclusion, diversity, equity, and accessibility
- Managing change

They will help identify key challenges, priorities, and create strategies to achieve the outcomes you seek.

ISC Office: 1-833-354-5367 (toll-free) [ombuds@sac-isc.gc.ca](mailto:ombuds@sac-isc.gc.ca)  
[Ombuds Office](#).

CIRNAC Office: [ombudsRcaanc-ombudsCirnac@rcaanc-cirnac.gc.ca](mailto:ombudsRcaanc-ombudsCirnac@rcaanc-cirnac.gc.ca).

### Inclusion, Diversity, Equity, Accessibility (IDEA)

IDEA works with the Human Resources and Workplace Services Branch in direct support of the leadership council with the aim of contributing to the removal and prevention of barriers, and advancement of diversity and inclusion objectives for the department. Click [here](#) to learn more.



Indigenous Services  
Canada

Services aux  
Autochtones Canada

Canada