



Employee Assistance Services: Here to help

By openly talking about employee wellness and mental health and by taking concrete action, senior leaders help foster a strong, resilient and productive workforce.

Health Canada's **Employee Assistance Services (EAS)** is available to provide mental health expertise and resources. We can support your organization, especially during this time of increased anxiety and fear.

What senior leaders can do

- Include wellness and mental health messaging in regular communications to employees.
- Encourage all employees, management and other executives to be mindful of how the pandemic has affected their wellness, and to contact the Employee Assistance Program (EAP) if they need support.
- Reach out to Health Canada for training to help employees adapt to workplace changes and stressors stemming from COVID-19.

EAS support during the COVID-19 pandemic and beyond

Employee Assistance Program (EAP) responding to more crisis calls, providing referrals for psychological support

- EAP mental health professionals are managing an increasing number of calls from employees and family members in acute distress due to anxiety, fear and financial concerns related to the pandemic.

- EAP is maintaining service standards, and has full capacity to meet client needs. We encourage departments to promote these services internally.
- Sessions with mental health professionals can be in-person (depending on local jurisdiction restrictions), by phone, using e-counselling or video counselling.

Two additional and easy ways to access mental health supports for employees and family members

- **LifeSpeak (through Health Canada's EAP)**
The website/app has many expert-led and bilingual resources including wellness videos, podcasts, and monthly "Ask the Expert" sessions. LifeSpeak also has a COVID-19 resource section on dealing with post COVID isolation, managing videoconference fatigue, managing emotions in times of stress, family life during COVID, among others.
- **Wellness Together**
This new online portal is open to all Canadians and includes tools such as mental health assessments, mindfulness and internet-based Cognitive Behavioural Therapy (iCBT) resources. Developed in response to the pandemic, it is a partnership between the Government of Canada and community partners.

All services are currently offered remotely, with extra focus on concerns related to the pandemic (information sessions, training, support and consultations).

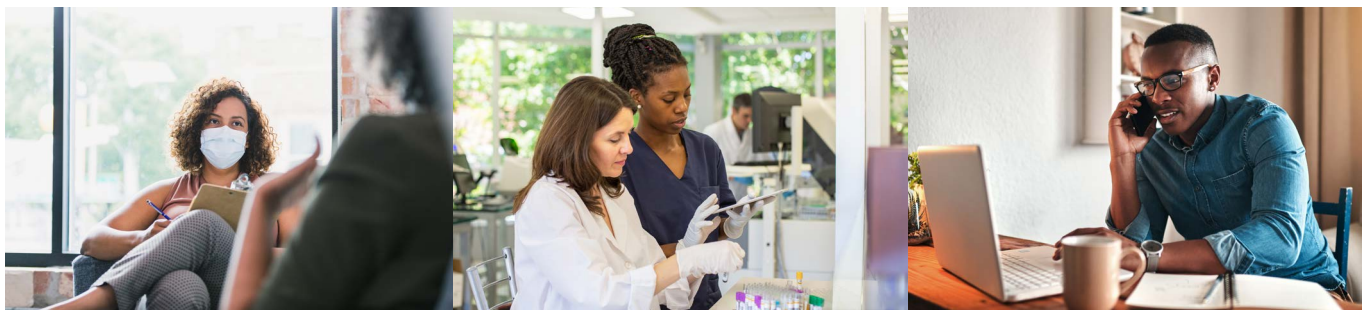
- Departments can request **virtual information sessions** to raise awareness among employees about EAP and related services.
- **Specialized Organizational Services (SOS)** is offering virtual mental health and wellness services related to COVID, including training on The Working Mind (Mental Health Commission), managing stress and anxiety during uncertain times. The team can also provide onsite support to teams who are back in the workplace and may be under increased stress due to the pandemic. SOS also continues to provide grief and loss psychological support (death, job loss), workplace wellness assessments, coaching, or disability management/return to work services.
- **Alternative Dispute Resolution Services (ADRS)** provides options to resolve conflict in the workplace in a collaborative and constructive manner. Services are offered virtually and include informal conflict management (mediation, conflict coaching, training), Ombuds services,

and harassment and violence investigations. Departments can request conflict management training on topics such as resolving conflict virtually, and communication on virtual teams. These can help manage conflict within teams who are now only meeting virtually, or address conflict that arises when stressed employees must balance family care and work responsibilities. ADRS works with departments on a primary service provider basis or as overflow support, to help organizations manage caseloads.

- **Psycho-Social Emergency Preparedness Response team** can provide onsite support to federal first responders experiencing burnout or other mental health concerns due to the pandemic and workload.

Departmental usage reports and advice

- EAS can provide advice on how to promote services internally, and provide department specific usage reports, including the LifeSpeak platform.



Contact EAS

Employee Assistance Program (EAP)

1-800-268-7708, or
1-800-567-5803 (TTY - for people who are deaf or hard of hearing)

Specialized Organizational Services (SOS):

1-888-366-8213
hc.info.sos.sc@canada.ca

Alternate Dispute Resolution Services (ADRS):

1-844-899-3609
hc.icms-sgic.sc@canada.ca



www.healthcanada.gc.ca/eas