



# EMPLOYEE ASSISTANCE PROGRAM

The DND Employee Assistance Program (EAP) supports employee health, well-being and productivity. Employees and their dependants who are experiencing personal or work-related issues can benefit from a variety of services, such as **Crisis & Short-Term Counselling Services**, **Peer Support** and a **Digital Wellness Library**.

## Crisis & Short-Term Counselling Services

- Our service provider is Health Canada's Employee Assistance Services (HC EAS)
- Includes free short-term, confidential counselling and crisis services to employees and their family members
- Available in English and French, 24/7
- Sessions may be offered in person, by telephone, video or e-counselling
- If long-term counselling or specialized treatment is appropriate, referrals to community resources will be shared by HC EAS



To access these services, call: 1-800-268-7708 or 1-800-567-5803 (Teletypewriter).

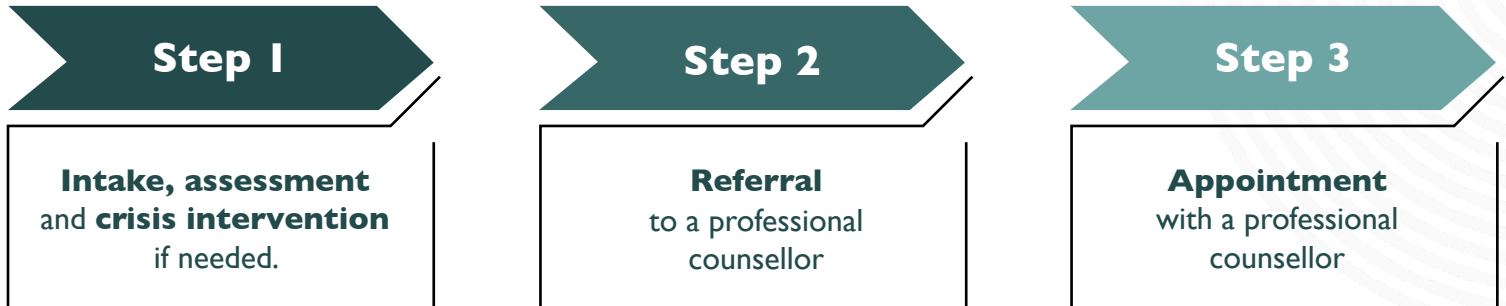
## \*NEW\* HC EAS Chat

- The chat service is only for making an appointment for professional counselling, not for immediate counselling.
- If you need immediate support, call the Crisis and Referral Centre.
- Available Monday to Friday, from 0800-1930 (Eastern time), excluding statutory holidays

To access HC EAS Chat, go to: [www.canada.ca/eap-chat](http://www.canada.ca/eap-chat) (password: canada).

## What happens when you call for counselling support?

- Intake completed to determine eligibility, assess risk, and level of urgency
- Referral to a professional counsellor according to your needs
- That counsellor will contact you at the earliest possible time, but no later than 48 hours (2 working days) to set-up an appointment
- An appointment (e-counselling, video-counselling and telephone counselling) will be offered within the next 5 business days



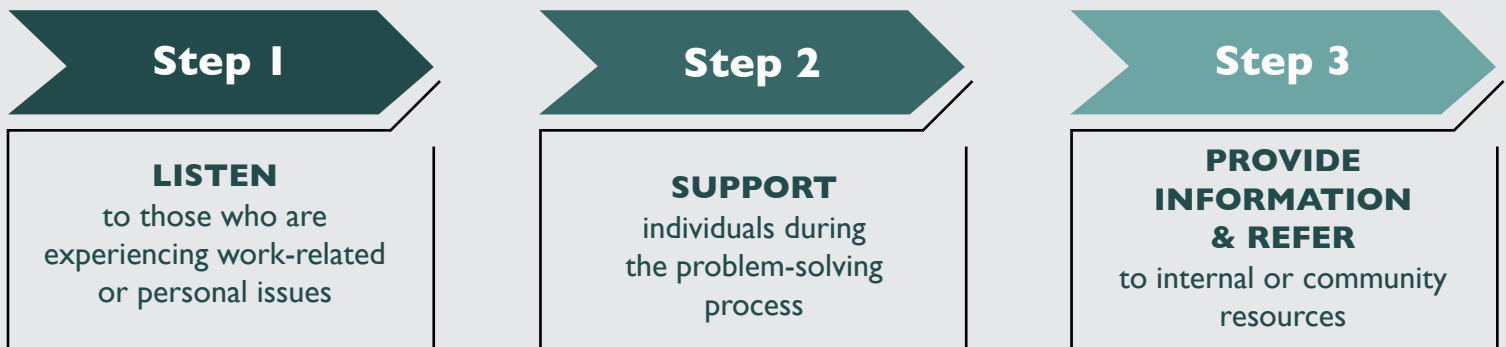
If the situation is deemed urgent, they will assist you through this crisis by offering immediate support.

## Peer Support

### What is a Peer Advisor (PA)?

A Peer Advisor (PA) is a DND colleague who is trained and skilled in active-listening, supporting and providing information/referrals.

EAP Peer Advisors are volunteer fellow employees who:



Employees can communicate with PAs by emailing [eap-pae@forces.gc.ca](mailto:eap-pae@forces.gc.ca) or by clicking the “Contact me” button on a Peer Advisor’s profile on [our site](#) (only accessible with your D365 account).

## Supports for managers

### Management Advisory Services:

- Soft skills and advice to support managers, supervisors and others who are consulting within their workplace role to deal with psychosocial situations that are unusual, exceptional or outside the realm of their regular duties.
- This resource is meant to complement the support offered by human resources, labour relations, union and legal resources specialist, not to replace it.

To access these services, call: 1-800-268-7708 or 1-800-567-5803 (Teletypewriter)

## Supports for managers and their teams

### Trauma Management Services:

- On-site post-incident group intervention with a professional counsellor for employees involved in or have witnessed a traumatic incident in the workplace
- Traumatic incidents can include, but are not limited to: the death or serious injury of a coworker, physical assault or threat of assault, and hostage taking.

Contact us to access these services. We will arrange support on your behalf: [EAP-PAE@forces.gc.ca](mailto:EAP-PAE@forces.gc.ca)



### Specialized Organizational Services (SOS):

A wide range of psychosocial workshops, customized trainings and interventions are available to managers and their teams to strengthen employee wellness, team effectiveness and organizational health, on a **cost-recovery basis**.

Counsellors with the required skills, knowledge and experience are made available across the country or abroad in both official languages on-site or virtually. Some of the commonly requested themes include:

- Balancing Work and Family
- Stress & Anger Management
- Grief & Loss

Contact us to access these services. We will arrange support on your behalf: [EAP-PAE@forces.gc.ca](mailto:EAP-PAE@forces.gc.ca)

### LifeSpeak

LifeSpeak is a digital library that offers employees and their family members free, confidential access to hundreds of videos, podcasts and blog posts by experts on many wellness topics.

Available online or by downloading the app:

1. **Log in:** [canada.lifespeak.com](https://canada.lifespeak.com)
2. **Access through group account:** Password/Corporate ID: canada
3. **Select your department:** Department of National Defence or Canadian Armed Forces



## Learning Tools & Resources

Find a variety of learning tools & resources for Defence Team members on our [Organizational Well-Being site](#):

**Foundational  
Mental Health  
Training**  
For employees  
& managers

**Events &  
Webinars**

**Educational  
Resources**  
Job aids, articles  
& learning series

## Mental Health Training

- [Mental Health Learning Series](#)
- [Mental Health in the Workplace for Employees \(302823\)](#)
- [Mental Health in the Workplace for Managers \(301604\)](#)



## Events & Webinars

Check out the links below to learn about events hosted by Organizational Well-Being:

- [Mental Health Week](#)
- [Bell Let's Talk](#)
- [Canada's Healthy Workplace Month](#)
- **Monthly Featured Webinars:** Complete this [form](#) to register for upcoming webinars.



You can also access the registration form by scanning this QR code with your phone camera: Webinars are recorded and posted on the [HR-Civ YouTube channel](#).

## Learning Paths:

### Mental Health 101 Learning Series

- Mental Health for Managers
- Mental Health for Employees

### Workplace Health and Safety Learning Series

- Psychological Safety in the Workplace
- Substance Use

### Personal Well-Being Series

- Work-Life Balance
- Stress Management

### Let's Talk Workplace Wellness

- Printable, active link, pdf tools each of which define one of the 13 Psychological Workplace Factors

**ORGANIZATIONAL CULTURE**  
FACTOR 2 of 13

**Let's Talk Workplace Wellness**  
This handbook can be used individually, with colleagues or during a team meeting. Relevant information is intended to get you thinking, taking and learning about your part in working.

**What is Organizational Culture?**  
Organizational Culture refers to the values, attitudes, and expectations within a workplace. These relatively stable patterns of behaviour and assumptions are learned over time, maintain internal social stability and are passed on to new members as appropriate rules to perceive, think, and act in work.  
Watch: Psychological Factors: Organizational Culture

**Why is it important?**  
Culture sets the tone for an organization.

Healthy Culture	Unhealthy Culture
Creates a positive environment that attracts and retains employees	Creates a negative employee experience
Focus is on improving employee well-being, job satisfaction and organizational loyalty	Focus is on profit and result consideration for employees
Involves employee well-being by providing social support	Does not encourage employees to prioritize their well-being

**What can you do?**  
Psychological health and safety depends on active participation of the organization, managers, employees **RESPOND** your influence in the workplace and **LEAD** by example.

**LEARNING PATH: MENTAL HEALTH FOR MANAGERS**  
This tool is designed to provide managers with a guided path to learn about supporting mental health. Follow the steps below to begin your learning journey!  
Total Learning Time: 8 hours 45 mins

- 01 Learning the Basics of Mental Health (45 mins)
  - Course: Mental Health in the Workplace for Employees
  - Course: Mental Health Awareness
  - Course: Mental Health, Psychological Health, Workplace
- 02 Understanding Your Role in Supporting Mental Health (2 hrs 18 mins)
  - Video: Psychological Health Tools for Managers
  - Podcast: Supporting Mental Health in the Workplace for Managers
  - Course: Mental Health in the Workplace for Managers
- 03 Supporting Your Team (1 hr)
  - Webpage: Leadership: Mental Health Tools
  - Article: Investing in Your People's Mental Health
  - Fact Sheet: Facts and Figures for People Managers
- 04 Evaluating Your Psychological Safety Leadership Strategies (1 hr)
  - Activity: Psychological Safety Leader Assessment
  - Activity: Psychological Safety Leader Personal Action Training

\*\*This resource should be accessed off the OWWB. Click here to provide feedback on this learning path.

Canada

## Come talk to us!

Find everything you need to know about mental health and well-being services on the [Organizational Well-Being Site](#)

If you have specific requirements or needs, please contact the Positional Mailbox:

[OrganizationalWell-Being-Bien-etreorganisationnel@forces.gc.ca](mailto:OrganizationalWell-Being-Bien-etreorganisationnel@forces.gc.ca)

