

# Questions about EAP

## Are EAP services confidential?

EAP services are confidential for employees and their families. Employers are not notified of who accesses the service (unless employees choose to inform their employer themselves). Information from EAP is not shared with the employer.

## When are EAP services available?

Regular operating hours are 8:30am - 4:30pm, Monday through Friday. Evening appointments are also available.

## Is there a fee for EAP services?

EAP is free to all employees and their immediate family (i.e. spouse and any dependent children living in the household). It is a benefit supported, advised and promoted by a joint Union / Management Committee.

## Are EAP services accessible in rural Manitoba?

Our Winnipeg, Brandon, Thompson, The Pas and Dauphin offices provide in-person counselling. We also offer secure web-based counselling for anyone who doesn't live near one of our offices and for other special circumstances.



Employee Assistance Program

To access confidential EAP services call:

945-5786

1-866-669-4916

TTY: 948-3401

[www.manitoba.ca/csc/aboutcsc/eap/index.html](http://www.manitoba.ca/csc/aboutcsc/eap/index.html)

300-55 Donald Street  
Winnipeg, MB R3C 1L8



# Employee Assistance Program

*More than a Counselling Service*



# EAP

*Confidential Assistance  
for Life's Problems*



# EAP

## How EAP can help...

### *Conflict Resolution & Workplace Intervention*

- **Consultations**  
Support or coaching available for managers dealing with behavioural issues in the workplace such as depression, mental health and addictions.
- **Mediation Services**  
Available for workplace conflicts including employee / employee, employee / employer, and employee / manager conflicts.
- **Workplace Assessments**  
A diagnostic to enhance organizational wellness when indicators such as decreased cooperation, satisfaction or harmony are present.

### *Individual, Couple and Family Counselling*

- **Stress**
- **Depression**
- **Anxiety**
- **Grief**
- **Addictions**
- **Relationship issues**
- **Problems at work**
- **Workplace balance**

### *Trauma Management*

- **Consultations**
- **Critical incident debriefing**
- **Individual counselling**

## How the program works

To use EAP services, simply call **945-5786** and someone will gather your basic information. After that, a counsellor will contact you in one to four working days to set up an appointment. You and your counsellor will meet and work together in a short-term, focused manner to find solutions to your problems and life challenges. If your problems require long-term assistance or you are in need of a specific service EAP does not provide, you will be referred to an appropriate community resource.

## From Problems to Solutions

Problems are a normal part of life, but sometimes finding solutions to our problems is a challenge. The Employee Assistance Program (EAP) is there to help people deal with life's challenges.

The EAP program was established to help Manitoba Government employees (including those in crown corporations and agencies) and their families deal with problems before they seriously affect their family and work life. The program offers a wide range of professional counselling services and other specialized services for personal, family, or work-related concerns and is supported by management and the union.

## EAP Services are...

*Confidential*

*Voluntary*

*Province-wide*

*Free of charge*