



National
Defence

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New Employee Assistance Program (EAP) Services

7 October 2024

Canada 

Employee Assistance Program (EAP)



Services:

- ✓ Counselling
- ✓ Coaching
- ✓ Digital Services/ App
- ✓ Manager Advice Line
- ✓ Peer Support
- ✓ Learning, Webinars and Events
- ✓ Well-being Workshops
- ✓ Specialized Team Services

EAP-PAE@forces.gc.ca

Office of Disability Management (ODM)



Services:

- ✓ Injury on duty
- ✓ Non-occupational injury, illness or impairment
- ✓ Stay at Work/ Return to Work
- ✓ Extended Sick Leave (more than 10 days)
- ✓ Medical Accommodations (duty to accommodate)
- ✓ Medical Retirement
- ✓ Accessibility Passport

ODM-BGI@forces.gc.ca



42 Years of Employee Assistance at DND

DND EAP Service Model

The Department of National Defence's EAP model is hybrid:

- Homewood Health (HH)** is the new external provider of **24/7** crisis and short-term counseling to employees and their eligible family members. HH also provides a new range of services including wellness coaching and a digital mental health platform.
- Peer Advisors (PAs)** are volunteer DND employees who are **trained to listen, assist, and refer** their co-workers who are encountering difficulties to professionals or services internal and external to the Department, including those in their community.

As part of program renewal and enhancement activities, the **Psychosocial Response and Support** unit has been stood up to reduce barriers to mental health services and to provide specialized team services.

Program Activities

- ❖ Peer Advisor Community Management
 - Recruitment, training and maintenance
- ❖ Promotion
 - Info-sessions
 - Commemorative events
 - Outreach and awareness campaigns
 - L1 Wellness Network Management
- ❖ Education
 - Monthly Webinars
 - Training curriculum and tool development
- ❖ Environmental scanning, trends monitoring, reporting
- ❖ Mental health Champion support

Clients

- Employees
- Family Members
- Teams
- Managers and Supervisors (including military managers of PSEs)





EAP Services Overview

Services	Family Members	Employees	Managers
Peer Support	✗	✓	✗
Crisis and Short-Term Counselling	✓	✓	✓
Wellness Coaching	✓	✓	✓
Digital Mental Health Platform	✓	✓	✓
Learning, Webinars and Events	✗	✓	✓
Manager Advice Line (KPAL)	✗	✗	✓
Specialized Team Services	✗	✗	✓

Eligibility

- ❖ Indeterminate, term and casual employees
- ❖ Students
- ❖ Former employees (up to 12 months following their last day of employment)
- ❖ Spouse (including a common-law spouse)
- ❖ Children who are 21 years of age or under, or up to and including 25 years of age and in full-time attendance at school
- ❖ Services are also available to the family of a deceased employee, up to 12 months following their passing



Counselling

The Employee Assistance Program (EAP) provides free, **short-term counselling** for employees and eligible family members.

Through a solutions-focused approach, individuals can develop skills and strategies to improve their well-being, solve personal or work-related concerns, and build resiliency.

Counsellors use the short-term solution focused model and clients will receive the number of sessions that clinically follow this model.

Counselling services are available in person, over the phone, through video, chat, or email.

Examples of counselling topics:

- ✓ Relationship concerns in areas such as communication, separation, divorce
- ✓ Family issues such as parenting difficulties, family conflict or aging parents
- ✓ Workplace concerns linked to conflict, stress, change, balance or career
- ✓ Financial and legal difficulties
- ✓ Alcohol and drug misuse or dependency
- ✓ Gambling and other addictions
- ✓ Depression and anxiety
- ✓ Bereavement and grief
- ✓ Anger management
- ✓ Sexual harassment and abuse
- ✓ Life transitions such as retirement, menopause or divorce

Coaching

Life Smart coaching services are designed to enable individuals to take a proactive approach to managing challenges. Topics include:

Life Balance:

- New Parent Support
- Childcare and Parenting
- Elder and Family Care
- Relationship Solutions
- Financial Coaching
- Legal Advisory Services
- Grief and Loss
- Stress Solutions

Career:

- Career Planning
- Workplace Issues
- Pre-Retirement Planning
- Shift Worker Support

Health:

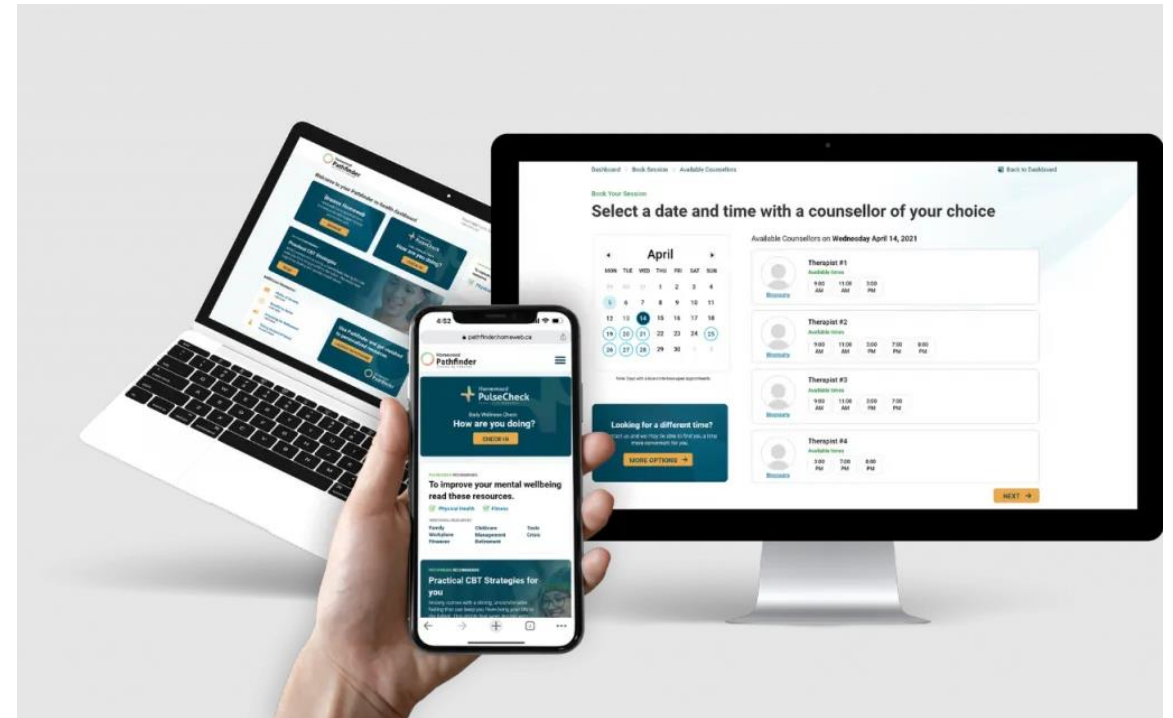
- Nutritional Coaching
- Lifestyle Changes
- Jumpstart your Wellness
- Smoking Cessation





Digital Mental Health Platform

- **Chat** through “MeetNow”
- **Book** an appointment online.
- **Access Sentio:** Homewood’s self-guided, internet-based Cognitive Behavioural Therapy (iCBT) program aimed at treating mild to moderate depression, anxiety, and other psychological concerns.
- **Health Risk Assessment:** Comprehensive suite of online tools to assess health risk and develop improvement plans in various domains of physical and mental health.
- **Health and Wellness Library:** Information, articles and resources from qualified experts on various health topics.
- **Online Courses:** Self-guided learning that aims to empower employees, family members, and workplace leaders in developing resilience and improving emotional skills, managing personal health, and work-related skills.
- **Online locators** for both child and elder care service providers in Canada.



Available online or by downloading the App: Visit www.homeweb.ca or download Homewood e-AP. Use code **DND743**



Peer Advisors (PA)

EAP Peer Advisors are DND volunteers who support fellow DND public service employees with work-related or personal challenges.

Peer Advisors are trained to provide active listening and refer employees to relevant resources and supports.

While they are not therapists or counsellors themselves, Peer Advisors can serve as an initial support for individuals experiencing challenges. They offer a valuable first step in identifying appropriate resources, especially for those unsure of where to begin.

PA Community Management

Mentorship: Peer Advisors benefit from guidance and mentorship from their regional coordinators.

Monthly Meetings: Peer Advisors stay connected and up-to-date on important program changes, tools and resources by attending national meetings each month.

Training & Development: Peer Advisors grow and expand their knowledge and skillsets through continuous training and development.

The Faces of Help: Peer Support at Defence




Employees can be connected with PAs by emailing EAP-PAE@forces.gc.ca or by clicking the Contact me button on a Peer Advisor's profile on [our site](#).



Key Person Advice Line (KPAL)

Advice for those in management or supervisory roles who require support with psychosocial situations that are unusual, exceptional or outside the realm of their regular duties.

- Free consultation with a Homewood Health senior-level clinician
- Available by phone, in English or French, 24/7
- This resource is meant to complement the support offered by human resources, labour relations and bargaining agents, not to replace it.
- Also available to military managers of public service employees.

 **1-800-663-1142** or 1-888-384-1152
(for people with hearing impairments)

Specialized Team Services

Specialized Team services are available to managers and supervisors to support teams who may be impacted by workplace events or by the effects of cumulative stress.

The objectives of these services include:

- Providing a safe environment for those impacted to speak about their experience;
- Acknowledging, validating, and normalizing physical and emotional reactions;
- Receiving helpful information about how to cope with stress; reactions associated with a critical incident; and
- Helping employees focus on their personal strengths and resourcefulness to support adaptive coping and a healthy recovery.

This service provides support to teams for a variety of challenges, including Grief & Loss and Trauma Management.

 EAP-PAE@forces.gc.ca



Events and Webinars

Monthly Webinars

- ❖ Since November 2020,
 - Over 100 webinars
 - With 54 experts and guest speakers
 - Over 17,700 participants
- ❖ Topics that are timely and relevant to employees and their family members.

Events

- ❖ Bell Let's Talk (January)
- ❖ Mental Health Week (May)
- ❖ Canada's Healthy Workplace Month (October)

APR 20	I'm all Pandemic'ked Out: Parent Stress and Coping Tue, Apr 20, 1:00 PM	JUN 16	The Impacts of ADHD on Both Work and Play Wed, Jun 16, 1:00 PM	JUL 6	Feed your Brain Well= Feel Better: Promoting mental well- Tue, Jul 6, 1:00 PM	AUG 11	Talking with youth about suicide and mental health in a Wed, Aug 11, 1:00 PM
SEP 14	Coping with Stress and Anxiety as we Continue Adapting to Tue, Sep 14, 1:00 PM	OCT 5	Mental Health and Racism Tue, Oct 5, 1:00 PM	OCT 12	Let's Talk Intersectionality Tue, Oct 12, 1:00 PM	OCT 19	A Discussion on Indigenous Well-Being Tue, Oct 19, 1:00 PM
NOV 9	Men's mental health: breaking the stigma Tue, Nov 9, 1:00 PM	DEC 7	Social Connection: The Missing Link for Health, Well-being and Tue, Dec 7, 1:00 PM	JAN 11	Setting Goals and Developing Habits to Support Them Tue, Jan 11, 1:00 PM	FEB 22	Understanding Microaggressions - The Mental Tue, Feb 22, 1:00 PM
MAR 22	Mental Health and Well-Being Awareness Session Tue, Mar 22, 1:00 PM	APR 5	Mental Health and Well-being: Burnout and Resilience with Tue, Apr 5, 1:00 PM	APR 26	All About Sleep: What, Why, Dos and Don'ts Tue, Apr 26, 1:00 PM	MAY 17	Unravelling the Effects of Hormones on our Physical and Tue, May 17, 1:00 PM
JUN 28	Feed your Flora: How to Promote Gut Health Tue, Jun 28, 1:00 PM	JUL 19	Practicing Self-Care with Mindfulness Tue, Jul 19, 1:00 PM	AUG 16	Money, Mental Health and Financial Wellness Tue, Aug 16, 1:00 PM	SEP 27	Better Understanding Emotional Intelligence to Tue, Sep 27, 1:00 PM
OCT 18	The Science Behind Self-Care and Positive Experiences Tue, Oct 18, 1:00 PM	OCT 25	Creating Meaningful Connections at Work Tue, Oct 25, 1:00 PM	NOV 8	Maintaining Your Mental Health During Seasonal Tue, Nov 8, 1:00 PM	DEC 13	'Tis the Season to Recharge and Reconnect Tue, Dec 13, 1:00 PM
JAN 10	Promoting Physical and Mental Health Now, and Throughout Tue, Jan 10, 1:00 PM	FEB 14	Addressing the Impacts of Chronic Illness on Mental Tue, Feb 14, 1:00 PM	FEB 28	Panel Discussion: Voices of Mental Health Tue, Feb 28, 1:30 PM	MAR 21	Mindfully Managing Social Media to Optimize Well-Being Tue, Mar 21, 1:00 PM
APR 11	Climate Change and our Mental Health Tue, Apr 11, 1:00 PM	JUN 27	The Lingering Effects of Trauma, Post-Traumatic Stress Tue, Jun 27, 1:00 PM	JUL 18	Cultivating Fulfillment to Support Mental Health Tue, Jul 18, 1:00 PM	SEP 14	Info-Session for Managers: Homewood Health (English) Thu, Sep 14, 1:00 PM
SEP 20	Info-session for employees: Homewood Health Services Wed, Sep 20, 1:00 PM	SEP 28	Info-session for employees: Homewood Health Services Thu, Sep 28, 1:00 PM	OCT 5	Info-session for employees: Homewood Health Services Thu, Oct 5, 1:00 PM	OCT 17	Webinar: Building Working Relationships Tue, Oct 17, 1:00 PM

