

# City of Belleville Fire Department

Number: 3024

**POLICY:**

It is the policy of the Belleville Fire Department that an Employee Assistance Program (EAP) be provided to all personnel for their health and well being.

**Date S.O.G. Comes Into Effect:** October 27, 2011

**Date S.O.G. Revised:** May 9, 2017

**Date Committee Approved S.O.G.:** October 27, 2011

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## GUIDELINE

**1:00 Purpose:**

1:01 To inform all personnel and their families of the confidential, voluntary, short term counselling and advisory service that is provided.

**2:00 Procedures:**

2:01 The Employee Assistance Program (EAP) is a counseling and guidance service that will help find solutions for work, personal and family issues.

2:02 The Employee Assistance Program (EAP) is a confidential, no cost benefit that is provided by your employer whenever it is required.

THIS GUIDELINE IS NOT EXPECTED TO SUBSTITUTE FOR GOOD JUDGEMENT AND EXPERIENCE UNDER UNUSUAL CONDITIONS.

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2:03 Services that are provided by the Employee Assistance Program (EAP) are:

- Separation Counselling
- Counselling for Work Issues
- Grief and Bereavement Counselling
- Addiction Assessment and Counselling
- Chronic Pain Management
- Counselling for Seniors' Placement Issues
- Referral Co-ordination
- Financial Counselling
- Individual Solution Focused Therapy
- Marriage and Relationship Counselling
- Family Therapy
- Play Therapy
- Counselling for Child and Adolescent Issues
- Counselling for Survivors of Sexual Abuse
- Trauma Debriefing
- Assertiveness Training
- Stress Management
- Family Life Education
- Nutritional Counselling

2:04 The Employee Assistance Program (EAP) provider (Quinte Counselling Services Inc) can be contacted during normal office hours by calling 1-800-527-7793 or 613-966-4262. After hours, call 613-967-6526 and leave a message. Your call will be returned the following business day. If, after regular office hours, you need to talk to a counselor immediately follow the instructions on the voice mail.

2:05 When situations arise that involve traumatic events that occur outside of our normal scope of duties, for example:

- Death of a child
- Mass Casualties incidents
- Death of a co-worker
- Or other traumatic, unexpected events

The Trauma Management Group shall be contacted for debriefing as per SOP#200-125.

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3:00 **Scope:**

3:01 It shall be the responsibility of the Captain/ Officer in charge of each shift to ensure that this guideline is explained and followed.

3:02 It shall be the responsibility of **all employees** to understand and adhere to this guideline.

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