



EMPLOYEE ASSISTANCE PROGRAMME FOR THE PUBLIC SERVICE

The Government of the Republic of Trinidad and Tobago (GoRTT) recognizes that there are times when personal problems may affect an employee's well-being and job performance. For this reason, the decision has been taken to implement an Employee Assistance Programme in the public service of Trinidad and Tobago.

EMPLOYEE ASSISTANCE PROGRAMME (EAP)

FREQUENTLY ASKED QUESTIONS

1. What is the EAP?

An Employee Assistance Programme (EAP) is a worksite resource for organizations designed to enhance employee health and productivity through prevention, identification, and resolution of personal and family problems that might interfere with work performance.

2. What are the benefits of the EAP?

There are times when personal problems may affect your well-being and job performance. The EAP is intended to promote the health, safety and welfare of all individuals employed in agencies and to improve productivity within the public service.

3. How much will it cost me?

The designated EAP practitioner shall deliver a maximum of five (5) individual sessions per year at no cost to you. Payment for any additional counselling, treatment or therapy beyond the stated number of sessions will be your responsibility. Where you and/or your dependants are referred for treatment, payment for services rendered shall be your responsibility.

4. What type of problems does the EAP cover?

The EAP will provide **clinical services** such as assessment and referral, short-term counselling and case management and follow up for the following problems:

- (i) Domestic Violence and other matters relating to the family including child abuse and marital difficulties;
- (ii) HIV/AIDS and other terminal diseases;
- (iii) Stress Management, Conflict Resolution and Anger Management
- (iv) Addiction including substance abuse and gambling; and
- (v) Financial
- (vi) Critical Incident Stress Debriefing (for sudden and/or unexpected traumatic incidents that occur in the job)

Organizational services such as those following also will be available:

- (i) Employee education and outreach
- (ii) Training for supervisors, managers, human resource officers
- (iii) Management / supervisory consultation
- (iv) Organizational Consultation

- (v) Critical Incident Stress Management (CISM) (for sudden and/or unexpected traumatic incidents that occur in the job)

5. How can I access the EAP?

You may access EAP services either through self-referrals or supervisory referrals. If you have a problem you are encouraged to seek counselling and information by contacting the designated office. When supervisors believe that work-related or personal problems may be adversely affecting your job performance, they may suggest that you seek assistance from the EAP.

6. If my supervisor refers me, do I have to go?

No. Your decision to accept the referral and participate in the EAP is voluntary.

7. Will I have time off from work to attend?

You may schedule appointments to meet with the designated EAP practitioner during regular working hours. To do so, it will be necessary to first arrange with your supervisor for time away - a maximum of two (2) hours, inclusive of travel time - from your workstation or post. Work time attendance does require that you sign a release of information with the EAP Service Provider so that documentation of attendance can be provided to the supervisor.

8. Will anyone have to know I attended?

The EAP is confidential. The officer assigned responsibility for administering the EAP or the EAP Service Provider shall maintain EAP records separately from all other records, including personnel records, in a secure and confidential manner. Such records shall be protected from disclosure to the fullest extent except where specified.

9. Under what circumstances can my personal information be disclosed?

Your information may be shared with relevant authorities if you are assessed and found to be a danger to yourself or other persons, or expressly intend to cause serious harm to yourself or any other third party, or in respect of whom any EAP Service Provider reasonably believes that such an intent exists, even if not expressly stated, shall not be protected by this confidentiality guarantee.

HOW TO USE THE EAP

- Call the Provider directly from the list of approved EAP Service Providers.
- The Provider will ask basic information such as your to determine eligibility.
- Proceed to speak with the Provider about your needs.

GIVE US YOUR FEEDBACK

If you are dissatisfied with the services provided or if there are any issues that you feel should be addressed including but not limited to breaches of confidentiality, please feel free to contact the Personnel Department.

You can be assured that all discussions held will be held in the strictest confidence.