

QUESTIONS & ANSWERS

ABOUT EFAP

What is 'EFAP'?

'EFAP' is the Employee & Family Assistance Program. It is a free, confidential, employer-sponsored service designed to provide an employee and their family with access to a variety of supports at no cost to employees on a 24/7/365 basis.

Who is eligible to use EFAP services?

- An employee and his/her immediate family (dependent or residing with employee);
- An employee on an approved leave of absence or who is receiving benefits from the Workplace Safety Insurance Board or the Long Term Income Protection Plan;
- Auxiliary members; and
- First Nations members in any OPP-administered First Nations community.

Will EFAP provide service to minor dependents without parental knowledge?

- Unless required to notify parents of minors by law, the confidentiality of minors will be maintained. In most instances, the successful resolution of a minor's problem depends on active support from a parent. Therefore, the counsellor will encourage the minor to involve the parents.

Are EFAP services confidential? Are there any exceptions to the confidentiality provisions?

- Yes. Services are confidential within the limits of the law.

What if I stop working for the OPP?

- Members who have retired, resigned or been terminated remain eligible for EFAP services for 12 months from the date you leave the organization.

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If I decide to use EFAP, will my manager or co-workers know about it?

- No. Not unless you want to tell them. Counsellors will deal only with you, not with management, unless you grant legal, written permission.

Can my manager require me to contact EFAP?

- No. It's your decision. In some instances, EFAP may be suggested as a source of assistance for you. You are able to accept or reject the suggestion.

How do I contact the EFAP provider?

- Just pick up the phone anywhere in Canada and dial. The service is available, 24 hours a day, seven days a week. Free, confidential, professional counselling is always available to you and your family members, by contacting Morneau Shepell.
- Additional information about the Employee & Family Assistance Program is available through the EFAP Provider.

1-844-880-9142 / www.workhealthlife.com

CONTACT THE CISR/PS TEAM

General program information and a current listing of all CISR/PS Team Members can be found on the OPP Connections webpage. Search for "CISR", or "Wellness Unit" or visit www.opp.ca.

OPP Coordinator, CISR/PS:
Staff Sergeant Rick Foley (705) 923-1900

Ontario Provincial Police



Wellness Unit

Critical Incident Stress Response (CISR)/Peer Support (PS) Program

CAREER
DEVELOPMENT
BUREAU

QUESTIONS & ANSWERS

ABOUT THE CRITICAL INCIDENT STRESS RESPONSE (CISR)/PEER SUPPORT (PS) TEAM

The Wellness Unit is committed to providing OPP members with the necessary programs, resources and education so they can: enjoy the best possible physical, mental and spiritual health and well-being; achieve work/life balance; and serve to their full capacity.

CISR/PS PROGRAM:

The Ontario Provincial Police (OPP) provides support to employees through the CISR/PS Teams. These teams are trained in individual and group crisis intervention and can respond immediately to a critical incident as well as individual requests for support. Teams are available in every region. Employees including active, retired, resigned, terminated, auxiliary and OPP administered First Nations members and family members who may be in crisis or who need support can contact CISR/PS members at any time during and after exit from the OPP.

PART PROGRAM:

All Provincial Communications Centres (PCC) have a Peer Assistance Resource Team (PART). Members of these teams provide an informal, confidential opportunity to speak to someone trained in individual crisis intervention.

OUR PARTNERS:

- External Employee & Family Assistance Program (EFAP) Provider— Morneau Shepell
- Community Professionals
- OPPA, COA, and OPPVA

Are CISR/PS services confidential? Are there any exceptions to the confidentiality provisions?

- Yes. Services are confidential within the limits of the law (e.g. threat of harm to self or others, child abuse, criminal activity).

Do I pay for CISR/PS services?

- No. Services are provided at no cost to the employee or family member.

When can you contact members of the CISR/PS Team?

- Employees (including active, retired, resigned, terminated, auxiliary and First Nations members) and family members in crisis or requiring support can contact CISR/PS Team Members at any time.

When are CISR/PS Teams deployed?

- When a Regional CISR/PS Team Lead is made aware that employees have been involved in any critical incident that could severely strain or momentarily overwhelm one's ability to cope.

What are the circumstances for deployment?

- Circumstances include, but are not limited to:
 - Line of duty death of co-worker
 - Injury to an employee or co-worker
 - Death or serious injury to a citizen associated with an employee's actions
 - Disaster or multi-casualty incident
 - Suicide
 - Death or serious injury of children

- Any incident deemed critical by members involved.

- In the event of a lethal force incident (threat of a weapon, assault endangering member's life, the need to use lethal force in the line of duty), the Regional CISR/PS Team Lead will deploy team members with personal experience.

What is the Community Referral List (CRL)?

- The CRL is used by members of the CISR/PS Team, upon request/as required, to connect individuals with resources within their community to meet a variety of needs.
- The goal is to link individuals to the most appropriate mental health resource/professional that is suitable and geographically convenient. The list includes names of Psychiatrists, Psychologists, Social Workers and other qualified counsellors with experience and expertise within the field.
- The list is organized by region, community and by available service.
- CISR/PS Team Leads personally vet each resource on the CRL and maintain the list.

What if I require additional support?

- Contact the Employee & Family Assistance Program Provider— Morneau Shepell
- You may have access to other supports through Great West Life, the group insurance provider for members' extended benefits plans. You are also encouraged to consult your family physician at any time, to assist in accessing specialized or longer term supports that are best suited to your needs.