



REPORT FOR ACTION

Agreement with Family Services Employee Assistance Program

Date: May 30, 2019
To: The Board of Governors of Exhibition Place
From: Dianne Young, Chief Executive Officer
Wards: All

SUMMARY

This report recommends approving an agreement with Family Services Employee Assistance Program – Kingston (FSEAP), for the provision of an employee assistance program promoting a productive and healthy work environment and to assist Exhibition Place employees in managing any personal issues that may impact the quality of their home or work life balance for a one-year term with three (3) additional one-year options to renew. FSEAP is named as a provider for this service through a procurement process issued by the City of Toronto

RECOMMENDATIONS

The Chief Executive Officer recommends that:

1. The Board of Governors approve an agreement with Family Services Employee Assistance Program - Kingston for the provision of employee assistance services for a one-year term with three (3) additional one-year options to renew on the terms and conditions set out in this report and such other terms and conditions required by the Chief Executive Officer and City Solicitor.

FINANCIAL IMPACT

The funding for Employee Assistance services is provided for in the 2019 Operating Budget, and will be provided for in the 2020, 2021 and 2022 Operating Budgets as required. Annually the cost of these services acquired is approximately \$6,000, exclusive of HST.

DECISION HISTORY

The Exhibition Place 2017 – 2019 Strategic Plan has an Organization and Staffing Goal to deliver a customer service strategy that embodies employee empowerment, and as a strategy we will review and update policies and processes that address general organization matters.

Exhibition Place has an existing one-year agreement with FSEAP – Kingston which expires July 31, 2019.

COMMENTS

Exhibition Place has offered employee assistance through FSEAP – Kingston since 2011 on an annual contract. In 2011 utilization was between 2% to 4% but has grown to 7% to 9% in recent years. Having confidential services such as these addresses employees' and their immediate families' personal issues, assists with the support employees need and helps the employer reduce absenteeism, tardiness etc. that leads to lost productivity in the work place.

This report is proposing a one year agreement with renewal for three additional one-year terms and expands the services provided to employees.

Terms and Conditions:

The substantial terms and conditions of the agreement with FSEAP are as follows:

- Term: One year commencing August 1, 2019 with the option to extend for three (3) additional separate one-year periods subject to satisfactory performance review and budget availability.
- Billing: FSEAP will \$1500.00 quarterly or adjusted depending on usage with any individual services to be capped at 6 sessions unless further sessions are authorized by Exhibition Place Human Resources and approved at an hourly rate of \$99.00. Reconciliation will occur quarterly.
- Utilization: If utilization exceeds 11%, FSEAP will bill on an hourly basis beginning at and hourly rate of \$99.00 and reducing \$1.00 per hour as the utilization increases. (12%=\$99/hour, 13%=\$98/hour, etc.)
- Employees: Exhibition Place on an annual basis will verify with FSEP - Kingston employee names in the Exhibition Place establishment covered by the services
- Services offered include the following:
 - Face-to-Face Counselling, Phone Counselling & E-Counselling
 - Referral and follow-up service as required
 - Emergency After Hours Counselling 1-800, Financial Counselling & Nutritional Counselling
 - Smoker's Helpline Smoking Cessation
 - Career Counselling

- 24/7 Teen-Parent Helpline
- Law Assist Legal Services
- Group and Family Life Education\
- Resource Kits and Management Consultation\Critical Incident Response (*additional at a reduced cost)
- One (1) Educational Presentations per year (*additional at a reduced cost)
- Promotional Materials, Program Management and Evaluation and Quarterly and Annual Reports
- Orientations: Manager and Employee and Custom Website Health and Wellness Resources

CONTACT

Dianne Young, Chief Executive Officer, 416-263-3611, dyoung@explace.on.ca

Jackie Kerner, Manager of Human Resources, 416-263-3605, jkerner@explace.on.ca

SIGNATURE

Dianne Young
Chief Executive Officer

ATTACHMENTS
