



## **EAP** YOUR EMPLOYEE ASSISTANCE PROGRAM

# **EAP**

## **YOUR EMPLOYEE ASSISTANCE PROGRAM**

Confidential counselling services  
for City of Toronto employees and  
eligible family members

Just a phone call away...

**416-392-6633**

TTY 416-338-2916



### **What is the Employee Assistance Program (EAP)?**

Your Employee Assistance Program offers confidential short-term counselling, information and referral services to City of Toronto employees and eligible family members.

Experienced professional counsellors are ready to help you with concerns that may be affecting your personal or work life.

EAP services are offered at various civic centres and at St. Lawrence Hall, 157 King Street East.

### **When should I call the EAP?**

While personal problems are a normal part of life, they can sometimes become too difficult for people to manage on their own. Since problems left unaddressed may become more serious, we encourage you to seek help early through the EAP.

Professional counselling can help you to develop new ways of looking at situations and provide information to help you make decisions and resolve difficulties.

### **Is the counselling service confidential?**

Anyone using the counselling service is assured of confidentiality. The EAP counsellors will not release any information without informed consent. The only exceptions to this are situations where individuals may pose a serious threat to themselves or others, or where required by law.

### **Who provides the services?**

The EAP services are provided by professional counsellors including clinicians with masters degrees in social work and psychology.

Our staff has extensive experience in delivering EAP services and expertise in working with clients to address a broad range of issues.

### **How much will it cost to use the services?**

There is no cost to you for using this program. The program is funded by the City of Toronto.

If long-term or specialized counselling is required, your counsellor will assist you in obtaining a referral to an appropriate community resource. Our counsellors will try to identify providers that are affordable and offer the best services possible.

City of Toronto

# Employee Assistance Program

Call us for confidential service  
24 hours a day, 365 days a year

**416-392-6633**

**TTY 416-338-2916**

You may also wish to visit

the EAP website

on the City's intranet at

**[insideto.toronto.ca/hrweb/eap](http://insideto.toronto.ca/hrweb/eap)**



## **EAP** YOUR EMPLOYEE ASSISTANCE PROGRAM

### What kinds of concerns can the EAP assist you and your family with?

#### **Personal**

- Anxiety / depression
- Addictions
- Stress / lifestyle / health
- Bereavement / loss
- Workplace issues
- Childcare / eldercare resources

#### **Relationships**

- Conflict
- Communication
- Separation / divorce
- Abuse / assault
- Parent / child
- Couples
- Family consultation and referral

#### **Legal Advisory**

- Telephone access to experienced lawyers
- Referrals to lawyers for in-person consultation
- Legal fees for in-person consultation offered at a discounted rate

#### **Financial Counselling**

- Counselling available by phone or in person
- Developing and maintaining debt management
- Creating realistic budgets
- Learning about credit and being "money wise"

#### **Additional services**

- Telephone and e-counselling
- Workplace critical incident response