



National Defence

Défense nationale

3rd Canadian Division Support Group
Headquarters

Quartier général de
Groupe de Soutien de la 3^e Division du Canada

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6007-20 (EA Comd)

16 April 2021

Distribution List

**SUMMARY OF DISCUSSION – 3RD CANADIAN DIVISION
LABOUR MANAGEMENT CONSULTATION COMMITTEE HELD 08 APRIL 2021**

Chairpersons

Col Patrick Lemyre	Commander 3 rd Canadian Division Support Group (Comd 3 CDSG)
Ms Mona Simcoe	Vice-President Union of National Defence Manitoba/Saskatchewan Region (VP UNDE MB/SK)

Members

Mr Bryan Meakin	Vice-President Union of National Defence Employees Alberta and the North (VP UNDE AB/North)
Mr Glen Kautz	International Brotherhood of Electrical Workers (IBEW) Western Canada Business Representative
Ms Nancy Shalay	Professional Institute of the Public Service of Canada (PIPSC) Prairies/NWT Regional Representative
Ms Rhonda Hayes	Professional Institute of the Public Service of Canada (PIPSC) Denwood Branch Representative
Mr Charlie Mikolcevic	Professional Institute of the Public Service of Canada (PIPSC) CMTC Representative
Ms Jennifer Jalbert	Professional Institute of the Public Service of Canada (PIPSC) Suffield Branch Representative
LCol Fred Hayward	Commanding Officer Personnel Services 3 CDSG (CO Pers Svcs)
LCol Jen Parker	Deputy Commander 3 rd Canadian Division Support Group (3 CDSG DComd)

Canada 

CWO Mark von Kalben Group Sergeant-Major 3 CDSG (GSM 3 CDSG)

Advisers

Ms Natalie Nault Labour Relations Officer DGWM, ADM (HR-Civ)

Ms Nora Johnson Employee Assistance Program Coordinator West

In Attendance

Ms Elke Simpson Executive Assistant to Commander 3rd Canadian Division
Support Group (EA Comd 3 CDSG) & Recording Secretary

Lt Moses Hong Personal Assistant to Commander 3rd Canadian Division
Support Group (PA Comd 3 CDSG)

OPENING REMARKS

1. Comd 3 CDSG welcomed all committee members in attendance and introduced three new members:

- Ms Natalie Nault, Civ-HR Labour Relations Advisor,
- Ms Nora Johnson, Employee Assistance Program Coordinator for Western Canada, and
- Lieutenant-Colonel Fred Hayward, Commanding Officer of 3 CDSB Personnel Services.

2. Col Lemyre noted that this committee continued to meet virtually as new Covid-19 variants increased the numbers of infections in every region of the country, including Alberta. He added that there was no increase in infections at any of the Western bases which was undoubtedly due to the great work of all employees. That said, there is light at the end of the tunnel with vaccination plans ramping up both through the CAF and the respective provincial health authorities.

3. Col Lemyre addressed some of the major events that had taken place since the last meeting in November: All deployed 3 Cdn Div troops re-deployed without any medical issues and have since concluded an extensive training period. Troops deployed to Northern communities are presently shifting the focus from assisting remote communities in need to fight infections to now help vaccinate the population and proved that troops are able to operate expertly and safely within a Covid-19 environment.

4. Comd 3 CDSG stated that 3 Cdn Div was now entering another major training phase with Exercise MAPLE RESOLVE taking place in Wainwright during the entire month of May. He named specific mitigation measures which included a shorter duration of the exercise, reduced troop participation from 4,000 and more in previous years to 2,500, the establishment of zones and co-horting, modified scenarios that would necessitate less contact between soldiers, reduced and more controlled Base access and lastly, the implementation of a robust vaccination effort aimed at having all exercise

participants vaccinated by 01 May 21 and was thanks to a tremendous effort of the Base teams and 1 Health Services Group. Col Lemyre added that with all of these precautions – in addition to existing public health measures – he was able to state with confidence that every effort had been made to ensure military training was safe though non-essential services like gyms and libraries were still restricted.

5. Ms. Simcoe concurred that 3 Cdn Div was moving forward in a good way with a slow approach that was not rushed at the expense of safety as was seen in other areas. She noted that adherence to the Business Continuity Plans was still important and cautioned that aggressive variants might require quick change of plans.

REVIEW OF MINUTES

6. The committee reviewed and accepted the minutes of the previous LMCC meeting as written.

OLD BUSINESS

Future of Shilo's Medical Response

7. Comd 3 CDSG briefly reiterated the background and sequence of correspondence between the Prairie Mountain Health authority (providing the Government of Manitoba with different options in 2013 and informing DND last year that a certain level of service had been reached and Shilo emergency medical assistance was no longer required). A subsequent letter by the provincial Minister of Health requesting an immediate resumption of EMS services caused confusion but did not change the provincial government's decision which was confirmed by the Prairie Mountain Health Authority. Col Lemyre stressed that the final decision had always been the purview of the Manitoba government and the Army view had always been that the agreement was temporary and Shilo would be phased out of providing medical services to surrounding communities.

8. Col Lemyre stated that the Army Commander had made a significant decision and directed that Shilo cease their agreements for assistance to surrounding communities with regard to ambulance services. Fire fighting agreements were not affected by this decision and remain in place. He added that the CAF had directed a cautious approach regarding on-Base ambulance services for the Shilo community (military members, their families as well as civilian employees) which would continue under DND resources while data on the level of service provided by the province and response time of provincial assets was being gathered.

9. The VP UNDE MB/SK stated that it was disappointing that local concerns did not weigh more heavily but noted that in Winnipeg, military members were looked after by military fire fighters and civilian employees by the Winnipeg Ambulance Services. Ms Simcoe asked for clear communication with the Shilo fire fighters to make clear what they were allowed to do to avoid stress and anxiety due to unclear direction and stressed that the decision to halt medical responses to surrounding communities continued to be very emotional for the affected fire fighters.

10. Comd 3 CDSG recognized that Shilo was in a remote location and occasionally merited a different approach whereas Winnipeg was much more like Edmonton in that the base is located in/near the city. Col Lemyre noted that the Army Commander's decision was relatively new, he had just recently provided direction to the Base Commander, and asked for a few weeks of patience to finalize the way ahead. He added that any change in duties would have provisions for requests for assistance between federal and provincial assets in case the province became overwhelmed.

Office of Disability Management

11. Comd 3 CDSG stated that that funds for the Office of Disability Management had not been rolled out to the Western area as yet. Col Lemyre added that his staff would continue to seek updates and keep this item on the agenda. VP UNDE AB/North stated that this was disappointing news as he had been told the office would be up and running by end-April 2021.

Staffing / Hiring Mandate

12. DComd 3 CDSG stated that staffing action during the past fiscal year had been challenging. The most recent hiring pause had just been lifted two weeks ago and the backlog of requests was presently being prioritized. LCol Parker added that the casual and term hiring surge to support training was well underway and units had been proactive and successful in student hiring as well. VP UNDE MB/SK asked if all positions that had become vacant were now being backfilled and D Comd 3 CDSG stated that staffing requests would need to be re-submitted based on the respective position's priority.

13. VP UNDE MB/SK expressed her concerns about the unreasonably long time it took to staff an established vacant position from square one in view of constantly changing priorities and funding, lengthy staffing action and security clearances routinely taking between eight months and a year. Ms Simcoe stressed that this was not a reflection on most managers but showed a failing system and noted that she was going to ask the National UNDE President for more SWE information.

14. VP UNDE MB/SK voiced her frustration about having the same conversation year after year and not seeing any change except members are repeatedly asked to do more with less regardless of changing priorities or difficult environments like the pandemic. She added that these concerns were not unique to 3 Cdn Div but other areas as well. Ms Simcoe stated that none of the HR-Civ initiatives such as standardized job descriptions had improved DND's staffing timelines and she had to assume that it lead to increased contracting out of services since it was a much easier solution for busy managers to solve a systemic problem.

STANDING AGENDA ITEMS

Budget / SWE

15. Comd 3 Cdn Div told the committee that despite recent challenges, some progress had been made in hiring additional people over the past few years. Col Lemyre stated that 3 CDSG SWE expenses for FY 18/19 amounted to \$30.3M, \$31.2M

in FY 19/20, and \$31.8M in FY 20/21. SWE requirement for FY 21/22 was estimated to be \$33.9M but right now, \$31.5M was allocated. Comd 3 CSSG reminded the committee that the challenge was not only due to a lengthy hiring process but also a limited SWE allocation and DComd 3 CDSG added that 3 CDSG was funded for and limited to 459 indeterminate positions. LCol Parker noted that although additional funding had been requested, the formation was currently bound to those numbers.

16. The PIPSC CMTC rep asked if recent pay increases were partially responsible for a reduced salary wage envelope. DComd 3 CDSG stated that additional SWE had been downloaded to offset that specific SWE expense.

Employee Assistance Program

17. The EAP Coord (W) thanked the committee for the invitation to join the 3 Cdn Div LMCC and provided a standing report to the program which is attached at Annex A. Ms Johnson highlighted the new way to contact DND's EAP through 1-800-268-7708 that had been established just last year, LifeSpeak which provided free access to short videos by experts on everyday issues at canada.lifespeak.com, and the DND Civilian Trauma Services, the Health Canada Employee Assistance Service, available to managers dealing with traumatic/critical incidents in the workplace. The most recent pamphlet on EAP and the Specialized Organizational Services (SOS) are attached at Annex B & C, respectively.

18. Ms Johnson stated that although always interested in new prospective EAP Peer Advisors (PAs) which were recently renamed and are now called Referral Agents (RAs), she was not actively recruiting right now as there was very little RA training available online. She noted that RAs had to be approved by both the union and management to ensure the right people are in the program. She noted that unfortunately, due to a forced webpage update, many EAP links got broken and asked everyone to forward information to her so the websites could be updated.

19. UNDE VP MB/SK thanked the EAP Coord (W) for her work in evolving the program and asked Ms Johnson for a list of peer supporters grouped by Base/Wing which is attached at Annex D. Comd 3 CDSG noted that Ms Johnson was a good addition to the LMCC and looked forward to seeing her at future meetings.

Employment Equity

20. Col Lemyre stated that no update was available for this item as no suitable contact had been found but that his staff would continue to search for an EE rep.

NEW BUSINESS

3 Cdn Div Vaccination Plan

21. Comd 3 CDSG outlined the 3 Cdn Div Vaccination Plan which is led by 1 Health Services Group and supported by the Bases across the Division and stated that the 1st vaccine doses were expected to arrive by 19 April and vaccination of CAF members would start immediately. The plan focused on military members and civilian members were expected to receive vaccines through the respective provincial health authorities.

Col Lemyre noted provisions that in exceptional circumstances, civilian employees providing critical support to operations could be provided vaccinations. No additional details were known at this time but unit commanders had been asked to submit names of potential employees in this category.

22. Comd 3 CDSG stated that the priority and eligibility of military members was as follows: Priority 1: Frontline healthcare providers in clinical settings - Priority 2: CAF members at high risk, first responders and support personnel assisting frontline workers and deployed on domestic operations such as support to the Northern communities - Priority 3 to 5: All other CAF members. Col Lemyre noted that vaccinations would continue over the summer and were expected to finish around end June 2021.

23. A lively discussion ensued with committee members recounting their personal success with a slow but functioning provincial health care system, questions regarding the definition of civilian employees providing critical support to operations and thus becoming eligible for a CAF provided vaccine and contingency plans to pass on surplus vaccines intended for military members to civilian employees.

AROUND THE ROOM

24. UNDE VP AB/North requested clarification regarding the flowchart that was handed out on 699 leave at the previous LMCC. Mr Meakin was concerned about the requirement for a medical note, especially in cases where 699 leave was requested due to the care of a high-risk family member as management was not allowed to ask for a doctor's note concerning employees.

25. The LR Rep cautioned that the flow chart was a very simplified way to explain the general process but not nuanced enough to be applied to every situation. Ms Nault stressed that every case needed to be looked at individually and assessed on a case-by-case basis. She added that direction had been given to be mindful and the purpose of a medical note was not to elicit details on a medical situation but to make sure that the employee could be accommodated safely and appropriately.

26. The IBEW Rep requested that the Suffield shop steward be added to future LMCC meetings as an IBEW backup. Comd 3 CDSG replied that he would consider and discuss the request with his co-chair, UNDE VP MB/SK to see if it fit in the membership definition of the LMCC Terms of Reference and provide feedback to Mr Kautz.

CLOSING REMARKS

27. Comd 3 CDSG stated that he was very pleased with this meeting, a lot of good and not so good information had been passed along; the new experts provided good advice and would improve the content of future meetings. Col Lemyre stated that he hoped the committee would take away reassurances of a deliberate and safe resumption of training and pledged to keep up the pressure to obtain more SWE. He stressed that he was very grateful for the continued amount of hard work, sacrifices and cooperation of military and civilian employees to train, support and deploy soldiers as One Team.

28. Col Lemyre announced that this would be his last LMCC as he was leaving in late May – earlier than he liked and anticipated – to take a new job in Washington but he would be available for questions or concerns until then. The incoming Comd 3 CDSG was named to be Col Robert McBride who would be arriving in Edmonton in July 2021. He added that CWO von Kalben was leaving to become the new Div Sgt Maj in Halifax, and LCol Parker was leaving her position as DComd as well but would bridge the summer gap between outgoing and incoming Commanders.

29. The UNDE VP MB/SK lost connectivity and UNDE VP AB/North extended their congratulations and thanks to Comd 3 CDSG. Mr Meaking stated that it had been a pleasure to work with him during the past two years and added that they wished Col Lemyre all the best in his new job.

30. Comd 3 CDSG reminded the committee that the next scheduled meeting of the LMCC should take place in July or August 2021.

31. The meeting adjourned at 1220 hrs.

Approved/Not Approved


J.G.P. Lemyre
Colonel
Commander / Co-Chairperson

Approved/Not Approved

Mona Simcoe
VP UNDE MB/SK / Co-Chairperson

Annexes:

- Annex A Employee Assistance Program (EAP) Standing Report to the LMCC, April 2021
- Annex B EAP Brochure – Don't Know Where to Turn
- Annex C Health Canada Brochure – Specialized Organizational Services (SOS)
- Annex D Peer Advisors Prairie Region, April 2021

Distribution List

All Members/Attendees
CR/PA

EMPLOYEE ASSISTANCE PROGRAM (EAP)

STANDING REPORT UNION MANAGEMENT CONSULTATION COMMITTEE

APRIL 2021

1. ACCESSING HELP THROUGH DND'S EAP:

The EAP provides voluntary, short-term solution focused services jointly sponsored by labour and management. DND's Civilian EAP is a hybrid program; services are provided through the following:

Health Canada Employee Assistance Services (HC EAS) provides free short-term professional counselling services, emergency assistance and crisis help.

- This is available to you and your eligible family members 24/7 by calling: 1-800-268-7708 OR 1-800 567-5807 for (hearing impaired)
- For information about [Health Canada – Employee Assistance Services](#)

EAP Peer Advisors are available to help you navigate through a variety of resources and community supports.

- You can be connected with someone to support you by: calling HR Connect at 1-833-RHR-MDND (1-833-747-6363) or by email: EAPCorporateOffice-BureauministerielduPAE@forces.gc.ca
- For more information on DND's Employee Assistance Program please refer to the EAP Intranet site: <http://hrciv-rhciv.mil.ca/en/employee-assistance-program.page>

LifeSpeak

- Free confidential access to hundreds of short videos by experts on everyday issues.
- To access LifeSpeak: Visit canada.lifespeak.com , Select Canadian Armed Forces or Department of National Defence (Civilian) and input corporate ID: canada –small “c”

The DND Civilian Trauma Services – manager awareness:

- Through DND's EAP, Health Canada Employee Assistance Services will provide a post incident group session to the DND Civilian Population who are exposed to a traumatic/critical incident that has occurred at the workplace or during their line of duty (i.e. the death or serious injury of a co-worker, physical assault, being subject to an event involving weapons or hostage taking).
- To access services, the supervising manager of the affected workplace should contact HC EAP #1-800-268-7708 to discuss the details of the incident (date, location, number of affected employees) and assist with the logistics of setting up the session as required.
- In addition, a full range of trauma services are offered on a cost-recovery basis by the Specialized Organizational Services (SOS) team including pre-incident awareness training to enhance personal resiliency levels as well as grief and loss sessions that could be offered to

other employees who were not witness to the event, however personally affected. For these interventions, please contact SOS 1-888-366-8213.

2. EAP INFORMATION SESSIONS & EAP VIRTUAL LEARNING EVENTS

EAP Information virtual learning

- Available on the Defence Learning Network accessible by doing a search by title or course number.
- English version - Employee Assistance Program at DND (303275)
- French version - Le programme d'aide aux employés du MDN (303276)

Virtual EAP and Mental Health sessions

- To stay informed about the EAP:
- Contact the [EAP Corporate Office](mailto:P-OTG.EAPCorpOff@intern.mil.ca) (P-OTG.EAPCorpOff@intern.mil.ca) to be added to the EAP distribution list for information about Virtual Sessions, health related newsletters, special events and more.

3. PROMOTION:

EAP Presentations:

- EAP PAs and the EAP Coordinator are available to present information about the program. If you would like a presentation for your unit, please contact nora.johnson@forces.gc.ca

Updating EAP Information throughout the Regions

- The EAP website was recently updated which has caused several broken links. It is difficult to know where all broken links or out of date information is located. The EAP team appreciates the help advertising the program far and wide and would also welcome help from both union and management to ensure that information is current and that posters are for the current year and the links to the national website are not broken. For current information, please contact EAP Coordinator for Pacific and Prairie Regions, Nora.johnson@forces.gc.ca

4. PEER ADVISOR AND RECRUITMENT STATUS

There are currently 17 active Peer Advisors (PAs) in the Pacific Region and 11 Active PAs in the Prairie Region. In order to keep this hybrid program operating, we recognize that we need to recruit and maintain individuals with the aptitude, desire and skill to perform the role. The EAP Coordinator can make recommendations regarding the minimum number of PA's required but help is required from both Union and Management to find appropriate candidates to train for this challenging role.

- Information about Eligibility for the EAP Peer advisor role can be found here: <http://hrciv-rhciv.mil.ca/en/employee-assistance-program-peer-advisors.page>
- The Statement of qualifications outlines the individual criteria and the role: http://hrciv-rhciv.mil.ca/assets/HRCIV_Intranet/docs/en/pa-recuitment-kit-annex-a-statement-qualifications.pdf

5. STATISTICS

Statistical variations from year to year are probably related to the number of EAP Peer Advisors, the availability of those peers and advertising campaigns. Higher reported numbers are not necessarily a reflection of an ill/injured workforce, but rather a workforce who knows where to find help and feels free to access the services. Consistently, peer visits are primarily related to Family, Mental Health and Work issues.

Q 4 stats Pacific and Prairie Region - 1 Jan 2021 – 29 March 2021		
	Prairie	Pacific
Total Visits	13	73
Repeat Visits	3	20
Mental Health Related Visits	28%	14%
Work Related Visits	12%	8%
Family Related Visits	16%	12%
Suicide Interventions	0	1 intervention
Peer Visit - No Referral Required	40%	47%

Prepared by: Nora Johnson, EAP Coordinator Pacific and Prairie Regions
nora.johnson@forces.gc.ca 250-217-8380
Date Prepared: 24 March 2021



DON'T KNOW WHERE TO TURN?

EAP can help.

APPROVED

What is the EAP?

The Department of National Defence's (DND's) Employee Assistance Program (EAP) is a voluntary, short-term and confidential service.

All of us, regardless of our position in the Department, at one time or another, face problems or issues in our personal and professional lives. You may be managing just fine solving your problems on your own, or with the help of family and friends. However, if you feel you need some assistance, the EAP is available for you to discuss your situation in a neutral and confidential setting.

Every year, over 2,000 people are helped by DND's EAP.

Who can use the EAP?

DND's EAP is open to civilian employees and their eligible family members.

Family members include:

- Spouse (including common-law spouse); and
- Dependant children (including adopted, step or foster children).

For a complete list of eligibility criteria please visit the EAP at hrniv-rhcnv.mil.ca.

Members of the Canadian Forces, and their family members, can access services through a similar program – the Member Assistance Program (MAP).

Who offers these services?

At DND, EAP services are available through two points of contact:

- **Referral Agents (RAs):**
DND employees or Canadian Forces members trained in listening techniques, suicide intervention and accessing internal or external resources. RAs are available to employees only, and/or

- **Employee Assistance Services (Health Canada):**
Accessible 24 hours a day, 7 days a week. This service provides assessment, short-term professional counselling and follow-up. Available to employees and eligible family members.

How much does it cost?

There is NO cost for EAP services. However, if you or a family member is referred to a resource outside of DND, there may be a fee. Some costs may be covered by your Public Service Health Care Plan or your provincial health plan. For more information on eligibility and coverage, visit [Public Service Pension and Benefits](http://PublicServicePensionandBenefits.gc.ca) at www.pensionandbenefits.gc.ca.

Is my supervisor involved?

A supervisor can play a key role in referring you to the EAP for assistance. However, the choice to use EAP is always yours.

What about confidentiality?

- All communication shared in the context of EAP is private and confidential, and
- Any personal information is only disclosed with your written consent.

Confidentiality may need to be breached in exceptional circumstances. Please see the EAP at hrniv-rhcnv.mil.ca for more information.



The EAP is a confidential program.

How can I access help?

Referral Agent and program information is accessible at:

hrniv-rhcnv.mil.ca

(available to employees only)

and/or

Employee Assistance Services (Health Canada) for 24/7 immediate assistance at:

1-800-268-7708

1-800-567-5803

(available to employees and eligible family members)

VOUS NE SAVEZ PAS QUOI FAIRE ?

Le PAE peut vous aider.

APPROVED

Qu'est-ce que le PAE ?

Le Programme d'aide aux employés (PAE) du ministère de la Défense nationale (MDN) est un service de courte durée dont l'utilisation est confidentielle et volontaire.

À un moment donné, peu importe notre occupation au Ministère, nous devons tous affronter des problèmes ou des difficultés dans nos vies personnelle et professionnelle. Vous êtes peut-être en mesure de résoudre vos problèmes vous-même, ou grâce à l'aide de votre famille ou de vos amis. Toutefois, si vous pensez avoir besoin d'aide, le PAE est disponible pour vous afin de vous permettre de discuter de votre situation dans un cadre neutre et confidentiel.

Tous les ans, plus de 2 000 personnes font appel au PAE du MDN.

Canada

Qui peut avoir recours au PAE ?

Les employés civils et les membres admissibles de leur famille peuvent profiter du PAE au MDN.

Les membres admissibles de la famille comprennent :

- le conjoint (y compris le conjoint de fait) ; et
- les enfants à charge (y compris les enfants du/de la conjoint(e), adoptés ou en famille d'accueil).

Pour connaître la liste complète des critères d'admissibilité, veuillez consulter le PAE au hrdv-rhdiv.mil.ca.

Les militaires des Forces canadiennes et leur famille peuvent accéder à des services dans le cadre d'un programme semblable : le Programme d'aide aux membres (PAM).

Qui assure ces services ?

Au MDN, le PAE offre deux points de contact :

- **Les agents d'orientation (AO) :**
Des employés du MDN ou des militaires des Forces canadiennes formés dans les domaines des techniques d'écoute, de la prévention du suicide et de l'accès aux ressources internes et externes. Les AO sont disponibles aux employés seulement ;

et/ou

- **Les Services d'aide aux employés (Santé Canada) :**
Accessible 24 heures par jour, sept jours par semaine. Ce service offre une évaluation, un service de counselling de courte durée ainsi qu'un suivi. Ce service est disponible aux employés et aux membres admissibles de leur famille.

Combien coûte le service ?

Les services du PAE sont offerts GRATUITEMENT. Toutefois, si l'on recommande à vous ou à un membre de votre famille d'accéder à une ressource à l'extérieur du MDN, vous pourriez devoir payer des frais. Certains coûts pourraient être payés par le régime de soins de santé de la fonction publique ou par votre régime provincial de soins de santé. Pour en savoir plus sur l'admissibilité et votre régime de soins de santé, consultez « Votre pension et vos avantages sociaux de la fonction publique », au www.pensionetavantages.gc.ca.

Quel rôle joue mon superviseur ?

Votre superviseur peut jouer un rôle clé en vous recommandant d'obtenir de l'aide par l'intermédiaire du PAE. Toutefois, la décision d'avoir recours au PAE demeure la vôtre.

Qu'en est-il de la confidentialité ?

- Toutes communications effectuées dans le contexte du PAE sont privées et confidentielles ; et
- Tout renseignement personnel n'est divulgué qu'avec votre consentement écrit.

La confidentialité peut toutefois être rompue dans des situations exceptionnelles. Pour en connaître davantage à cet égard, consultez le PAE au hrdv-rhdiv.mil.ca.



Le PAE est un programme confidentiel.

Comment puis-je obtenir de l'aide ?

Pour joindre un agent d'orientation ou obtenir de l'information sur le Programme, consultez le PAE au :

hrdv-rhdiv.mil.ca

(pour les employés seulement)

et/ou

les Services d'aide aux employés (Santé Canada) pour de l'aide immédiate, 24 heures par jour, sept jours par semaine au :

1-800-268-7708

1-800-567-5803

(pour les employés et les membres admissibles de leur famille)



Specialized Organizational Services (SOS)



**Strengthening Employee
Wellness, Workplace Health &
Team Effectiveness**

EMPLOYEE ASSISTANCE SERVICES

info-sos@hc-sc.gc.ca
1-888-366-8213

SOS MANAGEMENT EXPERTISE AND RELIABILITY



WHO ARE WE?

The professionals at Specialized Organizational Services (SOS) answer to various workplace wellness related needs of senior managers, managers and employees of the public service of Canada.

SOS is a service line of the largest Employee Assistance Program (EAP) in the Federal public sector : EAS (Employee Assistance Services).

Housed within Health Canada, we operate as a shared service and under a cost recovery model. Our qualified service providers are available to all ministries. There is no bidding or external competition required.

AFFORDABLE FEES & FLEXIBLE SCHEDULING

The costs reflect the level of expertise, experience, urgency and special needs required (if applicable).

CALL TOLL FREE

Simply call 1-888-366-8213 to make arrangements with one of our Coordinators and we will take care of the paperwork.

- #### CHANGE MANAGEMENT *
- Breaking Bad News
 - Support and Change Management
 - Custom Workshops for Senior Management, Management, HR & LR personnel and Employees

GRIEF & LOSS

- Death of a Colleague
- Impending Job Loss
- Suicide Intervention
- Announcements

OTHER TOPICS

- Stress Management
- Developing Resiliency
- Emotional Intelligence
- Health and Nutrition
- Team Building
- Time Management
- Burnout Prevention
- Boundary Setting
- Work-Life Balance
- Respect in the Workplace
- Humour in the Workplace
- Intergenerational Issues
- Building Morale
- Interpersonal Communication (Personality Dimensions)
- Customized Workshops

WORKPLACE WELLNESS & MENTAL HEALTH

- Workplace Health Review (Assessment, Recommendations, Facilitation & Support)
- Group Intervention
- Stay at Work, Disability Management & Workplace Reintegration
- Implementation of the National Standard for Psychological Health and Safety in the Workplace
- Mental Health Workshops for Executives, Managers and Employees
- Mental Health First Aid™
- Mental Health in the Workplace
- Working Mind™

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- Addressing Productivity, Absenteeism, Presenteeism & Workplace Morale
- Individual Skills Building
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- Developing a Career Plan
- Resume & Interview Preparation
- Career Assessment & Coaching
- Planning for Retirement

TRAUMA MANAGEMENT SERVICES, EMERGENCY PREPAREDNESS & RESPONSE

- Organizational & Individual Consultation
- Pre-Incident Protocols & Training (for Managers & Employees)
- Post-Incident Group or Individual Intervention;
- Crisis Management interventions
- Follow-up Services & Referrals

**Services offered in different formats
ie. Lunch & Learn, Workshops,
One-on-One etc.**

**The opinions expressed during SOS
sessions are informational and are
not meant to represent the customer,
host organization or EAS.**

***A detailed brochure on this specific
topic is available upon request.
Ask your SOS Coordinator or call
1-888-366-8213.**

Services organisationnels spécialisés (SOS)



**Promotion du bien-être des
employés, de la santé en milieu
de travail et de l'efficacité
des équipes**

SERVICES D'AIDE AUX EMPLOYÉS

info-sos@hc-sc.gc.ca
1-888-366-8213

Bien-être en milieu de travail

- Évaluation de la santé en milieu de travail (évaluation, recommandation, soutien et facilitation)
- Intervention de groupe
- Maintien au travail, gestion d'invalidité et réintégration en milieu de travail
- Mise en œuvre de la Norme nationale sur la santé et sécurité psychologiques en milieu de travail
- Ateliers sur la santé mentale pour niveaux exécutifs, gestionnaires, et employés
- Premiers soins en santé mentale™
- Santé mentale en milieu de travail
- L'esprit au travail™

Soutien à la gestion (coaching)

- Adresser la productivité, l'absentéisme, le présentéisme et le moral en milieu de travail
- Renforcer ses aptitudes de gestion
- Planification, mise en œuvre, soutien et évaluation de projets
- Coaching au niveau exécutif

Carrière *

- Développement d'un plan de carrière
- Curriculum vitae et préparation à l'entrevue
- Perfectionnement professionnel
- Préparation à la retraite

* Une brochure détaillée traitant sur chacun de ces services est disponible. Demandez à votre coordonnateur ou composez le 1-888-366-8213.

Gestion du changement *

- Annoncer de mauvaises nouvelles
- Soutien et gestion du changement
- Ateliers sur mesure pour cadres dirigeants, gestionnaires, agents des ressources humaines, agents en relations de travail ainsi que pour les employés

Gestion informelle des conflits *

- Discussion facilitée
- Médiation
- Résolution des disputes
- Gestion de la colère
- Gestion de conflits et ses causes
- Traiter avec des situations difficiles
- Sensibilisation au harcèlement
- Prévention de la violence

Gestion en cas de trauma, protection civile et intervention

- Consultation organisationnelle et individuelle
- Protocoles et formation pré-incident (pour gestionnaires et employés)
- Intervention de groupe ou individuelle post-incident; intervention de gestion des crises
- Services de suivi et de référence

Les services sont offerts en différents formats: Dîner-causette, ateliers, individuel etc.

Deuil et épreuves

- Décès d'un collègue
- Perte d'emploi imminente
- Prévention du suicide
- Annonce d'un décès

Autres titres

- Gestion du stress
- Développer la résilience
- L'intelligence émotionnelle
- Santé et nutrition
- Promotion du travail d'équipe
- Gestion du temps
- Prévention de l'épuisement professionnel
- Établir ses limites
- Équilibre vie professionnelle-famille
- Le respect en milieu de travail
- L'humour en milieu de travail
- Relations intergénérationnelle
- Améliorer le moral
- Communication interpersonnelle (Dimensions de personnalité)
- Ateliers sur mesure

Les opinions exprimées lors de sessions SOS sont de nature informative et n'ont pas pour but de représenter le client, l'organisation hôte ou les SAE.

SOS GESTION EXPERTISE ET FIABILITÉ



QUI SOMMES-NOUS?

Les professionnels des Services organisationnels spécialisés (SOS) répondent aux divers besoins des gestionnaires et milieu de travail des cadres dirigeants, des gestionnaires et des employés de la fonction publique du Canada.

SOS est une ligne de service au sein du plus important programme d'aide aux employés (PAE) du secteur public fédéral : les SAE (Services d'aide aux employés).

Chapeautés par Santé Canada, nos services sont offerts tel un service partagé et à recouvrement des coûts. Nos fournisseurs de services qualifiés sont à la disposition de tous les militaires. Aucune soumission ni concours externe ne sont nécessaires!

TARIFS ABORDABLES ET HORAIRES FLEXIBLES

Les coûts varient en fonction du niveau d'expertise, de l'expérience, du degré d'urgence et des besoins spéciaux (le cas échéant).

APPELEZ SANS FRAIS

Il suffit de composer le 1-888-366-8213 pour communiquer avec l'un de nos coordonnateurs qui prendra les dispositions nécessaires et réglera les formalités administratives pour vous.

PEER ADVISORS PRAIRIE REGION APRIL 2021


- There are currently 11 Active PAs in the Prairie Region.
- We recognize that we need to both recruit new Peer Advisors and maintain (through ongoing learning) individuals with the aptitude, desire and skill to perform the role.
- EAP Coordinator Pacific and Prairie (Nor Johnson) has not yet determined the number of Peer Advisors that need to be recruited. We are in discussion about the needs and priorities and would welcome input from both management and unions with regards to Peer Advisor Requirements for the program.
- When active recruiting resumes, we welcome help from both Union and Management to find appropriate candidates to train for this challenging role.
- Information about Eligibility for the EAP Peer advisor role can be found here: <http://hrciv-rhciv.mil.ca/en/employee-assistance-program-peer-advisors.page>
- The Statement of qualifications outlines the individual criteria and the role: http://hrciv-rhciv.mil.ca/assets/HRCIV_Intranet/docs/en/pa-recruitment-kit-annex-a-statement-qualifications.pdf



Referral Agents in the Prairies Region / Agents d'orientation dans la région des Prairies

****The employee may contact any Referral Agent regardless of their location****

****L'employé(e) peut communiquer avec un(e) agent(e) d'orientation sans égard à l'édifice où il/elle se trouve****

Forester, Carla	15 Wing Moose Jaw (Prairies) / 15e Escadre Moose Jaw (Prairies)	306-694-2238
Divorne, Michele	17 Wing Winnipeg (Prairies) / 17e Escadre Winnipeg (Prairies)	204-833-2500 ext.5988
Chinner, Diane	4 Wing Cold Lake (Prairies) / 4e Escadre Cold Lake (Prairies)	780-840-8000 ext.7492
Marsh, Holly	4 Wing Cold Lake (Prairies) / 4e Escadre Cold Lake (Prairies)	780-840-8000 ext.6218
AIR COMMAND Coordinator / Coordonnatrice du Commandement de l'air		
		

Hastings, Denise	CFB/ ASU Wainwright / BFC/USS Wainwright	780-842-1363 ext.1518
Landry, Theresa	CFB/ ASU Wainwright / BFC/USS Wainwright	780-842-1363 ext.1070
Thuroo, Roger	CFNA HQ Yellowknife / QCFOIN Yellowknife	867-446-6032
Barabe, Nicole	DRDC Suffield / RDRC Suffield	403-544-4074
Caddy, Norleen	DRDC Suffield / RDRC Suffield	403-544-4921
Sherman, Margaret	Edmonton / Edmonton	780-973-4011 ext.4231
Land Forces Western Area Coordinator / Coordonnatrice du Secteur Ouest de la Force Terrestre		
Nora Johnson Ifwa		
250-217-8380		

(B) Bilingual / Bilingue

* Chairperson / Président(e) du comité local

