



National Defence

Défense nationale

3rd Canadian Division Support Group
Headquarters

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

PO Box 10500, Station Forces
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Edmonton AB T5J 4J5

6007-20 (EA Comd)

10 November 2021

Distribution List

**SUMMARY OF DISCUSSION – 3RD CANADIAN DIVISION
LABOUR MANAGEMENT CONSULTATION COMMITTEE HELD 27 OCTOBER 2021**

Chairpersons

Col Robert McBride	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 John Wedge	International Brotherhood of Electrical Workers (IBEW) Western Canada Business Representative (attending on behalf of Mr Glen Kautz)
Mr Ed Karl	International Brotherhood of Electrical Workers (IBEW) Edmonton 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 Manny Mandaher	Chief of Staff 3 rd Canadian Division Support Group (3 CDSG DComd)
LCol Fred Hayward	Commanding Officer Personnel Services 3 CDSG (CO Pers Svcs)
CWO Pat Chartrand	Group Sergeant-Major 3 CDSG (GSM 3 CDSG)

Canada 

CWO Leonard Power

RSM Personnel Services (RSM Pers Svcs)

Advisers

Ms Natalie Nault

Labour Relations Officer DGWM, ADM (HR-Civ)

Ms Nicole Schaaf

Senior Manager, Office of Disability Manager, ADM (HR-Civ)

Ms Audrey-Pier Diotte

Employee Assistance Program Coordinator Prairie and Quebec Region, ADM (HR-Civ)

In Attendance

Ms Elke Simpson

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

Capt Liam Mercer

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

Maj Josée Allard

G1 3 CDSG

Absent

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 Robert Marriott

Labour Relations Officer DGWM, ADM (HR-Civ)

OPENING REMARKS

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

- Mr John Wedge, International Brotherhood of Electrical Workers, Suffield Representative and attending on behalf of Mr Glen Kautz,
- Ms Nicole Schaaf, Senior Manager, Civ-HR Office of Disability Management,
- Ms Audrey-Pier Diotte, Employee Assistance Program Coordinator for Western Canada,

- Lieutenant-Colonel Manny Mandaher, Chief of Staff, 3rd Canadian Division Support Group,
- Chief Warrant Officer Pat Chartrand, Group Sergeant-Major, 3rd Canadian Division Support Group,
- Major Josée Allard, G1, 3rd Canadian Division Support Group; and
- Captain Liam Mercer, Personal Assistant to Commander 3rd Canadian Division Support Group.

2. Col McBride stated that he had been in his position for about four months, he was new to the 3rd Canadian Division with most of his career spent in Ontario and Eastern Canada but both he and his family were really enjoying their time in Alberta.

3. Comd 3 CDSG acknowledged that the Division had seen a significant turnaround in senior leadership this summer and the formation needed a couple of weeks of reorientation as everybody came out of the pandemic and headed back to work. Col McBride added that this was his first labour management consultation meeting and being in charge of a formation that was almost evenly split between military and civilian members, he was excited to be part of this forum and looked forward to continued open and honest communication.

4. Col McBride provided a brief update on recent activities. Coming out of Covid, the majority of employees in Edmonton were back at work, vaccination teams had rolled out the campaign with only a very small number of the civilian population resisting. In the past couple of months, the Divisional op tempo had and continued to be extremely high: the defence team assisted civilian authorities with fires and floods (Op LENTUS) as well as the Covid response and vaccine rollout (Op LASER). Military support continued this fall with critical care nurses assisting provincial health resources in Alberta and Saskatchewan. He added that next summer, Division troops would deploy overseas and training for 1 CMBG and their support and reserve elements had started.

5. The VP UNDE MB/SK welcomed Col McBride and stated that in the past, this LMCC had indeed enjoyed good communication, open conversations and raised discussions about matters of concern as well as things that were going great. Ms Simcoe noted that he had arrived at a very interesting time and she was looking forward to a continued good working relationship.

REVIEW OF MINUTES

6. The committee accepted the minutes of the LMCC meeting held 08 April 2021 as written.

OLD BUSINESS

Office of Disability Management

7. The Sr Mgr ODM thanked the committee for the invitation and provided an update on ODM initiatives which are attached at Annex A. Ms Schaaf noted that the scheduled opening of ODM offices had been delayed due to touch-and-go funding and

the expected demand in cases had been exceeded by 77% due to Covid. That said, the Edmonton, Cold Lake, Shilo and Winnipeg offices had been opened and ODM expansion continued as resources became available.

8. Ms Schaaf stated that the response by the deputy minister to negative audits in 2015/16 had led to the stand-up of the ODM (for civilian employees) and remake of the CAF Transition Group (for military members). D Saf G had recently transitioned the majority of return to work functions but remained a key player. This transfer was still being formalized in temporary modified work agreements and more communication was expected to become available in the next months.

9. The Sr Mgr ODM briefed that ODM's team of professional disability management advisors took a holistic approach to disability management. Services ranged from recovery, when an employee was initially away from the office, all the way to case closure which could be a return to work and accommodation or medical retirement. Ms Schaaf added that the ODM team also supported the team that was left behind to make sure no one else became ill or injured. This holistic approach had proven especially effective in a military environment where military managers moved every couple of years and employees that are away due to illness or injury can fall through the gaps and feel forgotten or abandoned.

10. Additionally, ODM dealt with occupational as well as non-occupational injuries and does not discriminate between physical injury, mental health or exposures, i.e. a fall from the shed at home and on the weekend would be treated exactly the same as a work-related mental stress injury.

11. Ms Schaaf emphasized the lending library, a very successful ODM pilot project, that provided an employee with technology and/or equipment to eliminate barriers to their return to work and reduced both time and cost to the department in finding the appropriate equipment IOT accommodate a disabled employee.

12. The Sr Mgr ODM stressed the importance of keeping the ODM adviser up to date and reminded the committee that the legal standard to report work-related injuries was three business days. When contacted, ODM can help with reporting and also maintained the department's reporting requirement in the background. ODM also asks to be engaged if an employee suffered a non-occupational injury and had been off work for more than 10 days.

13. The VP UNDE MB/SK stated that the ODM program was doing very well in Winnipeg and she had received positive feedback from employees. Ms Simcoe requested clarification of the changes resulted from the transition from D Saf G to ODM.

14. Ms Schaaf stated that all functional authority for the return to work program had fully transitioned to the ODM while Safety retained ergonomics, hazard prevention, etc and referred to CANFORGEN 135/21 dated 13 September 2021. The DND 663 form remained with Safety but Workers Compensation reports were supported through ODM.

15. Ms Simcoe asked whether - in case of an injury at work - management had to contact both ODM and Safety. Ms Schaaf clarified that form DND 663 had a 14-day timeline and triggered an internal investigation that remained with Safety to prevent future hazards. WCB forms had always been submitted to Employment and Social

Development Canada through HR-Civ – although the Safety Officer would have been working with management to complete the forms - and these needed to be completed and sent within three business days.

16. The VP UNDE MB/SK asked for a definition of ODM's neutrality. Ms Schaaf stated that ODM presented the benefits and risks of all options and made recommendations to both the employee and management - with management retaining the decision-making authority - but ODM did not lead either way.

17. Ms Simcoe noted that many UNDE members working on the floor were not aware or understood ODM's role. She had been made aware of cases where managers had contacted ODM who in turn contacted the employee directly and caused confusion as the employee perceived the manager to have shared sensitive information with an organization they did not think of as being neutral. The VP UNDE MB/SK stressed that ODM was a valuable partner and relieved the workload of union stewards but saw the need for additional education so employees understood the role and benefits of engaging ODM experts. Ms Schaaf stated that she would revisit her communications plan.

18. The UNDE VP AB/North asked if local ODM support teams would be engaged through the national contact information. The Sr Manager ODM cautioned that a few services were not fully supported through the local ODM offices just yet but the national office was providing partial services in the interim. Ms Schaaf stated that consultation services were available for everyone by calling the 1-833 number or sending an e-mail. Corporate team experts would then contact the individual that had reached out with advice and guidance on how to move forward and take cases that are both critical and complex. A separate corporate return-to-work team was engaged by the same means but full end-to-end service was not available in all areas just yet.

Staffing / Hiring Mandate

19. The COS 3 CDSG briefed that 3 CDSG was limited to 460 indeterminate positions and he did not foresee any additional SWE or positions in the near future. He acknowledged that staffing delays had been raised at previous LMCC meetings and noted that the recent retirement of the formation Civ HR-Coord had created an additional backlog of files that was currently being worked through with the assistance of the G1 and G8 cells. Procedural staffing prioritization continued in that every position that became vacant was checked against formation priorities. LCol Mandaher added that funding for term hiring was available and where possible used as mitigation to take off some of the pressure.

20. Comd 3 CDSG added that in addition to the 460 funded positions, there was a requirement for additional unfunded positions and 3 CDSG was told that no more funds would be forthcoming this fiscal year. Through the business planning process, 3 CDSG had requested an additional \$1M in SWE to fill these unfunded positions but no information would become available until the April/May 2022 timeframe and there was no guarantee that any of these additional funds would be approved.

21. The VP UNDE MB/SK asked how many of the 460 positions were vacant at this time. The COS 3 CDSG stated that he did not have that information at hand but 66 files

were at various stages of the staffing process. CO Pers Svcs pointed out that at a base level, the funding envelope made a difference between funded positions (vacancies) and unfunded positions and added that making a clear difference between the two would eliminate misunderstandings. Comd 3 CDSG stated that information on how many of the 460 funded positions were vacant or in the process of being staffed could be compiled and sent out by e-mail in short order to provide a snapshot of the current staffing situation.

22. The VP UNDE MB/SK stated that she looked forward to this information and added that vacancy management reports were important to help understand where vacancies existed. Ms Simcoe noted that she was aware of and concerned about many positions that had been vacant for years with no known plan whether these positions were to be retained or eliminated and added that she was prepared to elevate these concerns to the national level.

STANDING AGENDA ITEMS

Budget / SWE

23. Comd 3 Cdn Div noted that budget/SWE had been discussed during the staffing discussion but emphasized that the formation's SWE had grown incrementally over the years with just over \$30M in FY 18/19 and just under \$34 for the next FY.

24. Ms Simcoe asked Comd 3 CDSG if he foresaw additional vacancies due to employees refusing to be vaccinated. Col McBride stated that anecdotally, he had heard that a few employees intended to refuse to attest their vaccination status but he did not have specific numbers. He added that it was not yet understood how that would affect vacancies in the near future as the 29 November deadline only concerned attestations. After that time, he understood that employees had a choice to make between getting the vaccine, attend mandatory training and then resign or proceed on leave without pay. Also, employees that chose leave without pay would presumably still have a position to return to if they changed their mind or if policy changed.

Employee Assistance Program

25. Ms Audrey-Pier Diotte introduced herself as the new EAP Coord for the Prairie Region and Quebec. She thanked the committee for the invitation to join the 3 Cdn Div LMCC and stated that she was looking forward to support and improve services for the employees. Ms Diotte provided a standing report to the program which is attached at Annex B.

26. Ms Diotte noted that the Prairie region did not have enough EAP Peer Advisors and emphasized the current national EAP recruiting campaign followed by peer advisor training.

27. The VP UNDE MB/SK stated that the EAP program had started as a joint UNDE/management initiative and was very successful. Some issues remained, largely concerning changes to the EAP advisor training and the associated funding. Ms Simcoe added that DND's representative at the national EAP Committee advised that the EAP

peer advisors were overworked and recommended that they report all contact with colleagues and not just formally completed referrals.

28. Ms Diotte stated that she was aware of an occasionally overwhelming demand for support and agreed that detailed information was helpful in both understanding the demand and planning upcoming training/webinars. In the meantime and until the Prairie region increased and trained additional referral agents, she was available to assist as much as possible.

Employment Equity

29. Comd 3 CDSG stated that numerous attempts at reaching out to have an employment equity rep update the committee had been unsuccessful. He added that he was aware that this information appeared to be a trend but assured the committee that his staff would continue to search for an EE rep.

NEW BUSINESS

Vaccination and Vaccination Attestation

30. Comd 3 CDSG stated that national direction was for all Public Servants to be vaccinated. DND followed suit and directed all defence team members to be vaccinated as well. The deadline to attest the vaccination status was set to be 29 October 2021. Exemptions can be made due to religious or medical reasons, forms are available to formally document an exemption; these should be filled out without delay. Col McBride stated that he expected a few employees refusing to attest or be vaccinated and further expected to receive information soon about a mandatory course on vaccinations. Provisions were also in place where partially vaccinated employees would be able to work from home where possible until a few weeks after they received the second dose. In addition, there were plans – though no details – for home testing kits for these employees.

31. Ms Nault stated that this was a hot topic for labour-relations staff as well and she expected details on obtaining at-home testing kits shortly.

32. The VP UNDE MB/SK requested details about unvaccinated employees being permitted to telework. Col McBride stated that this interim solution specifically applied to partially vaccinated employees who would continue to work from home in anticipation of receiving their second vaccine. After an additional 14-day-period, they would then be available to return to the workplace.

33. Ms Simcoe stated that she understood unvaccinated employees to be placed on administrative leave without pay (LWOP) as of 15 November 2021. Should an employee then get vaccinated (1st dose) they would return to the workplace but were required to receive the second dose within 10 weeks. If they failed to do that, the employee would be put back on LWOP.

34. The LR Rep confirmed that this was correct and added that testing was still required before partially vaccinated employees entered the workplace. Ms Nault noted

that teleworking or other types of accommodations were options but not feasible for all types of work and needed to be considered on a case-by-case basis.

35. The VP UNDE MB/SK emphasized that PSAC was in full support of the vaccine program but concerned about the manner of the government roll-out and a disappointing lack of consultation. Ms Simcoe noted that UNDE would continue to support all members but refer unvaccinated members without a valid exemption on medical or religious grounds back to the employer. She hoped that guidance and education would alleviate the stress and health concerns over the COVID vaccination.

36. Comd 3 CDSG assured Ms Simcoe that he appreciated her passing on information on mental health concerns and anxiety of employees. He noted that there were no specific contingency plans that he was aware of or part of just yet but expected mitigations to be developed when actual numbers of potential shortages became known in the mid-November timeframe. Col McBride added that this situation was new and looking after the health of our people was the most important aspect as everybody worked together to get through this.

AROUND THE ROOM

37. UNDE VP AB/North raised a concern he had previously attempted to resolve at a local level in Suffield regarding direction to BATUS employees about entering their respective leave plans into the Oracle program. HR-Civ had spoken to both the Base and BATUS Commanders regarding this direction as Oracle was a system of record, not planning. Mr Meakin thought this to be understood and the matter solved but a week ago, BATUS employees received another e-mail with the same direction and a deadline of end-October. He added that the union was in support of leave plans but not in favour of employees having to enter that information into Oracle since doing so then changes from a leave plan to an actual leave request. Col McBride stated that he had not been aware of this issue and invited the UNDE VP AB/North to send him background information off-line.

38. The Suffield PIPCS Rep stated that although PIPCS scientists had assisted in developing the vaccine policy, her union shared the UNDE VPs concerns about members' mental health concerns. Ms Jalbert added that seeing how Phoenix struggled with keeping regular pay straight, it was doubtful that the pay system could handle any amount of administrative leave adjustments that resulted from employees refusing to attest their vaccination status.

39. The G1 Rep asked if management was permitted to recommend employees with anxiety issues regarding vaccinations consult with EAP. Ms Diotte stated that EAP generally dealt with work-related stress issues and there was no specific service set up to deal with concerns over the vaccination program. She added that EAP could help to refer the employee to the right person but this would not be an EAP advisor.

CLOSING REMARKS

40. The VP UNDE MB/SK stated that she was looking forward to receiving the vacancy report. Ms Simcoe requested to be kept up-to-date on developments following the 15 November deadline and members potentially being placed on administrative leave. Should that be the case, she asked that the LMCC touch base, especially since the committee would not have another formal meeting until the new year.

41. Comd 3 CDSG agreed that if significant concerns developed, the committee should have an extraordinary meeting. Col McBride thanked the presenters for taking the time to attend this meeting and the work they put into their presentations to update the committee and expressed his appreciation for today's frank discussions.

42. The meeting adjourned at 1500 hrs.

Approved/Not Approved



R.W. McBride
Colonel
Commander / Co-Chairperson

Approved/Not Approved


Mona Simcoe
VP UNDE MB/SK / Co-Chairperson

Annexes:


Annex A Office of Disability Management (ODM) Presentation
Annex B Employee Assistance Program (EAP) Presentation

Distribution List


All Members/Attendees
CR/PA


 National Defence / Défense nationale

Annex A
 to 6007-20 [EA Comd]
 November 2021




A pillar of
Total Health
and Wellness




Un fondement
de la santé globale
et du mieux-être

Office of Disability Management
Bureau de la gestion de l'invalidité

Canada


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Annex A
 to 6007-20 [EA Comd]
 November 2021



Office of Disability Management (ODM)

The ODM aims to be an impartial, collaborative and inclusive entity that facilitates a supportive, safe and healthy work environment, enabling ill, injured and impaired employees to stay at work or return to work (RTW) as early as medically feasible.

- Recovery
- Stay at work
- Return to work
- Medical accommodations
- Leave support
- Medical Retirement



Benefits of Disability Management

- Fewer lost days and increased productivity;
- Increased employee satisfaction and morale;
- Improved health and decreased sick leave costs;
- Coordinated, collaborative and personalized approach;
- Centralized and consistent expert services;
- Clearer roles and responsibilities;
- Minimizing the impact on the employees and workforce;
- Improved understanding of leave and health trends;
- Improved contact with external stakeholders.



ODM Results after one year of services in NCR

	Before ODM Services	One Year of ODM Services	Results
Total Number of Disability Management (DM) Cases in the NCR	408	168	Returned to Work 105 Accommodated 25 Closed 103
Number of L1s	24	5	Demand reflected in 204 consults from other L1s
Average Duration of Sick Leave without Pay	522 Days / 18 months	253 Days / 8.4 Months	Decrease in duration of Sick Leave Without Pay of 269 days or 9.6 months
Total Cost of Lost Productivity (Total Working Days Lost)*	\$104,400	\$50,600	48% decrease in loss of productivity
Longstanding DM Cases (>2 years)	38	18	47% reduction

*Based on ESDC Figures of \$200 per day (accepted industry measurement)

After one year of services, ODM reduced:

- duration of sick leave without pay by 50%
- cost of lost productivity by 48%
- amount of longstanding cases by 47%

Proactive case management lead to a 70% increase in early intervention of cases; and

Ongoing case management lead to a decrease in the duration of leave by 9.6 months



- Active case management services;
- Provide **neutral** guidance to employees and management;
- Coordination of support services;
- Leading and connecting a multidisciplinary team;
- Education, support and tools for all parties;
- Provide proactive and regular contact and communication; and
- Ensure that employee's connection to the workplace is maintained.





Work or Non-work related injury, illness or impairment

A condition that results from exposure to a physical, mental, chemical or biological agent in or outside the workplace affecting or impairing the health of an employee.


- Employment and Social Development Canada (ESDC)
- Workers' Compensation Board (WCB)
- Employment or Disability Insurance (if required)
- Coordination with partners
- Leave support
- HRSS and Pay Centre Support




Recovery

A proactive process where early and on-going contact with the employee and supervisor/manager allows for the identification and resolution of barriers. Appropriate support, services and resources are then provided to assist employees throughout recovery.

- Leave support
- Employment Insurance
- Disability Insurance
- HRSS and Pay Centre Support

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Annex A
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Stay at Work

The process of assisting convalescing employees remain in the workplace by temporarily modifying their duties until they are capable of resuming full duties.

- Medical accommodations
- Temporary Modified Work Agreement
- HRSS and Pay Centre Support

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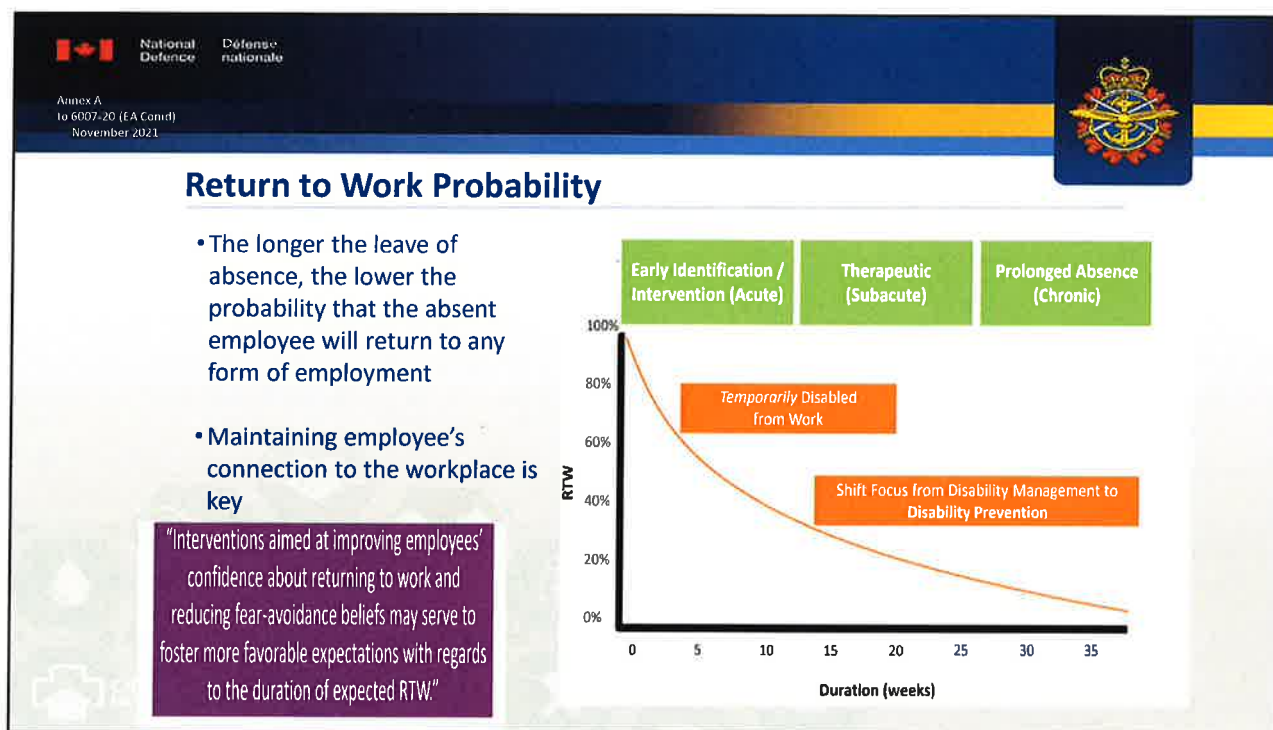
Annex A
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Return to Work

The process of assisting convalescing employees ease back into the workplace by temporarily modifying their duties until they are capable of resuming full duties.

- Temporary Modified Work Agreement
- Rehabilitation approved Return to Work
- Non-Rehabilitation approved Return to Work
- HRSS and Pay Centre Support
- Leave support



Annex A
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Accommodations

A change to the work environment or job activities that enable a person with impairment to participate in workplace activities safely and productively.

- Functional Limitations
- Temporary Modified Work Agreement
- Multidisciplinary approach
- Duty to Accommodate
- Follow-ups



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Annex A
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Accessibility, Accommodation and Adaptive Computer Technology

- Shared Services Canada AAAC Program supports a barrier-free, inclusive workplaces
- Offers a wide range of services to support public service employees with disabilities, injuries and complex ergonomic requirements
- Employees, supervisors and managers may access these services through ODM
- Services include:
 - Information sessions
 - Needs assessments and solution development
 - Accessibility Testing
 - Lending Library Pilot



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Medical Retirement

Treasury Board policy requires all leave without pay due to injury, illness or disability be 'resolved' within two years. The employer policy does allow for leave to be extended in exceptional circumstances.

- Options after two years of leave:
 - Return to Work
 - Resignation
 - Medical Retirement
 - Termination
- Guided support for employees and managers
- Pension Center


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Annex A
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Privacy and Confidentiality

- Refrain from open discussions about an employee's personal medical information (i.e. diagnosis, treatment plan)
- Even in situations where an employee voluntarily shares her/his personal medical information with you, it should not be shared with anyone including ODM staff without the informed consent of the employee; written or verbal
- Medical information like diagnosis, medical imaging results, outcomes of medical procedures is not required nor helpful in providing disability management services and goes against TBS best DM practices

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Management Responsibilities

- Engage the ODM at onset of injury, illness or impairment
- Actively participate in the process
- Complete required documentation in a timely manner
- Stay in contact with the employee
- Foster regular, open and transparent communication with stakeholders
- Maintain privacy and confidentiality
- Keep the DMA up to date



Employee Responsibilities

- Seek medical care at onset of illness, injury or impairment
- Inform Supervisor/ Manager and the ODM as soon as possible
- Provide up to date medical documentation to your DMA, and follow recommended treatment plans
- Complete all necessary forms in timely manner
- Maintain open communication with Supervisor/Manager and DMA
- Actively participate in the disability management processes



What ODM needs from YOU

At onset of injury/illness:

- Call or email the ODM
- Provide:
 - Employee and manager contact information
 - Nature of the case
 - Where you work (e.g. BLOG, Nanoose)
- Request DMA services

The ODM will:

- Assign a DMA or provide consultation
- DMA will reach out to you within 2 business days
- Personalized Case Management or
- Consultation on general program information

Your Role:

- Actively participate in the process (e.g. forms and medical notes)
- Take advantage of the ODM services
- Maintain open and transparent communication between employee, employer and DMA





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ODM Contact Information

- telephone: 1-833-893-3388,
- internal email:
 - East: ++Disability Management - Gestion d'Invalidité@ADM(HR-Civ)
DGWM@Ottawa-Hull
Disability_Management-Gestion_Invalidite@forces.gc.ca
 - West: ++Disability Management West-Gestion d'Invalidite
Ouest@ADM(HR-Civ) DGWM@Esquimalt
Disability_Management_West-Gestion_Invalidite_Ouest@forces.gc.ca
- external email:
 - Disability_Management-Gestion_Invalidite@forces.gc.ca
- More information can also be found on our Intranet Website:
<http://hrciv-rhciv.mil.ca/en/e-office-of-disability-management.page>

Employee Assistance Program



Health Canada – Employee Assistance Services (EAS)

- Health Canada [EAS](#) – Provides free, short-term professional counselling and crisis services to public service employees, members of the CAF, veterans and their families. You have two ways to access EAS to set up counselling:

- **By Phone**, call the *Crisis and Referral Centre* available 24/7, at 1-800-268-7708 or 1-800-567-5803 (for people with hearing impairments).
- ***NEW* By Chat** at www.canada.ca/eap-chat (password: canada), available Monday to Friday, from 0800-1930 (Eastern time), excluding statutory holidays.

The Chat Service is only for making an appointment for professional counselling, not for immediate counselling. If you need immediate support, call the Crisis and Referral Centre.



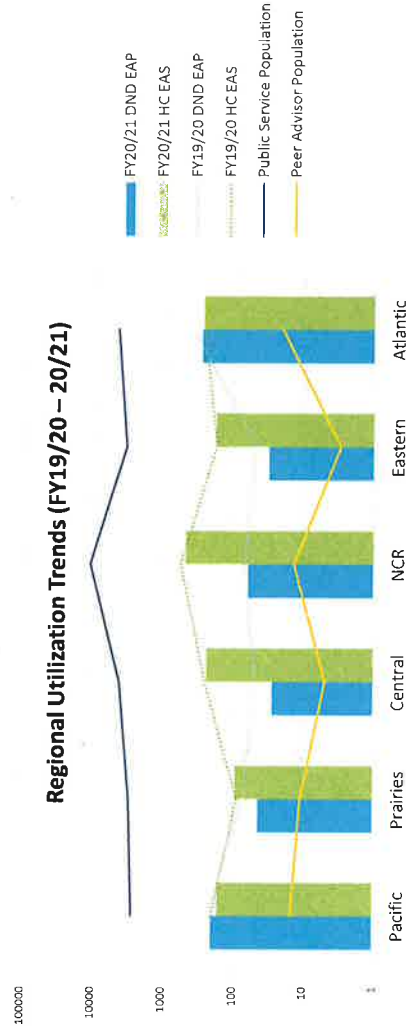
Webinars

Top 3:

1. Mental Health at Work – Burnout
2. Coping with Stress and Anxiety as we Continue Adapting to Change
3. Promoting mental well-being through nutrition

The recordings are also available on the [ADM\(HR-Civ\) YouTube channel](#)

Regional Utilization Trends (FY19/20 – 20/21)



Trends & Observations

- In FY20/21 there were 44 PA and 94 Health Canada consultations in the Prairies Region, representing a 21% decrease in consultations compared to FY19/20.

Regional Utilization



5.1% utilization rate in the Prairies region in FY 20/21 compared to a 7.5% national utilization rate

Employee Assistance Program



Connecting with an EAP Peer Advisor

PAs are DND employees, who are trained and skilled in active-listening, supporting and providing information/referrals.

Email the EAP eap-pae@forces.gc.ca or call HR Connect at **1-833-747-6363** to be connected with a readily available colleague from 0800-1600 hours Monday to Friday.



LifeSpeak

A digital library offering hundreds of short videos, podcasts and blog posts by experts on everyday issues and wellness topics.

Log in: canada.lifespeak.com
Username: canada
Password: canada



Trends & Observations

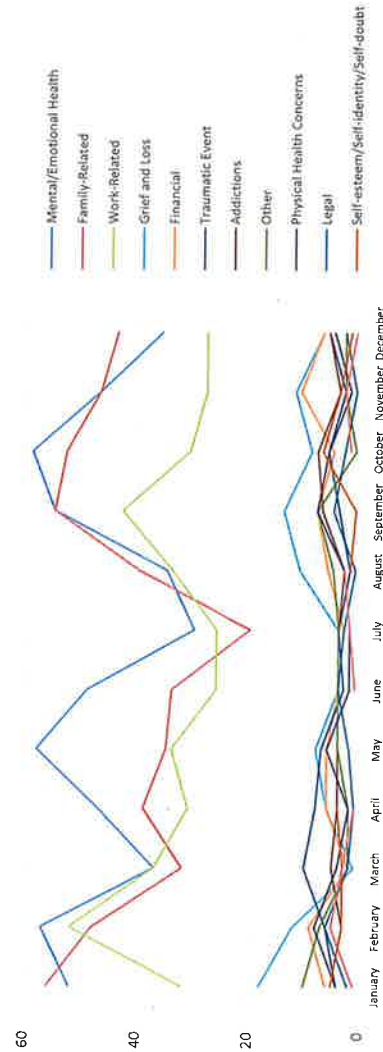


- The [Organizational Well-Being distribution list](#) has grown to over **2500** individuals, increasing awareness via direct outreach, the most effective means of communication for the program.



- 9 Active Peer Advisors (PA) in the Prairies Region in FY20/21. Plan to begin the National Recruitment Campaign in the Fall/Winter of 2021/2022.

Nature of Peer Advisor Visits by Month (FY18/19 – 20/21 National)



Monthly Featured Webinar

Men's Mental Health: Breaking the Stigma
13:00-14:30 EST, Nov 9th (English Session)
13:00-14:30 EST, Nov 10th (French Session)

