

# EMPLOYEE ASSISTANCE PROGRAM (EAP)

## Statement of Understanding

It is important that you understand the confidential nature of your relationship with your Morneau Shepell counselor. No one at Morneau Shepell will release your name or any information about you, your participation in counseling, or details of your counseling sessions to anyone outside of Morneau Shepell without your informed, voluntary, and written consent, except as outlined below:

- When we are required by law to disclose what would otherwise be confidential information, such as when we believe you may pose a risk of serious injury to yourself or others, there is suspicion of child abuse as defined by applicable government legislation, or we are served with a properly executed court order.
- If you occupy a safety sensitive position in your workplace your counselor may be obliged to report drug and alcohol concerns to your company's Occupational Health provider in order to ensure employee and public safety.

Morneau Shepell is compliant with all Provincial, Federal and International privacy requirements, including HIPAA, Safe Harbour and a Privacy Officer. You may view our privacy policy online at [us.morneaushepell.com/privacy-policy](http://us.morneaushepell.com/privacy-policy), or request a hard copy by calling the EAP number. If you have any concerns about our services, please contact the EAP number and ask to speak with a Supervisor. We are available 24/7 to assist you.

**Program Eligibility:** The EAP counseling program offers assessment, counseling, and referrals, when necessary. It is your responsibility to determine whether your employer, insurer or government health plan covers the cost of services referred to outside the EAP.

**Cancellation Policy:** We require that all clients provide their counselor with at least 24 hours' notice of an appointment cancellation, otherwise the time might count against your available number of sessions.

**Counseling:** The EAP provides short-term counseling. These services are most appropriate for people who have identified a specific concern and are prepared to work actively, with the help of a professional counselor, toward implementing an action plan to resolve it. Because the specific number of hours needed may vary, the EAP is designed to work with an average range of hours consistent with the short-term approach. The EAP does not provide long-term counseling. When this type of service appears appropriate, counselors will refer you to public or private resources offering longer term or more specialized services. EAP counselors cannot advocate on your behalf in legal or work-related matters

**Satisfaction Survey:** You will be provided with a Satisfaction Survey. Please take the time to complete it.

I have read, or had this statement read to me, and acknowledge its conditions. In signing, I also confirm my eligibility for the program.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

Morneau Shepell reserves the right to use client information for statistical and research purposes regarding EAP trends. All information collected will be entirely non-identifying and complete confidentiality will be maintained. Morneau Shepell will continue to provide services regardless of your participation in research.

**A photocopy or facsimile of this authorization shall be as valid as the original.**