



fseap

A different kind of EAP.

Since pioneering the employee assistance programs (EAP) in 1975, FSEAP has become a leading national provider of wellness solutions and organizational consulting. We've always been under the same ownership, Family Service Canada, and are the country's only national, not-for-profit provider. All of our proceeds go back to support crucial community social service programming across Canada - delivering on our promise to sustain healthy workplaces and strong communities.

50 FSEAP offices | Over 1000 providers based out of 1000 locations | More than 700 trauma responders

This is how we serve over 2000 organizations and one million eligible individuals nationwide. No matter the size or location, even in the most remote places, we're there to strengthen the health of employees, families, organizations and communities.

Why FSEAP?



We continually demonstrate our commitment to providing quality services. We are accredited by the Council on Accreditation (COA), and are the only provider that has won the Employee Assistance Society of North America's Corporate Award of Excellence four years in a row.

Our customers choose FSEAP because our culture of collaboration inspires our EAP partnerships - every program we design is unique to that organization and based upon mutually developed goals.

We help our customers:

- Gain and maintain healthy and productive work environments
- Keep employees well, focused and at work
- Reduce overall health care and disability claim costs
- Create better workplace culture and organizational morale



Benefits of having an EAP from FSEAP

Use of the EAP by your employees can produce a number of important benefits for your organization. These include the following:

Fewer Attendance Problems. As many as 30% of all unscheduled absences are related to personal and family concerns, such as relationship difficulties, childcare issues, and mental-health problems. When employees utilize FSEAP to address such issues, your organization can significantly improve employees' attendance rates.

Fewer Injuries and Accidents. Employees with personal problems are often preoccupied and distracted, increasing their risk of accident and injury. By integrating FSEAP into your prevention efforts, your organization can significantly lower your rate of accidents and injuries.

Increased Employee Productivity. By helping employees to resolve personal and family problems before they impact their work performance, your organization can help to preserve your employees' productivity.

Increased Employee Loyalty and Retention. Finally, the establishment of an EAP with FSEAP is a tangible demonstration of care and respect by an employer towards its staff. Making current and prospective employees aware of this employee benefit can assist your organization to better recruit and retain your employees.

EAP in Numbers

- 20% of Canadians will experience a mental illness in their lifetime¹
- Mental illness is the #1 cause of disability¹
- \$51 billion is the estimated cost of mental illness to the economy in terms of health care and lost productivity¹
- Research shows EAPs provide high levels of user satisfaction, significant clinical relief, and improve workplace productivity²
- ROI of \$3 to \$10 for every \$1 invested in an employee assistance program²

Everything an EAP should be.

Responding to today's workplace's needs, FSEAP offers a continuum of services to help organizations and their employees thrive.

Employee and Family Assistance

FSEAP knows, from time to time, we all face difficulties. Most often, employees can deal with life's challenges on their own, or with the help of family or friends. But sometimes it can be helpful to talk with a trained caring, professional. FSEAP has a network of over 1000 providers across Canada available to assist.

24/7 Access and Crisis Support

- 1.800 Voice and TTY accessible from anywhere in North America
- Answered by master's level counsellors 24/7
- Multi-lingual
- Offers immediate crisis support and stabilization, assessment and referral services

Personal Counselling

- Short-term counselling for individual, couples and families
- Provided by master's and doctoral level professionals
- Available as in-person, telephone, online, or video sessions
- Able to assist with a broad range of personal, family and work issues

Integrated Work / Life Services

- Career Counselling
- Child & Eldercare Resources
- Family Connexions - Resource Kits
- 24/7 Teen Parent Line
- Financial Coaching and Credit Counselling
- Legal Consultation
- Life Coaching
- Nutrition Counselling
- Smoking Cessation Support

Web-based Health and Wellness Resources

- 24/7 confidential access to our online health and wellness library

EAP Program Promotion

- Brochures, posters, wallet cards and fridge magnets to help promote awareness of the benefit to employees and their families

Wellness Promotion

- Quarterly Newsletters for Employees
- Newsletters for Managers and Leaders

Wellness Solutions & Organizational Consulting

Trainings, Seminars and Lunch-n-Learns

- Facilitated discussions and workshops for employees on issues such as stress management, resiliency, compassion fatigue, work/life balance, and preparing for retirement
- Workshops for leaders on topics such as on supporting employees after a critical incident, having difficult conversations, and supporting employee career development

Integrated Wellness Platform™ ~ *New Product*

- Assessment based, customized wellness programming that supports transformative change in employee physical and psychological wellness
- Increase employee engagement and performance through enhanced workplace mental fitness, resiliency and wellness programming

Workplace Management Consultations

- Responsive guidance backed by evidence-based research to help build functional, resilient individuals, teams and workplaces

Critical Incident Response Services

- 24/7 telephonic consultation, coaching and crisis support for employers and employees
- On-site clinical support for managers, individuals and groups
- Canada's largest network of Psychological First-Aid responders

Substance Abuse Professionals Services

- Specialized assessment and treatment
- recommendations, and case management for drug and alcohol addiction problems

Contact FSEAP Kingston

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"I am always happy to talk with you and answer any questions you may have about our EAP, Workplace Consulting Services, and Educational and Wellness Workshops. Contact me, together let's discuss how FSEAP Kingston can assist you with your workplace challenges and wellness needs." - Kaveh

fseap Now we're talking.