Supportive Counselling Services

From time to time, employees may find themselves in need of confidential, professional counselling for personal, family, relationship, and wellness issues adversely affecting work performance or threatening to do so. The purpose of the University's Employee and Family Assistance Program [1] (EFAP) is to help meet these needs.

Voluntary employee referrals to EFAP counselling are those through which an employee seeks to resolve difficulties in a discreet manner, often before job performance is an issue. They may also include situations in which a supervisor encourages an employee to seek counselling for a social/health issue identified by the employee as a factor contributing to declining job performance.

In the event of a crisis that involves the death or serious illness of a colleague or student, the supervisor can call Homewood Health at 1-800-663-1142 and ask to speak to someone in their Crisis Management Services. This will facilitate a counsellor being dispatched to the University to address several employees at one time. Normally this service requires approval from Manager at Occupational Health and Wellness.

Supervisors should:

- encourage employees to seek EFAP counselling where appropriate; and,
- advise employees of their rights and responsibilities with respect to EFAP

If employees are seeking additional info, please encourage them to contact Occupational Health and Wellness at 519-824-4120 ext. 52647.

Source URL:https://www.uoguelph.ca/hr/managers/supportive-counselling-services

Links
[1] https://www.uoguelph.ca/hr/efap