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 Assistance Program (EAP) is to help meet these needs.

Voluntary employee referrals to EAP 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.

Involuntary (mandatory) referrals are those through which an employee is required to participate in EAP counselling as a condition of continued employment with the University. In such cases, the University reserves the right to confirm the employee's regular attendance at counselling sessions.

Employees receiving EAP counselling are expected to maintain job performance and attendance at levels acceptable to the University.

Supervisors should:

- be alert to changes in employees' job performance;
- encourage employees to seek EAP counselling where appropriate; and,
- advise employees of their rights and responsibilities with respect to EAP participation and ongoing performance expectations.

In situations calling for performance management, supervisors are encouraged to contact their Human Resources Consultant [1].

If employees are seeking additional info, please encourage them to contact the Occupational Health & Wellness team [2].

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[1] https://www.uoguelph.ca/hr/hr-services-about-human-resources/human-resources-consultants
[2] https://www.uoguelph.ca/hr/hr-services-occupational-health-wellness/occupational-health-wellness-team