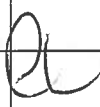


Surrey Fire Service Operational Guidelines

Employee Assistance Programs	O.G. #05.02.05.03	Page 1 of 1
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PURPOSE: To provide a confidential resource to assist members and their families find professional assistance with personal issues.

SCOPE: All Fire Department Personnel and their family members.

POLICY: The Employer, Surrey Fire Service and Local 1271 all support its members and their families by providing the programs listed in this policy.

PROCEDURE:

Members and their family members experiencing personal problems have a number of paths they can follow to receive assistance. Employees and their dependants may utilize the confidential programs described below.

MFAP

Member Family Assistance Program is a fire department program co-funded by the Surrey Fire Service and Local 1271. The MFAP provides up to \$600 per union member, spouse, or family member per year, to a maximum of \$1,200 per family per year. To access this program unionized members should contact an MFAP team peer to receive a confidential referral form for counselling for personal support. For more detailed information and to find the names of peer contacts visit the SFS Intranet website and click on General. Citynet >Fire > General >Employee Assistance phone list.

EFAP

Employee Family Assistance Program is an Employer funded program available to all Surrey Fire Service Members and their families. The program provides professional assistance for a wide range of issues including but not limited to couple and marital relationships, family matters, work related and career issues, stress, anxiety financial and legal concerns, misuse of alcohol and drugs and CIS. The EFAP provider shall provide up to five sessions per member, spouse or dependant family member per year. This program is intended to compliment other programs such as the MFAP and CIS programs. For more detailed information visit the City intranet site and click on Department then click Human Resources and finally click on Family Services Employee Assistance Program or call 1-800-667-0993.

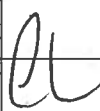
Local 1271 Chaplain

The Local 1271 Chaplain shall be available to provide spiritual guidance to members of the SFS and can be contacted through an MFAP peer contact or on the Intranet >Fire > General > Employee Assistance phone list.

Psychological Counselling

The Collective Agreement provides \$1,250.00 per Union member and each member of their family for counselling from a registered psychologist. Members accessing this benefit will need to pay for the service and forward their receipts for reimbursement to the extended health benefit provider for the City of Surrey.

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Employee Support Team

Members that have exhausted benefit coverage and are in the midst of dealing with a serious mental health issue may be provided additional support by contacting a member of the Employee Support Team or the MFAP co-ordinator. For contact numbers see the Employee Assistance phone list on the intranet.

Substance Abuse


The SFS has a comprehensive support program for members seeking assistance with substance abuse. For information regarding the substance abuse policy, please visit the Fire Intranet site, click on policies.

Critical Incident Stress

All members shall be provided the opportunity to participate in a process to reduce the effects of Critical Incident Stress. Members feeling the effects of dealing with a stressful incident should request assistance. For more information pertaining to CIS please see OG#5.02.05.01

Worksafe

Any member may seek professional assistance to deal with the stress of attending an incident by calling Worksafe directly at 1-888-922-3700. The initial phone call and up to 5 visits to a psychologist are provided in a confidential manner.

 _____ Signature of Fire Chief	This O.G. Replaces: New Issued on: August 2, 2016
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