

# FINAL

## RECORD OF DECISIONS EAP Regional/Command Coordinators Meeting May 10-11 2005

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### *Attendees:*

- Regions: Trish Samson (Halifax); Theresa Belliveau (Halifax); Liette Tremblay (Montréal); Barre Campbell (NCR); Gail Fox (Toronto); Gail Henry (Winnipeg); Carolyn Jones (Edmonton); Sheryl Francis (Esquimalt)
- Union: Doug Pike, Union Co-chair N EAP A Committee
- National Office: Simone Robichaud, Louise Levesque
- Others: Lynne Corkum, Charles Fecteau, Margaret Bergeron, Anne Stadnisky, Cynthia McLeod, June Davis, Marie Joannisse

<b>MAY 10 - Items</b>	<b>Decisions/Actions</b>
<b>1. Welcome / intro</b> <b>2. October 6 2004 Records of decision</b>	Approved
<b>3. Overall Funding and Regional Budget Allocations</b>  <u>Champion</u> No funding from National Office budget is provided to Champion for EAP activities.  Concern expressed for late regional budget allocation (late June) Budget allocations include RA Development Days (RADD) (formerly known as RAP) travel  <u>RADD Sessions</u> Indirect transfer of funds – MARLANT RADD Air Command unable to attend MARLANT RADD session National Office will <u>only</u> fund RADD held in fiscal year when no symposium  <u>Honorariums</u> Gifts /Mementos/Donations are <u>not</u> permitted when contract issued Donation in lieu of payment is <u>not</u> an option, therefore issue a contract to speaker/service provider (Cynthia MacLeod)	<b>National Office</b> will now provide TANs and financial codes for training events and meetings which it funds - <i>Ongoing</i>  <b>Coordinators</b> provide business plan and budget request to National Office via their Chain of Command (Level 2 and Level 1 HRBMs)

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<p><u>Contracts</u></p> <ul style="list-style-type: none"> <li>• Chief of Staff (Materiel) (COS (MAT)) - for requirements valued greater than \$1M and less than \$2M (taxes included).</li> <li>• DC Pol - for requirements valued between \$25K and \$1M</li> <li>• Comptroller's Office</li> <li>• DG or Director has authority to sign contracts up to \$5K</li> <li>• Authority <u>cannot</u> be delegated locally (confirmed by ADM HR-Civ – Comptroller's Office) for National Office funds provided to regions.</li> </ul> <p><u>ADM HR-Civ has approval for contracts up to \$25K</u></p> <p><u>Hospitality (subsequently updated by Comptroller's Office)</u></p> <ul style="list-style-type: none"> <li>◆ Must complete hospitality form (\$1.00 or more)</li> <li>◆ All hospitality requests for DG (up to \$1,000) or Director (up to \$500) signature are to be sent to National Office for pre-approval – 4 weeks lead time</li> <li>◆ All hospitality requests for ADM (up to \$1,500), DM (up to \$5K) or Minister (over \$5K) signature to be sent to Marie Joannisse (ADM HR-Civ – Comptroller Office) for pre-approval and be accompanied by a briefing note – 8 weeks lead time (7 weeks lead time for Marie Joannisse)</li> </ul> <p><b>Concerns:</b>            Responsibility belongs to regions or group/commands?            Will EAP funding accountability be regional or by group and command? Cannot be both.            Where is the funding responsibility?            Result: Lessened awareness and accountability for program            Perhaps regional coordination/perspective not ideal in a group/command structure of the department            Trying to do both is not working            RAs need to have a sense of community</p> <p><b>Comment:</b></p> <p><u>First time funding responsibilities and criteria are clear!</u></p>	<p><b>Marie Joannisse</b>            (ADM HR-Civ            Comptroller's Office)            to contact coordinators directly with form and clarifications and send hospitality SOP checklist requests to regional coordinators – <b>Done</b> by EAP National Office</p> <p><b>National Office</b> to fund Regional/Command Coordinators meetings twice annually <b>Ongoing</b></p>

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<p><b>4. EAP Promo Items</b></p> <p>National Office is responsible for the production and delivery to chairpersons of lanyards, pulls, posters, business card holders, note pads, folders and annual weekly planner.</p> <p><u>2006 Weekly Planner</u></p> <ul style="list-style-type: none"> <li>• New format approved</li> <li>• Update quotes</li> <li>• Include Emergency contact instructions</li> <li>• Add blank page so regions can provide local emergency contacts</li> </ul> <p>Include available dates of regional EAP Weeks, symposiums, RADD sessions, activities, etc. in agenda</p>	<p><b>Barre</b> send notepads to Carolyn and Theresa and banners to the coordinators who did not receive them - <b><i>Notepads delivered and Banners in progress</i></b></p> <p><b>Trish Samson</b> emailed the EAP folders pdf file to National Office</p> <p><b>Coordinators</b> update master promotional items mailing list, send updated listing to Lyse Tremblay ( EAP National Office) and confirm to her the receipt of promotional items - <b><i>Underway</i></b></p> <p><b>National Office</b> order and distribute promo items in accordance with mailing list provided by coordinators - <b><i>Done</i></b> This office will also update the content of the 2006 weekly planners and distribute them in November.</p>
<p><b>5. 2004-2005 National Office Accomplishments</b> highlighted.</p> <p><b>National Office 2005-2006 Priorities:</b> DAOD, Administration Manual, 2006 Weekly Planner, Communication tools (brochures, roadmap, website etc.), statistical database system, RA and Chairperson Training dependant on needs, and prep for 2006 Symposium (funding, timing, location, etc.)</p>	<p><b><i>E-mail sent to coordinators requesting training needs</i></b></p>

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<p><b>6. Training</b></p> <p><u>Facilitation:</u> Create a pool of co-facilitators in both languages, including union members, for both RA and Chairperson courses</p> <p><u>Discussion:</u> Value-added of EAP: how to demonstrate to managers and supervisors. Show the benefits are not only to employees Value-added: decreased absenteeism, lower turnover, retention, wellness of organization, etc...include in communication using various tools. Some managers, civilian and military are not aware of EAP</p> <p><u>Types of Training discussed for both employees and managers:</u> Web-based training Face-to-face training Info sessions</p> <p><b>Solution:</b> HR training for managers – EAP module available on e-learning, ongoing awareness/info sessions and communication</p> <p><u>RA Training</u> Request training needs from coordinators and unions/bargaining agents RA Training tentatively scheduled for October 2005 – National Office determine location, pending needs RAs to renew letters of agreement with supervisors every two years or if new supervisor</p> <p><u>Chairperson Training</u> Request training needs from coordinators and unions/bargaining agents Chairperson Training not yet scheduled (looking at Feb/Mar timeframe). Need to be determined, followed then by location.</p> <p><b>Concern:</b> Role of Chair requires additional hours but they do not feel they can ask for more time from managers</p>	<p><b>Coordinators</b> provide training needs to National Office – <b>Ongoing</b></p> <p><b>National Office</b> is/will: - Search for co-facilitators - <b>Tom Denault to co-facilitate the Chairpersons' course and Trish Samson the RA course</b></p> <p>- Contact DGLPD to confirm EAP management training. (When? How? Who monitors mandatory training?) - Develop an RA training requirement template <b>Done</b></p> <p>- E-mail coordinators and union/bargaining agents to identify their training needs <b>Done</b></p> <p>- Send out letter of understanding and MOU to coordinators (<b>Done</b>)</p> <p>- Review Chairpersons weekly hours requirement, seek NEAP AC approval and update DAOD and Admin. Manual.</p>

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<p><b>7. Communication – Roles and Responsibilities</b>            Communication through</p> <ul style="list-style-type: none"> <li>⇒ <b>Chain of command</b> for policy, directives, guidelines and financial issues (ex. DAOD, admin guide). Increases visibility and credibility of EAP.</li> <li>⇒ <b>Regional / Command EAP coordinators</b> - day-to-day correspondence and on-going business such as statistical data requests, training nominations, issues, questions, concerns, etc.</li> </ul>	<p><i>National Office sent DECK on roles/ responsibilities to NEAP AC members June 2, 2005.</i></p>
<p><b>8. Regional Visits</b>            National Office to visit regions (Valcartier, Bagotville, Dundurn, Edmonton, Cold Lake, Wainwright, Toronto – ASU, CFCSC &amp; DRDC and Gagetown) – 8 weeks advance notice. Unions be involved in regional visits</p> <p><u>Coordinator’s responsibilities:</u>            Set up tours, site visits, where feasible            Combine visits with RADD sessions, EAP meetings, etc. where possible</p> <p><b>Question</b> - Is there funding for coordinators to conduct site visits?  <b>Consideration:</b> Funding for coordinators to conduct site visits within their region</p>	<p><b>National Office</b> prepare a schedule of regional visits and inform regional / command coordinators, HRBM L1s and Union officials.</p>
<p><b>9. Symposiums</b></p> <p>Funding should not be an issue and all RAs should be able to attend            Discussed Ottawa location potential for 2006 symposium            RA and Chairperson training has precedence</p> <p><u>Proposed Funding Options:</u>            Refer to e-mail sent June 2, 2005</p> <p><b>Comment:</b> Symposium viewed as training – National Office is responsible for training – L1s should understand ALL RAs should attend Option 1 is a simple, clean and preferred method</p> <p>Regional/Command Coordinators with their Chairpersons determine if an RA is inactive and consequently not allowed to attend the symposium.</p> <p><b>Question:</b> Should RA Training be on individual learning plans?            Funding commitments should be considered when requesting managers’ support for RAs.</p>	<p><i>National Office sent email on June 2 2005 to members of the NEAPAC and coordinators</i></p>

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<p><b>10. Discussion Period</b></p> <p><u>Data Statistics:</u></p> <p>Issues:</p> <ol style="list-style-type: none"> <li>1) People not entering stats</li> <li>2) Lack of knowledge on how to enter data</li> <li>3) RAs use paper rather than database</li> <li>4) Database not user-friendly</li> </ol> <p>Some find it easier to collect manually</p> <p>Entering data into database is a burden for RAs</p> <p>Data may never be 100% accurate of actual usage of EAP</p> <p>Stats must be entered on an on-going basis</p> <p>Data entry training can be provided at the RA course</p> <p>Three month stats report – peek periods</p> <p>Ensuring timely entries allows more accurate statistical reporting at National Office and all levels (i.e. Regional/Command Coordinators)</p> <p>What do we do with inactive RAs</p>	<p><b>National Office</b> provide passwords to new RAs <i>Done</i> and update website RA listing on an on-going basis <i>Ongoing</i></p> <p><b>Coordinators</b> ask military RAs if they want their rank posted on the EAP website and advise Lyse Tremblay of any changes, deletions or additions to be made to website RA listing and EAP related databases. <i>Ongoing</i></p>
<p><b>11. Parking lot, meeting highlights for Day 1 for N EAP AC meeting</b></p> <p><i>Parking Lot</i></p> <p>Further discussion needed on whether the EAP should be delivered by region or by group and command? Should EAP stats be sent out via the chain of command?</p> <p>Refresher Training – 8 years (include public speaking, suicide training) – reinforce roles and responsibilities – incorporate this training in Symposiums, RADDs and Lunch and Learn events</p> <p>Symposium – review core competencies for RAs; ask the RAs themselves what they would like to learn at next and future symposiums</p> <p>EAP Structure – regional versus group/command structure</p> <p>New CDS Vision will affect structure</p> <p>EAP stats delivery group/command structure versus regionally or by N EAP AC</p>	<p><b>National Office</b> to send pins to the regions - <i>Done</i>. Next pin order, consider adding + after the years of service</p> <p><i>No further action required</i></p> <p><b>National Office e-mailed draft DAOD for comments on June 2, 2005</b></p>

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<p>Meeting highlights:</p> <ul style="list-style-type: none"> <li>• Identified need for 2005-2006 RA training requirement</li> <li>• 2005-2006 National Office priorities supported by regional/ command coordinators</li> <li>• Pleased with budget criteria being defined</li> <li>• RA and Chairperson training has precedence over all EAP activities</li> <li>• National Office will fund regional/command coordinators meetings twice annually and teleconferences</li> <li>• National Office will be conducting visits to various regions</li> <li>• National Office to review letters of agreements so that supervisors know all roles and responsibilities of RAs, Chairpersons and coordinators</li> <li>• National Office to explore the possibility of increasing number of weekly hours allotted to chairpersons</li> </ul>	
<p><b>May 11, 2005 Discussion:</b></p> <p><u>DAOD:</u></p> <p>Military exposed to different environment, should they approach laypersons to seek help?            HR-Mil may want a say in how the program is run            Civilian Program but do not turn anyone away            Military clients should not meet with military RAs            Suggestion: Do not include “military” in the DAOD. Use “members of the Defence team”            Admin manual to reflect DAOD terminology when approved</p> <p><u>Official Languages:</u></p> <p>Impact of OL policy on the EAP - providing services to clients in both languages in different regions? It does not. There should be no impact. Bilingual RAs, Chairpersons and Coordinators are identified on website lists. Otherwise contact National Office.</p> <p>If a chairperson attends a French RADD, what about the RAs reporting to her in English region? Is the Chairperson entitled to attend both RADDs?</p>	<p><b>National Office</b> contacted OL experts to determine rights of individuals with respect to attending RADD in their language of choice. The OL Act does not apply to a voluntary program. Consequently, Chairpersons will attend RADDs and other EAP activities in the region/ command where they volunteer their services.</p>

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<b>MAY 11 - Items</b>	<b>Action</b>
<p><b>a. LFAA 2004-05 Accomplishments and 2005-2006 Plans</b></p> <ul style="list-style-type: none"> <li>◆ The focus has been on succession planning for retiring RAs and training for new RAs, and to date we have been quite successful. We are not looking into how to replace, but have been actively ensuring we have replacements on board before the experienced RAs retire (approx 6 mths to a year before)</li> </ul>	<b>(Theresa Belliveau)</b>
<p><b>b. MARLANT 2004-05 Accomplishments and 2005-2006 Plans</b></p> <ul style="list-style-type: none"> <li>◆ EAP a standing item at all LMRCs</li> <li>◆ Brown Bag Lunches (BBL) 1 hr and Education &amp; Quarterly meetings (½-day with speaker &amp; admin issues)</li> <li>◆ Advertises EAP week on electronic bulletin board and through LMRC</li> <li>◆ Appreciate having someone from National Office attend RADD</li> <li>◆ Important to keep numbers up because of requests for Leave of Absences and upcoming retirement possibilities</li> <li>◆ Planning site visits to St. John's and Sydney</li> <li>◆ Participated in provincial (NS) EAP Association</li> <li>◆ EAP will support UNDE by having a booth for 2 days during the August convention being held in Halifax</li> </ul>	<b>(Trish Samson)</b>
<p><b>c. LFQA 2004-05 Accomplishments and 2005-2006 Plans</b></p> <ul style="list-style-type: none"> <li>◆ Francophone RAs enjoyed the symposium</li> <li>◆ EAP week activities partnered with EE</li> <li>◆ Louise and Charles will attend RADD session 31 May 05</li> </ul>	<b>(Liette Tremblay)</b> <i>Charles attended; National Office unable to attend</i>
<p><b>d. LFCA 2004-05 Accomplishments and 2005-2006 Plans</b></p> <ul style="list-style-type: none"> <li>◆ Partnered with Health Promotions</li> <li>◆ RADD to be held in mid-September in Borden (13-16)</li> <li>◆ Looking at succession planning</li> <li>◆ Have co-chairs for large EAP committees</li> </ul>	<b>(Gail Fox)</b>
<p><b>e. LFWA 2004-05 Accomplishments and 2005-2006 Plans</b></p> <ul style="list-style-type: none"> <li>◆ Started at National Defence and in Coordinator role in February 2005</li> <li>◆ Will start planning for RADD (14-17 Nov) in Edmonton) and Chairpersons teleconferences</li> <li>◆ Client increase in work-related problems</li> </ul>	<b>(Carolyn Jones)</b>

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<p><b>f. AIRCOM 2004-05 Accomplishments and 2005-2006 Plans</b></p> <ul style="list-style-type: none"> <li>◆ Gail Henry is the coordinator until December 2005</li> <li>◆ Training a priority</li> <li>◆ 5 Wing conducted survey – uncertainty of jobs in the future</li> <li>◆ EAP week generously funded by Commander and unions</li> <li>◆ Partner with EE, LCC, supervisor and new employee orientation</li> </ul>	<p>(Gail Henry)</p> <p><i>Dianne Joudrey is back as the AIRCOM Coordinator.</i></p>
<p><b>g. MARPAC 2004-05 Accomplishments and 2005-2006 Plans</b></p> <ul style="list-style-type: none"> <li>◆ Coordinator position moved under HRBM L2 (Mary Coakley)</li> <li>◆ Consulting with union and commander to move to HQ</li> <li>◆ No urgency to recruit – will loose a handful of RAs in 8-10 years</li> <li>◆ Exploring the creation of associate RAs</li> <li>◆ RADD to be held in Fall 2005 (<b>Dates TBD</b>)</li> <li>◆ Standard agenda item on LMRC</li> <li>◆ LMRC want to play a greater role in planning RADD</li> </ul>	<p>(Sheryl Francis)</p> <p><i>Welcome to Kathy Middleton. Kathy is replacing Sheryl during her year of educational leave.</i></p>
<p><b>h. NCR 2004-05 Accomplishments and 2005-2006 Plans</b></p> <ul style="list-style-type: none"> <li>◆ Local unions paid for golf shirts</li> <li>◆ Champion visited 5 locations during EAP Week Feb 05</li> <li>◆ Picture of RAs during EAP week published in Civ-News</li> <li>◆ Coordinator to participate on Return to Work committee</li> <li>◆ Presentations made to EE Advisory committees</li> </ul>	<p>(Barre Campbell)</p>
<p><b>i. Regional/Command Issues</b></p> <ul style="list-style-type: none"> <li>◆ Regional Champions – to promote the program locally – Base Commander or CO</li> <li>◆ Golf shirts – to order through Trish if enough interested</li> <li>◆ How many RAs claim overtime for travel?</li> <li>◆ Need a consistent application across the board for things like the symposium</li> <li>◆ RA and Chair Training is a requirement – may claim overtime</li> <li>◆ <b>Overtime: Labour Relations issue – Specific collective agreements</b></li> <li>◆ N EAP AC should not take place on a Sunday (<b>Noted</b>)</li> <li>◆ Include overtime policy in admin manual (<b>Noted</b>)</li> </ul>	<p><i>Good idea!</i></p> <p><b>Coordinators to provide</b> list of regional champions to National Office.</p> <p><b>National Office</b> will prepare a letter from National Champion to regional champions</p>

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<p><u>PIPS</u> PIPS' philosophy is that professionals and not volunteers should provide EA services.</p> <p>Some areas of PIPS do not support EAP. Although not supported by PIPS, some of their members are current RAs; others want to take the RA course to become RAs.</p>	
<p><b>j. Discussion Period</b></p> <p><u>Doug Pike</u> <i>Support from Unions?</i> Overall – yes however Marlant receives little support from PIPS</p> <p><i>UNDE has money available through EAP – for such activities as EAP week</i></p>	
<p><b>k. Parking lot and discussion summary</b></p> <p><u>Hospitality</u> Hospitality must be pre-approved and dealt separately from the contract with host (hotel, conference center, etc...) Comes out of EAP budget, must get pre-approval through National Office and forms come to Marie Joannisse (ADM HR-Civ Comptroller's Office)</p>	<p><b>National Office</b> recommends that Regional Coordinators become knowledgeable of the hospitality and other policies available on EAP website.</p>
<p><b>l. Round Table</b> Trish - EAP Pins - Year on pin is not necessarily reflective of the number of years in the program</p> <p><b>Thank you everyone for your contributions to this meeting, including our headquarters' colleagues Lynne, Charles, Margaret, Anne, Cynthia, June and Marie.</b></p> <p><b>Next Meeting – TBD</b></p>	<p><b>National Office</b> distributed EAP pins to coordinators - <b>Done</b></p>