

LEGISLATIVE RETURN

SUBMITTED BY: Hon. Richard Mostyn, Minister responsible for the Public Service Commission

On November 13, 2018, Ms. Hanson, Member for Whitehorse Centre



- asked the following question during the Oral Question Period at page(s) _____ of *Hansard*
- submitted the following written question – WQ No. _____
- gave notice of the following motion for the production of papers – MPP No. _____

RE: _____

OR

This legislative return relates to a matter outstanding from discussion related to:
Committee of the Whole, Bill No. 207: Second Appropriation Act, 2018-19, Vote 10

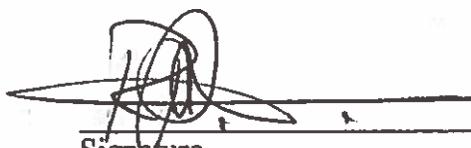
Asked, in regard to the employee and family assistance program contract, “What is the length of the contract? How much is the contract?” and “Are there criteria associated with the renewal each year and will the minister table those criteria when he tables the total amount that the contract is for each year?”

On November 13, 2018 at page 3574 of *Hansard*.

The response is as follows:

See the attached for contract details, and contract renewal considerations.

Nov 20/18
Date


Signature

Contract value/amounts:

The FSEAP contract is a one-year contract, commencing April 1, 2018, with an option to renew on an annual basis to March 31, 2021. Annual renewal is subject to satisfactory performance under the contract.

The total (year one) contract value is \$533,166.65, based on 3500 hours of service. Payment is based on the actual number of hours of service provided. If renewed, the annual contract values for each of renewed periods will be the same as for year one.

Criteria, annual renewals

The Public Service Commission's Director of Health, Safety and Disability Management administers the Employee and Family Assistance Program (EFAP) and Critical Incident Stress Management (CISM) services contract with FSEAP, is responsible for monitoring the contract, and for evaluating the services provided under the contract.

The contract requires, under the EFAP component:

- provision of in-person (face-to-face), telephone, and computer-based counselling delivery options;
- service availability for all employees regardless of their location at the time of need;
- that intake service counsellors have a minimum of a diploma in Social Work, Psychology or other Mental Health counselling fields, with a minimum of 1 year experience in EFAP or related intake work;
- that professional counsellors have a Master's degree in Social Work, Psychology or other Mental Health counselling fields, with a minimum of 3 years' experience providing EFAP or related clinical counselling services;
- service response times, as follows:
 - 24 hour access to intake service;
 - within 24-hours, in emergency situations;
 - within 3 working days after the first telephone contact with EFAP personnel, for non-emergency situations;
 - when necessary, weekend and evening appointments to meet the users' requirements;
- local access to services in French for individuals who request it;
- local access to counsellors of the employee's preferred gender;
- adjustment counselling and counselling with a return to work focus.

The contract further requires, under the CISM component:

- availability of immediate telephone crisis counselling, 24 hours per day
- services availability on an individual or group basis
- on-site services delivery as required within Whitehorse and throughout Yukon
- availability of services within 24-48 hours or as required to minimize risk and harm
- follow-up with employees and volunteers who have been traumatized by unusual incidents (e.g., assaults, serious accidents) causing significant distress in the workplace.

Adherence to other terms of the contract, such as the requirement for provision of periodic reports, will also be considered in the contract renewal decision.

Contract usage and contract-related statistics are reviewed every three months.

Any concerns about contract performance that may be raised by service-users are addressed immediately with the service provider.