



Employee Assistance Services

Services Not Provided

Please note that Employee Assistance Program (EAP)* counsellors cannot intervene on your behalf in legal matters or with your employer. Employee Assistance Services' (EAS) EAP does not provide formal assessments, issue diagnoses nor make expert recommendations on matters such as fitness to work or child custody/access.

Additional services not provided by your EAP include the following:

- medium- or long-term therapy;
- EMDR (Eye Movement Desensitization and Reprocessing) therapy;
- hypnosis;
- psychological testing;
- medical assessments or diagnoses;
- financial advice;
- legal advice;
- court ordered counselling;
- formal assessments (e.g., child custody, Fitness to Work evaluations);
- psycho-social reports, letters or summaries;
- requests to advocate on a client's behalf (e.g., arbitration hearings, obtaining sick benefits, problems at school);
- action against the employer;
- audio or video recordings;
- home visits;
- other specialized services.

Please verify with your EAP Counsellor regarding any specialized services not on this list.

This form is a complement to the Statement of Understanding

*Please note that our EAP includes: federal employees of EAS customer departments/agencies, Canadian Forces members and individuals covered by the Veterans Affairs Canada Assistance Service. In most cases, coverage extends to immediate family members/dependents (if you are unsure, please verify with your EAP coordinator or HR advisor).