

ROCK SOLID

Information from the MERC Team

Operational Managers and a Superintendent complain about treatment

by Barry Scanlon, MERC Co-Chair

Judging from materials reviewed recently one would think that it was the managers who were out on the picket line for 8 weeks in 2002. As most of us are aware, most operational managers made over \$100,000 in 2002 while one superintendent made over \$230,000 in the same year largely due to compensation received during the strike. The government changed the regulations during that time to pay the managers double time for overtime even though salaried managers are not regularly entitled to any payment for overtime and operational managers are only entitled to time and one half for overtime under the Public Service Act regulations during non-strike times. The double pay for overtime continued while the managers slept, ate, watched movies or read at the workplace.

One e-mail sent during the strike and obtained by the Union indicates that managers who left the workplace and went home or elsewhere but returned within a 24 - hour period were to be compensated for the whole period away at double time. If these payments were made they would have been clearly in violation of the regulations put in place by the Tories.

Nevertheless the operational managers feel hard done by. An account of a meeting (apparently produced and distributed by the operational

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Editorial Policy

The content and editing of this newsletter is determined by the MERC Team. We want members to feel ownership of *Rock Solid*, and view it as independent of any particular segment of the union.

Content comes from our own huge base of activists, staff and other labour sources.

Articles are the views of the author and not necessarily the views of OPSEU or the MERC Team.

While we welcome your contributions (on disk or by e-mail if possible — mason@tbaytel.net), we ask that these be constructive. All articles should be signed and include local number, and should contribute positively to the welfare of this union and its members.

We encourage thoughtful discussion of all related issues and reserve the right to edit for libel, length and clarity.

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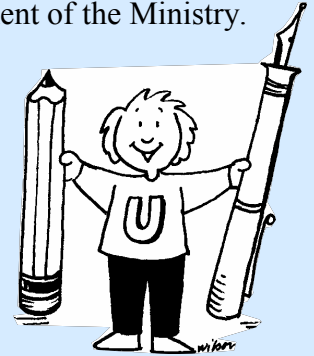


In this corner

Welcome to the third edition of “*Rock Solid*.”

This newsletter has been created in the hopes of sharing information across the province in regards to issues in our Ministry. This includes all aspects of the Corrections Component of the Ministry.

The team hopes you will become more active in writing articles for this newsletter. We want this newsletter to be used to share information from across the province.

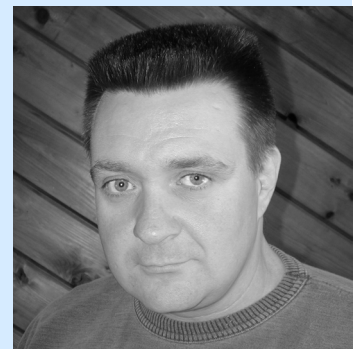


We have included a special booklet about EAP, which can be printed out for members. It includes all the resources available from EAP. This booklet was also presented to the employer — in hopes that we can get the message out that EAP is available for many issues.

I have sadly included an announcement regarding the death of one of our colleagues. Larry Cripps was an active member who wore his heart on his sleeve and had a deep passion for Corrections and especially his members of region 3.

This is your newsletter, please share stories, articles, features, announcements, etc. in it.

Hope to hear from you soon.



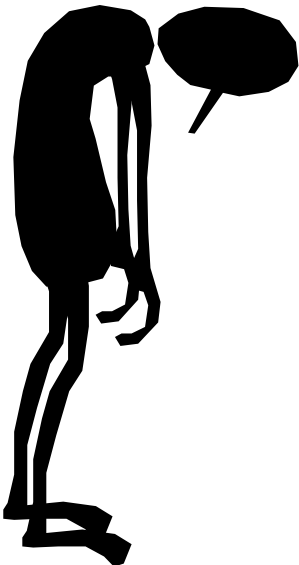
In Solidarity,
Len Mason
Member, Corrections MERC

Operational Managers and a Superintendent complain about treatment

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managers at the meeting) held between the Minister, his assistant, senior bureaucrats and a group of operational managers in early July, 2004 says, “**We [the operational managers] outlined many of the abuses and harassment our Managers are subjected to and some of the systemic problems in the Ministry, most notably, an out of control workforce and a corporate Ministry lacking the intestinal fortitude and direction to correct the problem . We spoke of poor fiscal management. A compensation/performance plan that was not working and poorly administered. Illustrations were provided outlining problems Managers faced simply trying to perform their day-to-day duties. We provided examples of an unworkable Attendance Enhancement Program, a grievance procedure that “rewards” staff for behavior that should, in fact, result in discipline.**”

The account of the meeting goes on to say later, “**The Minister was informed the Ministry had to start treating its Managers with the respect they deserve and not just be brought out, shined up and admired when we are needed like Christmas ornaments.**” The report went on to say, “*What we [the operational managers] need is the ability to do our jobs free of harassment, free of the fear of retribution from a poisoned workplace. We also informed him [the Minister] that Managers around the province have told us enough is enough and its time for us to get more militant.*”



Perhaps we are cynical but this looks like the groundwork is being laid by the operational managers to try to set up an even sweeter deal than they got during the



last strike should there be another strike next year. And isn't it called the Attendance Support Program?

On another front, according to a Public Service Grievance Board Decision (the Board which hears management grievances) dated April 30, 2004, a **superintendent has grieved the following:**

- 1) “I grieve that the employer failed to properly implement the pay for performance policy, in an equitable way.”
- 2) I grieve that the employer has failed to follow its own policies and procedures related to compensation on any of my acting assignments/ direct assignments/promotions within the MCP categories, since 1998.”

The Public Service Grievance Board Decision directs the superintendent to provide particulars of his grievance to the employer counsel.

The same superintendent (the grievor) unilaterally imposed a Compressed Work Week schedule in an area of his institution contrary to the Collective Agreement. Yet up to this time he has refused to pay the compensation he is obliged to pay the grievors. Would this be another case of do as I say not as I do? ❖



Dozens rally in support of city jail completion

by Derek Abma, Staff Writer,
Brockville Recorder & Times

The public must get behind a campaign to persuade the provincial government to complete the second phase of a new jail here, Brockville and District Chamber of Commerce president David Cybulski told a rally.

About 100 people joined the demonstration and barbecue at the Brockville Psychiatric Hospital to push for completion of the St. Lawrence Valley Correctional and Treatment Centre. The event was organized by OPSEU, the City of Brockville and the Chamber of Commerce.

Cybulski told the crowd it's going to take more than just organizations and officials to get the provincial government to move forward on the project. He said the general public needs to apply some pressure.

"Nothing will happen unless the premier hears from you specifically," he said.

It's unclear whether the Liberal government at Queen's Park will follow through on the former Conservative government's plan to expand the correctional facility, growing it from 100 to 400 beds at a cost of \$40-50 million.

Reasons cited by supporters of the project include economic benefits derived from the 200-300 well-paying jobs it would create and the fact the provincial correctional system is currently strained because of overcrowding.

Bob Eaton, regional vice-president for OPSEU, said it's a public safety issue because judges are giving convicted criminals two or three times credit for time served in provincial jails because of the facilities' poor conditions and overcrowding.

"That should destroy the public's confidence in the judicial system," Eaton said. "(Criminals are) being let out early when they probably shouldn't be."

While most, if not all, of the jobs created by an expansion of the St. Lawrence correctional facility would be designated for OPSEU members, Eaton emphasized his efforts aren't just motivated by an opportunity to boost his group's membership.

"I don't want people to think this is a self-interest thing," he said. "This is about community. This is about public safety."

Some have accused Premier Dalton McGuinty and his government of using this issue for political purposes. Conservative Bob Runciman, Leeds-Grenville MPP and the former minister of public safety and security, is credited with getting the first phase of the St. Lawrence institution built and planning the second phase.

"The program they had in place makes sense," said Lee Currie, 42, who came all the way from Napanee to attend the rally.

"Now it looks like the McGuinty government will shut the program down because they don't want Runciman to get credit for it."

McGuinty, while Opposition leader on a visit to Brockville in February 2002, said he would go forward with plans for the correctional facility if he became premier.

"I would honour both those commitments," he said at the time, referring also to a plan to renovate the local courthouse, a project now nearing completion.

Ross Parry, a spokesman for David Caplan, minister of public infrastructure renewal, said the planned expansion for the correctional facility is one of several projects the government has to prioritize. He said the \$5.6-billion deficit left by the old Tory government forces the current regime to be careful about spending.

He said the public should have a better idea about what's happening with the facility when the government releases short- and long-term capital infrastructure plans in mid-fall.

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Dozens rally in support of city jail completion

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Brockville Mayor Ben TeKamp said smaller communities in eastern Ontario deserve promised investments from the province, especially when one sees the billions of dollars that goes to the Greater Toronto Area for things such as public transit.

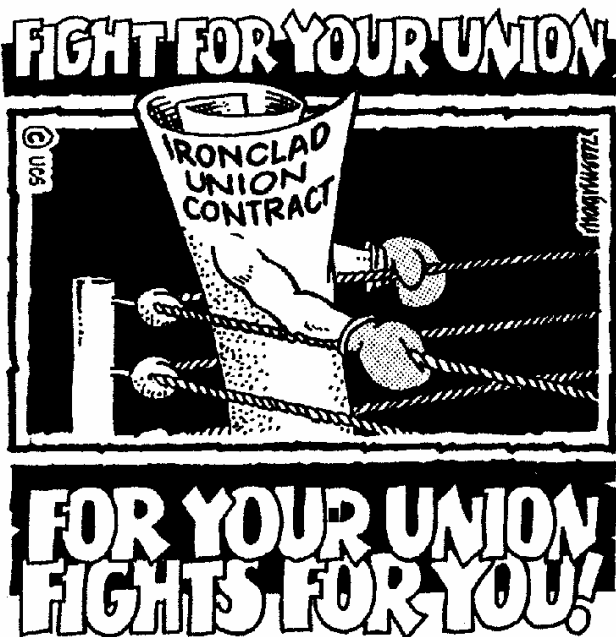
“We’re not asking for billions of dollars,” he said. “We’re just asking that promises politicians make be kept.”

TeKamp said he is trying to arrange a meeting with McGuinty or one of his representatives for a chance to express how important this project is to the community.

Sueling Ching, executive director of the chamber of commerce, said the hundreds of jobs the correctional facility’s expansion would create has been a ray of hope for a community that has lost thousands of manufacturing and government jobs in the last decade.

“When you talk about the economic spinoffs (of a correctional centre expansion), it starts to get very serious,” she said. ❖

Published in Section A, page 1 in the Thursday, July 22, 2004 edition of the Brockville Recorder & Times.



Conflict Resolution Training

*by Barb Friday, Local 701,
P & P, Thunder Bay*

I recently had the opportunity to attend the Conflict Resolution Training seminar.

This one-day workshop was sponsored by our ministry and open to stewards and executive members from various locals. The course came about as a result of recommendations made at the MERC level and was first offered to managers last fall. The presenter, Ms. Ediriweera, is a Conflict Management Specialist from CCR International operating out of Ottawa.

Given their independent status (i.e., not affiliated with the government), participants were comfortable sharing workplace experiences without feeling monitored or censored.

Valuable information was offered around the positive and negative aspects of conflict as well as an analysis of the five types of conflict management styles.

A most interesting exercise was done to determine which management style each attendee had, with implications around the unique strengths and challenges of each style in resolving conflict. Analogies were made with five birds. Were you a Woodpecker, hammering at issues? A Hummingbird who shifted positions easily? Were you an Owl, needing all the facts before acting? Or a Parakeet, always aiming to please everyone and chirping pleasantries? Perhaps you were an Ostrich, who would rather flee than fight?

The book accompanying this course provided in-depth information about each style and situations when it was useful or not useful. It also provided tips on how to deal with others who use the various styles of conflict management and how to maximize results. With contract negotiations right around the corner, learning tools for effective conflict resolution is a timely topic. I would strongly urge others to attend this course. After all, conflict is for the birds! ❖

Good advice from your 'Health & Safety / Wellness' Rep.

There is a tendency to equate the title words to the time we spend in our work place and not carry the behaviour or mind set over to the 131.25 hours each week that we are not in our workplace.

The employer has a legal responsibility (*Occupational Health and Safety Act and Bill-165*) to take all reasonable precautions to safeguard our health & safety for the time we are at our workplaces (office or in the field).

To be truly conscious about health, safety and wellness, we must create the mind set and behavioural actions that carries us through our time at the workplace as well our leisure time away from the office. We must be conscious of our general health and whether we are exercising on a regular basis, stop smoking, limit alcohol intake, watch our diet and manage our stress levels.

Stress in this current day is a reality and we must learn to manage our stress and not succumb to it and not allow it to control us. I'm sure we all have experienced the uncomfortable cessations attributed to high stress levels.

I believe health & safety is on the employer's radar screen, (trust me they know we are out there) and we have made many H&S gains. The next gains will be made by keeping the pressure on the employer and holding them accountable. As well as each of us making our health, safety and wellness a priority for the 131.25 hours each week we are not at our work place.

I was diagnosed with advanced prostate cancer in December 2002. The cancer had spread into my lymph nodes and I was told there was not a cure. The fact that my prostate-specific antigen (PSA) count was well over 6,000 will not likely mean much to most of you. Not to get into the depth of medical terminology here, but I can say that most Doctors take action with a PSA over 10. The treatment of choice for me was hormone injections supplemented with oral medication. I was off to

Princess Margaret Hospital (PMH) in Toronto every 12 weeks. On average, the cancer grows immunity to the treatment drugs in five years. I was told to envision a room full of people and ½ of those people in your situation would not be alive in five years...needless to say a heavy dose of reality I did not like to hear.

Immediately following my February 2004 treatment, I made the decision to not proceed with my April 2004 treatment and try to prolong the effectiveness of the treatment drug. There are different schools of thought regarding intermittent treatment. The debate continues.

It has taken some time for the drugs to vacate my body. I had my next appointment at PMH on July 21. The Doctor advised me he, nor the medical staff at the hospital do not have a medical

explanation for how low my PSA count is...trust me ask few questions.

I am doing very well. I accept the challenge of each day with a positive outlook. I'm eating well, exercising and I even completed a Try-A Tri triathlon (swim 400m bike 10 km & run 3 km) on July 18th.

Collectively we can influence the 36.25 hours (or more) that each of us spends at our workplace – lets all do

our part. Talk to your H&S rep, have meaningful staff meetings, make the wellness program meaningful for your area by getting involved and creative. Identify areas where further improvements can be made. Share your ideas and gains with me.

Health, safety & wellness does exist outside of 36.25 hours spent at the workplace. Please, please, please give thought to how you spend your 131.25 weekly hours spent outside of the workplace.

Again, eat well, don't smoke, walk/jog, ride a bike...the dividends will pay off.

Take care.

Brian Wilson
bwilson10@cogeco.ca



Police and Peace Officers Memorial Day

The History of the Memorial Service

The murder of Ottawa rookie Constable David Kirkwood on July 11, 1977 launched a response that, today, has become the nationally recognized ceremony honouring police and peace officers killed in the line of duty. Following Kirkwood's senseless killing, Ottawa police officers vowed to keep his memory alive and to ensure that the magnitude of his sacrifice, and that of others like him, would never be forgotten by Canadians.

Accordingly, on Sunday September 24, 1978, a special service and tribute was held on Parliament Hill. The site selected was Parliament, the place where laws are made that directly impact on police officer safety and, ultimately, the quality of life for us all. Following that first ceremony, a number of features have become tradition and, at the same time, some modifications to the event have occurred as well.

The ceremony was expanded to honour other police officers murdered in the line of duty and this criterion of inclusion was itself modified years later to include all officers killed in the line of duty. This current criterion is applied retroactively, and names of officers killed in the line of duty from years gone by are now being added to the memorial stone. The original ceremonies were limited to police and correctional officers killed, but that criterion was expanded in 1995 to include all peace officers so that all areas of law enforcement are now included in one single ceremony.

Police and Peace Officers' National Memorial Day

On September 24, 1998, the Government of Canada officially proclaimed the last Sunday of September of every year as *Police and Peace Officers' National Memorial Day*. In announcing the commemorative day on September 27, 1998, the Solicitor General of Canada stated that "A formal, national Memorial Day gives Canadians an opportunity each year to formally express appreciation for the dedication of police and peace officers who make the ultimate, tragic sacrifice to keep our communities safe."

On January 17, 2003 a nation-wide half-masting was included in the new half-masting rules.

The Flag will be half-masted on all federal buildings and establishments in Canada, including the Peace Tower, from sunrise to sunset on Police and Peace Officers' National Memorial Day.

Two-Gun Salute

The 1978 ceremony opened with a two-gun salute, fired by members of the 30th Field Regiment of the RCA. This symbolized a long-standing association between the Ottawa Police Service and the 30th Field regiment, also known as the Bytown Gunners. Both were founded in 1855 and have a long history of mutual support in difficult times; from civil unrest, in the early days of Canada's history, to royal visits in later years.

After the salute, one brass bell case was saved and mounted as a commemorative piece with the inscription: "To fallen comrades, Parliament Hill, September 24, 1978", along with the badges of the Ottawa Police and Bytown Gunners mounted above and below the inscription. The piece was presented to the Ottawa Police Service on July 7, 1979. This year's Canadian Police and Peace Officer's 27th Annual Memorial Service is September 26th at 11:00 a.m. to 12:00 at Parliament Hill, Ottawa. ❖

In Memoriam



Larry Cripps 1952 - 2004

Larry Cripps passed away August 4, 2004 from cancer. Larry was a very active OPSEU member and extremely committed to the union and his members. He was the Local President at The Central East Correctional Centre, and also served as a member on the 2002 Bargaining Team.

Larry started his career in the Ministry in 1977 at the Lindsay Jail. In 1979, Larry moved to the Millbrook Correctional Centre to take a classified position. Larry transferred back to the Lindsay Jail in 1990.

While at Millbrook, Larry became President of Local 341 and was elected to the Corrections Bargaining Team for the 1988-89 and the 1990-91 contracts. Larry was also a member of the Corrections MERC from 1994 to 1996.

Larry enjoyed refurbishing antique furniture, gardening and refurbishing houses. He also had love for hockey cards, especially Bobby Orr cards.

Rest in peace, brother. ❖

For Sale

Talking Dog

Internet Humour

A guy sees a sign in front of a house: "Talking Dog for Sale." He rings the bell and the owner tells him the dog is in the backyard. The guy goes into the backyard and sees a black Lab just sitting there.

"You talk?" he asks.

"Yep," the Lab replies.

"So, what's your story?"

The Lab looks up and says, "Well, I discovered this gift pretty young and I wanted to help the government, so I told the CIA about my gift, and in no time they had me jetting from country to country, sitting in rooms with spies and world leaders, because no one figured a dog would be eavesdropping. I was one of their most valuable spies eight years running. The jetting around really tired me out, and I knew I wasn't getting any younger and I wanted to settle down so I signed up for a job at the airport to do some undercover security work, mostly wandering near suspicious characters and listening in. I uncovered some incredible dealings there and was awarded a batch of medals. Had a wife, a mess of puppies, and now I'm just retired."

The guy is amazed. He goes back in and asks the owner what he wants for the dog. "Ten dollars."

The guy says, "This dog is amazing. Why on earth are you selling him, so cheap?"

"He's a liar. He didn't do any of that crap." ❖

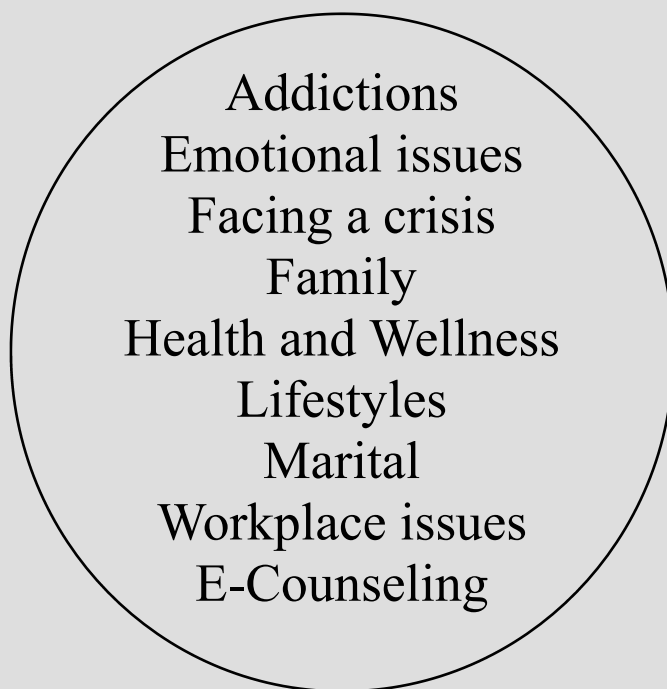


EAP- FGI on Line Services

1 - 800- 268 - 5211 (English)

1 - 800 - 363 - 3872 (French)

Resources available for:



FGI has a staff of over 500 employees, as well as a national and international network of 4,800 professional counselors, trainers and consultants.

The following booklet covers 9 general resource titles with over 70 topics of discussion. It also includes direction to over 53 links and to 18 articles that have more information on the topic of discussion.

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The EAP website provides information, articles, books and other resources on the following topics:

1) Addictions

- a) Substance abuse
- b) Smoking
- c) Pharmaceutical drug misuse
- d) Gambling
- e) Drug abuse
- f) Co-Dependency
- g) Alcohol misuse
- h) Addictions
- i) Adult children of alcoholics (ACOA)



a) Substance abuse:

- Links**
- 1 - Canadian center on substance abuse
 - 2 - Prevention source BC
 - 3 - Article: Substance use or abuse
 - * Summary (Identifies what is abuse)

b) Smoking:

- Links**
- 1 - Quitting smoking resources site – Quitnet
 - 2 - Health Canada: Bureau of Tobacco control
 - * Summary (promotes quitting)

c) Pharmaceutical Drug Misuse:

- * Summary (Mentions addictive drugs- understanding your addiction)

d) Gambling:

- Links**
- 1 - Gamblers anonymous
 - 2 - Article: Are you a compulsive gambler?
 - * Summary talks about what is a problem

e) Drug abuse:

- Links**
- 1 - Narcotics anonymous
 - 2 - Cocaine anonymous
 - 3 - Marijuana anonymous
 - 4 - Health Canada: alcohol and other drugs
 - * What is Drug abuse *

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f) **Co-Dependency:**

- *Summary “Bending over backwards” to take care of others
- Identifies and defines a “ co-dependent”

g) **Alcohol Misuse:**

- Links**
- 1 - Alcoholics anonymous
 - 2 - Health Canada: Alcohol and other drugs
 - * Summary Identifies symptoms
 - Suggests counseling as a benefit

h) **Addictions:**

Defines:

1. Non-user
2. Social user
3. Abusive user
4. Problem user
5. Addictive user

i) **Adult children of alcoholics (ACOA)**

- Link**
- 1 - Al-Anon / Ala teen
 - * Summary: Identifies that growing up in an alcoholic household can lead to serious problems
 - * Problematic coping problems could arise.

2) Emotional Issues

- a) Suicide or suicidal feelings
- b) Stress
- c) Self-esteem
- d) Personality disorder
- e) Panic attacks
- f) Obsessive- compulsive disorder (OCD)
- g) Mood swings
- h) Loneliness
- i) Grief
- j) Fears and phobias
- k) Depression and sadness
- l) Death of a friend or family member
- m) Anxiety
- n) Anger

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a) **Suicide or suicidal feelings:**

Link 1 - Article: Family communication
* Identifies thoughts on planning, etc...

b) **Stress:**

Link 1 - Article: dealing with stress:
* What is stress? (Definition)

c) **Self- esteem:**

Summary - "How you see yourself"
* Negatives - Counseling can help!

d) **Personality disorder:**

* Identifies - what is a disorder?

e) **Panic attacks:**

* Identifies symptoms

f) **Obsessive – Compulsive disorder (OCD)**

Link 1 - Obsessive compulsive foundation
* Identifies symptoms

g) **Mood Swings:**

* Defines the emotions

h) **Loneliness:**

* Somebody to listen – EAP counselor

i) **Grief:**

* Intense feelings of despair – Symptoms *

j) **Fear and phobias**

* Fight / flight response
- Identifies symptoms

k) **Depression and sadness:**

Links 1 - Article: Depression: Definition and symptoms
2 - Depression information resource and education centre
* Identifies symptoms

l) **Death of a friend or family member:**

* Identifies symptoms and problems with grieving



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m) **Anxiety:**

Link 1 - Anxiety disorders association of America
* Definition of * Problems arising

n) **Anger:**

Link 1 - Article: Understanding anger
* Definition and how to deal with such (problems)

3) Facing a crisis

- a) Suicide or suicidal feelings
- b) Terminal illness diagnosis
- c) Family or domestic violence
 - d) Elder abuse
 - e) Crisis in the workplace
 - f) Child abuse

a) **Suicide or suicidal feeling:**

Link 1 - Article: Suicide
* Symptoms

b) **Terminal illness diagnosis:**

- Coping with your diagnosis
- Being a caregiver

c) **Family or domestic violence:**

Link 1 - Health Canada – National clearinghouse on domestic violence

- * Coping – Symptoms of - Dealing with it

d) **Elder Abuse:**

- * Definition of

e) **Crisis in the workplace:**

- How to deal with a critical incident and or trauma ion situations

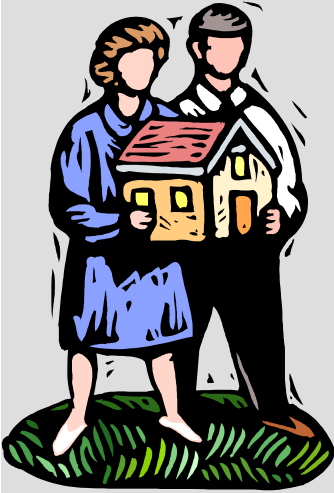
f) **Child abuse:**

Definition of abusers



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4) Family

- a) Infant
- b) Gay and lesbian issues
- c) Family communication
- d) Domestic violence
- e) Divorce and teenagers
- f) Divorce
- g) Death of a family member or a friend
- h) Childcare needs and concerns
- i) Affairs
- j) Adoption
- k) Adolescence

a) Infant:

- Links**
- 1 - Canadian parents online
 - 2 - Planned parenthood federation of Canada
 - 3 - Canadian Pediatric society: caring for kids - healthy baby
 - * Stresses of having a child
 - * New mothers and new fathers

b) Gay and lesbian issues:

- * Dealing with discrimination and feelings from it
- EAP – provides counseling to deal with relationships

c) Family Communication:

- Links**
- 1 - Article: Balancing family, work and your personal needs
 - 2 - Article: Family communication
 - 3 - Article: The single challenge
 - * Encourages strong communication – acknowledges break-downs with outside influences.

d) Domestic violence:

- Links**
- 1 - Health Canada – national clearinghouse on domestic violence
 - 2 - Article: Domestic violence
 - * Abuse in your own home
 - * defines abuse and emotional repercussions.

e) Divorce and teenagers:

- * Dealing with teenagers and adolescence
- * Psychological effects on the teen.

f) Divorce:

- Link**
- 1 - Article: Living with divorce
 - * Dealing with the stress of resolving issues (custody, assets etc...)

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g) Death of a family member or a friend:

- * Dealing with the pain
- * Possible physical and emotional symptoms and how to deal with

h) Childcare need and concerns:

Link 1 - Stay alert...Stay safe

- * Putting your child in the care of others = worries
- choosing equality childcare (self help service)
- * Daycare centers, nursery schools, special need programs.

i) Affairs:

- * Dealing with emotional stressors
- * Understanding the dynamics of an affair

j) Adoption:

Links 1 - Adoption council of Canada

2 - International adoption for Canadians

3 - Planned Parenthood federation of Canada

- * Dealing with the many questions that affect your decision.

k) Adolescence:

Links 1 - Article: Living with teens

- * Parents may feel breakdown of communication, bonds, etc...
- * EAP – helps you understand and deal

5) Health and Wellness:

- a) Sexual issues as adults
- b) Menopause
- c) HIV / AIDS
- d) Fitness
- e) Aging
- f) Stress
- g) Eating disorders
- h) Headaches
- i) Nutritional counseling

a) Sexual issues as adults:

- Dealing with self-defeating ways of coping

b) Menopause:

Links 1 - Menopause online

2 - North American menopause society

3 - Article: is that all there is?



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- 4 - Menopause: a partner during menopause
- 5 - Supporting your partner during menopause
- * Dealing with emotional effects of menopause

c) HIV/ AIDS:

- Links**
- 1 - Canadian AIDS society
 - 2 - Counseling available

d) Fitness:

- Links**
- 1 - Fitness active living
 - 2 - Lifestyle tips
 - 3 - Active living
 - 4 - Article: Becoming a healthy eater – Healthy lifestyle
 - * Page gives example of how to increase your activity

e) Aging:

- Links**
- 1 - Health Canada – Aging and seniors
 - 2 - Arthritis society
 - 3 - Alzheimer society of Canada
 - * Helping make the major changes needed or help accepting the situation.

f) Stress:

- Link**
- 1 - Article: Dealing with stress
 - * Dealing with physical effects of stress

g) Eating Disorders:

- Links**
- 1 - The center for eating disorders
 - 2 - Anred: Anorexia nervosa and related eating disorders
 - 3 - Bulimia anorexia
 - 4 - National eating disorder information center
 - 5 - Article: Eating disorders
 - * Detection, solutions and treatment. Education and support

h) Headaches:

- * Identifies types of headaches and EAP can help in determining the source of the Headache.

i) Nutritional Counseling:

- Links**
- 1 - Health Canada food and nutrition
 - 2 - Health Canada - nutrition
 - 3 - Article: Becoming a healthy eater – Healthy lifestyle
 - * Makes programs available

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6) Lifestyles

- a) Legal concerns
- b) Home care needs and concerns
- c) Gays and lesbians
- d) Financial concerns
- e) Eldercare needs and concerns
- f) Childcare needs and concerns



a) Legal concerns:

Links 1 - The law society of Upper Canada

2 - Quebec bar association

* Provides self – help guides

** Does not provide consultation for employment or work – related issues

b) Home care needs and concerns:

* Provides immediate access to quick response services for emergency and non-emergency, childcare, eldercare, nursing, homemaking service needs.

c) Gays and lesbians:

* Provides non- judgmental setting in which to discuss issues. Provides Resources, support, advice, etc...

d) Financial concerns:

* Assist in finding qualified financial advisor and address stress and worry.

e) Eldercare needs and concerns:

Link 1 - Caregiver network INC.

* Referrals to support groups and appropriate services or facilities

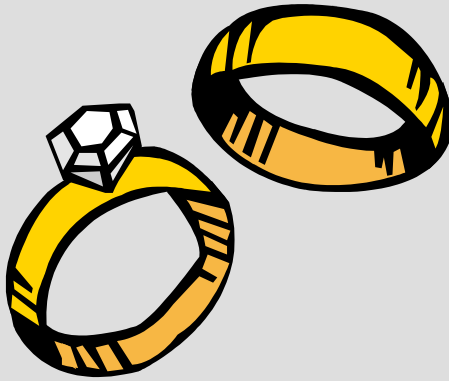
f) Childcare needs and concerns:

Links 1 - Stay alert...Stay safe

2 - Article: Single Parenting

* Counseling on worries

- Access to information on daycare centers, nursery schools, special need programs, etc...



7) Marital

- a) Maintaining a healthy marriage
- b) Divorce and teenagers
- c) Divorce
- d) Domestic violence
- e) Affairs
- f) Communication in couple relationship
- g) Sexual relations in the marriage

a) **Maintaining a healthy marriage:**

Link 1 - Balancing family, work and your personal needs

- * Help you and your partner navigate changes and challenges

b) **Divorce and teenagers:**

- * Counseling to prepare your teen for what lies ahead.

c) **Divorce:**

- * Objective counseling to make it easier

d) **Domestic violence:**

Links 1 - Health Canada – National clearinghouse on domestic violence

2 - Domestic Violence

- * Explores the reasons for their violence and how to stop it.

e) **Affairs:**

* Counseling can offer a safe place either individually or with your partner to deal with such a painful issue.

f) **Communication in couple relationship:**

Link 1 - Family communications

- * EAP counselor is trained specifically to help identify blocks to be effective, healthy communication and find more direct, satisfying ways for couples to be together.

g) **Sexual relations in the marriage:**

- * Provides solution – focused therapy

8) Workplace issues

- a) Stress
- b) Relocation concerns
- c) Relationship with coworkers
- d) Job loss
- e) Harassment
- f) Crisis in the workplace
- g) Change and transition at work
- h) Career concerns / planning

a) **Stress:**

Link 1 - Article: dealing with stress

- * Counseling – help your body recover from stress

b) **Relocation concerns:**

* Evaluate your decisions in advance / anticipate and prepare

c) **Relationship with coworkers:**

- * Dealing effectively with coworkers

d) **Job loss:**

- * Effects on mental health
- * Emotional support and assistance in coping

e) **Harassment:**

- * Determining company policy and complaint procedures
- Maintaining self-esteem

f) **Crisis in the workplace:**

- * coping with the aftermath of a traumatic event

g) **Change and transition at work:**

- * Counseling to deal with change

h) **Career concerns / planning:**

- * Pursue your future with confidence with EAP



9) E-Counseling

- Instead of 1-800 Number

This is a service offered to customers who feel uncomfortable with using the direct person-to-person type of communication.



10) MISC.

Living well newsletters

- 1) Building Flexibility and manage change
- 2) Build resiliency by building optimism
- 3) The keys to personal resiliency
- 4) Making healthy eating a lifetime habit
- 5) Helping your teens stay safe at work
- 6) Guidelines for fast career growth
- 7) Managing stress on the job

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