

## What's New?

Available In: **EN** **FR**

### **New Number, New Provider: Improved Access to Employee Assistance Program**

CBC/Radio-Canada's Employee Assistance Program (EAP) has taken a big step forward. Starting April 1, 2008, employees, family members, and pensioners can count on 24/7 access to the service from anywhere across the country by dialing one of two new toll-free numbers:

**Eng.: 1-866-838-2025**  
**Fr.: 1-866-839-7897**

Why the change? The EAP's confidential counseling services are now being offered by a single new provider. Well-established and highly-regarded Canadian company Human Solutions will now serve employees, family members, and pensioners from coast to coast. The move to this single, national provider will enable the EAP to offer the same full range of services to users in all regions of the country.

Employees who had begun using counseling services with one of the previous suppliers needn't worry about the change – ongoing counseling won't be interrupted by the switch. Moreover, all previous providers have agreed to refer any future incoming calls to Human Solutions. This will ensure a smooth transition.

Over the next few weeks, the 200 employees that volunteer for the EAP program will work together to make sure their co-workers are aware of the new number. Over 20 promotional activities are slated to take place across the Corporation during the week of March 31.

The Employee Assistance Program (EAP) is a confidential counselling service for CBC/Radio-Canada employees, their family members, and pensioners. In the past 25 years, over 20,000 users have turned to the program for concrete solutions to a variety of issues, both work-related and personal. The EAP is run by volunteer CBC/Radio-Canada employees and managers. The program is sponsored jointly by management and the unions.

