Information:

An RFP is released every five years to seek a provider for an Employee and Family Assistance Program (EFAP). This is done to review the funding and service arrangements in part as good governance and in part to reassess our current terms against the emerging needs of the City of Hamilton.

The RFP stated that the City of Hamilton was seeking proposals for an EFAP provider:
- to provide a confidential service designed to assess and counsel individual employees and their families
- to provide a variety of programs, workshops and seminars to support the City of Hamilton Human Resources Strategy
- to support and work alongside the EFAP advisory committee which has representation from both management and bargaining agents.

Following the RFP released on September 9, 2005, the firm of WarrenShepell was the successful applicant and their services will commence January 1, 2006. The RFP process ensured that the successful provider would be able to provide both reactive and proactive services at the lowest available cost.

WarrenShepell was founded in 1979 to help employees and their families resolve the personal problems that can interfere with their lives and work. WarrenShepell now services over 2500 companies in North America, including 45 municipalities across Canada and reaches over 3 million employees. They have more than 75 permanent counselling locations; local offices are located in Hamilton, Brantford, Guelph, Halton, Mississauga and St. Catharines.
The contract is for a period of one year, effective January 1, 2006, with five (5) one-year renewal options at the sole discretion of the City. The City may provide thirty (30) days written notice of its intention to cancel, discontinue or substantially modify the agreement.

WarrenShepell possesses the relevant experience and skills to provide:
- counselling services to our employees and their families
- support for our healthy workplace programs
- support for our employee wellness programs
- support to our Critical Incident Response Team.

WarrenShepell will provide a partnership to support the health and well-being of employees and their families through this program. WarrenShepell provides a unique partnership approach towards integrated employee health and wellness that emphasizes prevention, customization and innovation.

Personal counselling will be provided through a variety of formats including face-to-face, telephone, and e-mail through a secure internet site. A variety of processes will ensure that as the cornerstone of EFAP counselling, confidentiality will be maintained. Other services include Work-Life Services which provides support on:
- Family Matters
- Money Matters
- Law Matters
- Nutrition Matters
- Quit Care (Smoking cessation, on-line or by telephone)

An extensive variety of wellness seminars are included in the core pricing covering areas such as:
- Stress / Balance
- Effective Communication
- Working Together
- Managing Change
- Life Issues
- Workplace Issues
- Nutrition Issues

In addition, a well developed, research based web site provides a multitude of information for assistance in everyday life.

WarrenShepell has provided a well designed, effective implementation schedule to allow us to provide information about the transition from the current provider to employees and management in a variety of formats.

WarrenShepell provided the lowest cost to provide EFAP, $141,394.80 for 2006 based on a 6% utilization rate. In 2005, the cost of EFAP based on 6% utilization was expected to be $152,710.68; however, due to higher usage than expected, costs increased by $4,185.00 to $156,895.68. This program is funded by the City of Hamilton through the corporate budget.
The EFAP is available under this contract to all full-time and permanent part-time employees of the City of Hamilton, HECFI, Hamilton Public Library and Hamilton Conservation Authority.

This program supports
- Council’s strategic direction to become “a City of Choice for High Performance Public Servants”
- All elements of the City of Hamilton’s Human Resource Strategy which include:
  - Respectful and Supportive Workplace
  - Learning
  - Leadership
  - Performance Excellence.

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Catherine Graham
General Manager
Human Resources