

Criteria for Service Providers Public Service Commission

All approved service providers must meet the criteria or standards as established by the *Employee Assistance and Respectful Workplace Division* (EARWP), Public Service Commission.

To arrange the most appropriate assistance, the EARWP Coordinators may recommend referral to an approved external service provider. Referral is made only with the consent of the employee or family member seeking assistance.

Financial support is available for counselling, conflict coaching and mediation services within the guidelines as established by the Employee Assistance and Respectful Workplace Division. The criteria to be met:

- qualifications for service providers would normally be acquired through post-secondary education at the master's level. For EAP referrals, service providers must have at least three years of post-degree counseling experience in a clinical setting. Extensive experience in clinical counseling, assessment and therapy is required. For RWP referrals, service providers must have experience and/or training in conflict coaching, mediation and/or Alternate Dispute Resolution. Certification in Conflict Resolution as a mediator and/or arbitrator is an asset. Equivalencies may be acceptable at the discretion of the Public Service Commission;
- the service provider must meet and provide proof of professional registration or certification requirements for the provision of clinical counseling services or conflict resolution services (e.g. Registration with Association of Newfoundland Psychologists/designation as a Chartered Mediator);
- service providers will be required to sign an initial Statement of Personal Conduct and to update the same annually;
- knowledge of community referral sources;
- service providers must be current members in good standing of a recognized and approved professional licensing or regulatory body and adhere to an identified Code of Ethics;
- service providers must be covered by annually renewed liability insurance in the amount of at least \$2,000,000.00;
- all service providers are expected to arrange for peer consultation/supervision;
- approved service providers will provide therapeutic services to referred employees on

an individual basis;

- approved service providers are required to enter into and sign a consultant contract with the Public Service Commission;
- service providers are expected to be available within a reasonable time period to see newly referred employees; and
- service providers agree to follow the invoicing procedures approved by the Employee Assistance and Respectful Workplace Division.

Note: EARWP Coordinators reserve the right to refer clients to service providers with a combination of education and experience best suited to the clients' needs based upon our professional assessment and judgment.