



203-2025 ADDENDUM 2

EMPLOYEE ASSISTANCE PLAN SERVICE PROVIDER

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
BID/PROPOSAL**

ISSUED: July 15, 2025
BY: D. Westra-Hanaback/for Stephanie Mages
TELEPHONE NO. 204 986-7231

**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE BID/PROPOSAL AND SHALL FORM
A PART OF THE CONTRACT DOCUMENTS**

Template Version: Add 2024-02-01

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

CLARIFICATION

RE: Form A Bid Proposal – Item 11 Time states: “This offer shall be open for acceptance, binding and irrevocable for a period of ninety (90) Calendar Days following the Submission Deadline”.

Clarification: The period of ninety (90) Calendar Days is the minimum period that offers are open for acceptance, binding and irrevocable. Proponents may choose to extend the minimum ninety (90) Calendar Days by confirming on Form N – EAP Questionnaire and Pricing.

QUESTIONS AND ANSWERS

Q1: Would it be possible to get the following information for each of the past three years?
Breakdown of utilization between EAP and work/life support
Number of cases
Average hours per case
of unique claimants

A1: See following. Note that Average Hours per Case is not available.

| EAP Utilization | City of Winnipeg (All including Winnipeg Police Service) | Counselling Cases | WorkLife Services Cases | Total # of Cases | Total # of Unique Participants |
|--------------------------------------|--|----------------------|----------------------------|------------------|-----------------------------------|
| January 1, 2024 to December 31, 2024 | 11.03% | 830 | 135 | 965 | 520 |
| January 1, 2023 to December 31, 2023 | 9.02% | 733 | 43 | 776 | 536 |
| January 1, 2022 to December 31, 2022 | 11.01% | 695 | 49 | 744 | 520 |
| January 1, 2021 to December 31, 2021 | 10.92% | 855 | 64 | 919 | Unknown |
| January 1, 2020 to December 31, 2020 | 16.21% | 1,108 | 113 | 1,221 | Unknown |

Q2: Can you please provide details on usage for add-on services included in utilization for your current program, such as training, critical incident support, or other, for the past three years?

A2: See following.

| Additional Services | Management Consultations* (*Value Add) | Critical Incident Stress Management Cases | Training (Includes Wellness Sessions & Workshops) | Workplace Support Program (Includes Substance Abuse Program) |
|--------------------------------------|---|---|--|---|
| January 1, 2024 to December 31, 2024 | 2 | 5 | 7 | 3 |
| January 1, 2023 to December 31, 2023 | 4 | 24 | 11 | 3 |
| January 1, 2022 to December 31, 2022 | 1 | 11 | 12 | 4 |
| January 1, 2021 to December 31, 2021 | 3 | 5 | 22 | 2 |
| January 1, 2020 to December 31, 2020 | 8 | 5 | 5 | 2 |

Q3 Could you provide a utilization breakdown by delivery modality (e.g., in-person, telephone, video counselling, online, etc.) for last 5 years?

A3: See following.

| Top Counselling Modalities Per Year | In Person | Telephonic | Video | Online Tools | Consultation | CareNow Counsellor Assisted |
|--------------------------------------|-----------|------------|-------|--------------|--------------|-----------------------------|
| January 1, 2024 to December 31, 2024 | 162 | 183 | 109 | 206 | 84 | Unknown |
| January 1, 2023 to December 31, 2023 | 160 | 215 | 72 | Unknown | 124 | 71 |
| January 1, 2022 to December 31, 2022 | 165 | 247 | 70 | 41 | 105 | Unknown |

* Data previous to January 1, 2022 not readily available

Q4 Could you please define your Substance Abuse Management program and provide details on its current structure and delivery model?

A4 The Substance Abuse Program (SAP) delivered by the City's current provider provides specialized assessment and reporting that supports organizations and employees in navigating a breach of the employer's drug and alcohol policy. The clinical expertise in substance use disorder assessment and treatment and the clarity of language in reporting can identify those in need of treatment intervention and recommends the right treatment path.

SAP is used in conjunction with The City's substance abuse policy, typically with employees in safety-sensitive positions. A Human Resources leader (referral contact) meets with the employee to discuss the breach of organizational policy, the compromise of workplace safety, the subsequent reason for the referral into the SAP and have them sign the referral and consent forms. The signed forms are submitted to current provider. The City receives receipt of the forms within 24 Business Hours.

The employee will then be contacted directly by a counsellor and provided with the date and time of first appointment which is scheduled within 3-5 Business Days. If there is concern about compliance or the employee's commitment to the program the case is immediately flagged for review.

Following the clinical assessment, the counsellor completes the SAP Assessment Report which includes details about whether the substance use would meet criteria for diagnosis of a disorder, recommended counselling and/or treatment for the employee: which may be an out-patient or residential program depending on the severity of the problem, and programs available and funding options. The recommended treatment plan is provided to the City.

Upon approval, support is provided in accessing the chosen course of treatment. Active monitoring of the employee's progress is a standard component of the program. In situations where community resources are deemed the most appropriate support, the employee's compliance with that program is monitored and any concerns are flagged to the employer.

A closure session is held following discharge from residential or completion of outpatient counselling. The counsellor assesses the impact of that treatment program and identifies any residual concerns about capacity to perform in safety sensitive duties. An after-care program is recommended that would support the employee in sustaining the progress they've achieved once they return to work and community. The

closure report can also provide recommendations for unannounced drug and alcohol testing, aligned with the employer's policy.