

**Vicarious Trauma & Counseling  
Solicitation 1000016815  
Questions and Answers 1**

**Q1.** Pg. 3/21, section 2. "Summary" - Would it be possible for the PPSC to further elaborate on the Informal assessment?

**A1.** Informal assessment is one-on-one support to help a person deal with a conflict situation and/or any vicarious trauma that one might experience in the workplace (for example: through exposure to materials seen in files, or while working with clients, etc.). Informal assessments are for the benefit of the counselor and employee themselves; it will aid the counselor in determining what the employee might require in the ways of counseling, and will help facilitate future sessions with that individual.

**Q2.** Page 9 – For the MT1 and MT2 in the MTC, would the PPSC prefer to see a single dedicated resource for MT1 and MT2 or can the proponent proposed multiple resources for this requirement? Does MT1 refer to the one on one sessions (4) times per year requirement within Annex A and MT2 the one on one counseling in person or telephonic within Annex A?

**A2.** The Public Prosecution Service of Canada (PPSC) would like a single dedicated resource for *all* services provided by counselor.

MT1 and MT2 within Annex A are for both: one-on-one in-person sessions four (4) times per year and one-on-one counseling via telephonic or video conference in between the 'in person' sessions. *(Do note- if it's a local person bidding, they can do 'telephonic' sessions in-person if they/the employee prefer).*

**Q3.** Page 17 – Travel - For the travel requirements, does the PPSC have any restrictions on travel points or the originating departure of the recommended resource(s) for travel to PPSC office in Nunavut?

**A3.** As per the Treasury Board Travel Directive, the PPSC cannot reimburse costs based on travel points. Please refer to the Travel Directive for further reimbursement costs.

**Q4.** Page 17 – Location of Work - Can the PPSC specify the PPSC Nunavut Regional Office location addresses?

**A4.** The PPSC-Nunavut Office is located at 933 Mivvik Road, Iqaluit, Nunavut X0A 0H0

**Q5.** Page 17 – Language – Is English the only required language for the provision of services?

- A5.** Yes, English is the only required language for the provision of services.
- Q6.** Page 16 – Requirement – In regards to the follow-up services, one on one counselling in person or telephone services, would the PPSC consider confidential, secure Video Counselling as a modality option within this framework? What would be the expected turnaround time required for booking the one on one counselling and how does the PPSC envision the requests being submitted?
- A6.** The Public Prosecution Service of Canada (PPSC) would be open to secure video counseling (for follow-up services) as long as the employee is in agreement, and as long as we have the IT video conferencing means available. The preferred turnaround time for booking one on one would be 24 to 48 hours; however there is some flexibility here. The PPSC follow-up requests will be submitted via phone or email with the employee directly. All in-person visits to Iqaluit, Nunavut will be scheduled and coordinated with the counselor and Technical Authority. Insofar as the scheduling of in-person appointments, the counselor and employee can determine their own schedules during the counselors' visit.
- Q7.** Page 16 – Annex A – Requirement - Can the PPSC expand on the demographics of the target group within the Nunavut Regional Staff and prosecution services staff that the proponent would be presenting to (4) times per year, as well as any specific symptomology that have presented in the past?
- A7.** The Public Prosecution Service of Canada (PPSC) does not feel the demographics of the target group are relevant information to our counseling needs. Insofar as specific symptomology, all counseling services that have been provided to employees have been strictly confidential; we are unable to answer that question.
- The PPSC-Nunavut Regional Office is responsible for all prosecutions that occur in the territory, and the severity of the files remains far above the national average. These files may contain extremely violent materials (graphic photographs, information sheets of the crimes, etc.) Vicarious trauma can be experienced by an employee through several means, such as exposure to these materials, through the clients that PPSC works with, and the profound knowledge of the types of crimes that take place in the territory.
- Q8.** Can the PPSC provide an overview of the locations of where Nunavut Regional Staff and prosecution services staff live, are there multiple locations or do they work and live in Nunavut?
- A8.** The Public Prosecution Service of Canada (PPSC) staff lives and work in Iqaluit, Nunavut. Some employees travel to communities throughout Nunavut for court circuit, but it is for short-term stays.

Q9. Page 3 Part 1 Section 3 – does the proponent have to address any specifics relating to the CLCA requirement?

A9. No.

Q10. Page 16 – Requirement - Would the PPSC like employees to have access to a counselor 24/7 or structured appointments with the same team/individual who will be delivering the on-site counseling?

A10. The Public Prosecution Service of Canada (PPSC) would like employees to have a structured appointment with the same individual who will be delivering the on-site counseling.

Q11. On page 15 of the RFP, Item 12, Priority of Documents, lists the documents that either should or could be included in the RFP. The Articles of Agreement in letter a) and the General Conditions in letter b) are not included within the RFP, only a reference to the General Conditions in Section 3.1 on page 11.

Item 12 says, “If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.”

Can the PPSC please confirm if the RFP is missing these sections of the RFP or should proponents simply list Annex A as the first document?

A11. The RFP is not missing any documents. The Articles of Agreement are the resulting contract clause articles and the General Conditions are incorporated by reference as per page 11, article 3.1. and therefore form part of the resulting contract as a secondary priority document.

**An amendment to correct Part 5, Section 3.1 in French only is attached.**

Q12. Reporting

- a. Are all sessions reported back to the Project Authority or only those deemed at risk?
- b. Are all informal assessments (4 onsite sessions per year) to be seen by employer; or only those flagged for risk?
- c. How is the reporting ethically managed with employees to understand/consent to what is/not reported back to employer (how is confidentiality managed)?
- d. Is the whole program ‘mandated’ (all employees required to attend the in person 4 onsite sessions per year; or would this be voluntary or portions)?
- e. Do proponents only report numbers who attended and not content?

## A12. Reporting

- a. Only those deemed as risk should be reported. The same standard as the policy on EAP should be followed (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12542&section=text>). The below cases will not be held confidential.

1.5 The practitioner cannot promise confidentiality in the following situations:

- the circumstances set out in subsection 8(2) of the *Privacy Act* which include court subpoenas;
  - suspected cases of child abuse; or
  - a threat of suicide or illegal activity.
- b. The informal assessments will be seen only if a risk is identified.
  - c. Confidentiality is managed through Code of Ethics that should already be in place by yourself/organization.
  - d. Only the “program” is mandated and is offered to all employees who want a session or those who require the sessions, will attend.
  - e. The only information required is the number of sessions including actual time of each session. This is because the contractor is paid for the specific number of sessions, including how much time was spent on each session.