



Veterans Affairs Canada

To whom it may concern.

During the years that Aspiria provided Employee Assistance Program (EAP) services to Veterans Affairs Canada (VAC), March 2004 to February 2009, I found their service to be excellent. As the Western Region Director of Human Resources I am the lead contact EAP services in the Western Region. During the course of Aspiria's contract with VAC I had opportunity to not only deal with Aspiria on their day to day 24/7 services but on occasion to request additional value added services.

The later included critical incident debriefings, facilitation services and organizational development interventions. In all instances the services were responsive and of high quality. In several situations the services requested were provided with very short notice. I believe that one of the key factors I noted in dealing with Aspiria was their responsiveness. I was always, regardless of time of day, able to contact Mr. Benayon if special services were required.

Additionally, our organization had the opportunity to use the value added service provided by Aspiria for an organizational development intervention. This service was professional, comprehensive and the outcome provided a foundation for an office, with several sub-sites, to develop and/or repair day-to-day inter-personal relationships, to deal with adversity, dysfunctional behaviour and develop lasting functional norms.

Finally, as a testament to their core counselling services and accessibility for employees in the Western Region I am please to say there were very few complaints or concerns registered. Those matters that resulted in a complaint or concern were brought to the attention of Mr. Charles Benayon and were dealt quickly and satisfactorily.

In closing, I would recommend Aspiria to any organization requiring their services. I can be contracted at the following coordinates.

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