

# SOMMAIRE - Évaluation des différentes composantes des services à la clientèle SAE en 2015 SC-ROP-14-08

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Santé Canada

This report is also available in [English](#).

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## Introduction

### Contexte

Les Services d'aide aux employés (SAE) sont un programme complet d'aide aux employés (PAE) qui offrent des services de counselling confidentiels, professionnels et bilingues en mode de recouvrement des coûts. Le Bureau des SAE offre des solutions préventives et correctives aux employeurs, aux employés et aux membres des familles

qui ont des préoccupations susceptibles de nuire à leur mieux-être personnel et (ou) à leur rendement au travail.

Afin de se conformer pleinement aux normes d'agrément de l'Employee Assistance Society of North America (EASNA), et de respecter le besoin fondamental consistant en une évaluation impartiale des services professionnels et confidentiels fournis par les SAE, un nombre précis de vérifications doit être effectué afin de recueillir des renseignements précieux sur la qualité de la part des utilisateurs des services des SAE.

Ce contrat permettra aux SAE de satisfaire cette importante exigence, de fournir des renseignements précieux à ses organisations clientes et d'évaluer de façon plus approfondie son impact sur le soutien des clients ayant besoin d'aide.

## **Objectifs de la recherche**

L'objectif de cette recherche consiste à recueillir une rétroaction détaillée des employés au sujet de la qualité des services reçus de la part du PAE, comme la prestation de services en temps opportun, l'accessibilité des services, l'efficacité, le niveau de mieux-être avant et après le PAE, la productivité au travail, etc. Puisque cette recherche est menée une fois par année, elle évalue une plus vaste gamme d'aspects connexes aux services fournis. En général, il permet aux employés et (ou) aux membres de leur famille de faire état de leur niveau de satisfaction à l'égard de l'aide reçue grâce au PAE. On s'en sert également afin d'émettre des commentaires à nos organisations clientes dans le rapport statistique annuel. Le contrat connexe à ce projet est uniquement pour la collecte de données. Aucune conception ni aucune analyse ne sont fournies par le consultant.

Par conséquent, Santé Canada requiert l'utilisation de recherches sur l'opinion publique (entrevues téléphoniques traditionnelles) afin d'évaluer les services que le SAE fournit à ses clients. Plus précisément, cela sous-entend la prestation d'environ 750 entrevues. Les données seront fournies en format Excel, sous la forme d'analyses des fréquences et de tableaux croisés. Le premier ensemble de résultats sera livré d'ici le 31 mars 2015.

On accordera beaucoup de respect et de souplesse aux anciens clients et à leur volonté de répondre à des questions connexes aux services fournis par les SAE.

## **Résumé de la méthodologie**

### **Méthodologie de l'enquête**

On s'est servi d'une méthode de recherche quantitative afin d'obtenir une idée statistiquement valable des connaissances, des opinions, des perceptions et des attitudes des anciens clients des SAE. Cette recherche a été menée par enquête téléphonique. Une description détaillée de la méthodologie figure ci-dessous.

- 750 entrevues téléphoniques ont été réalisées au hasard à partir d'une liste de 3 627 anciens clients des SAE. L'échantillon utilisé a été fourni par les SAE et les répondants ont été sélectionnés au hasard depuis cette liste.
- On a appliqué des quotas souples par province/région proportionnellement à l'échantillon reçu des SAE afin d'assurer une représentation régionale adéquate dudit échantillon. Les résultats généraux peuvent être considérés comme exacts à  $\pm 4,4 \%$ , 19 fois sur 20.
- On a appelé chaque dossier d'échantillon jusqu'à huit fois afin de communiquer avec le répondant cible. Le nombre moyen de tentatives d'appel a été de 4 par dossier.
- Les appels ont été effectués la semaine de 9 h à 21 h (heure locale) et la fin de semaine de 11 h à 21 h (heure locale).
- Les entrevues ont été réalisées en anglais et en français.
- La durée moyenne d'une entrevue a été de 17,8 minutes, et les entrevues individuelles ont duré de 9 à 33 minutes.
- Le nom du commanditaire de l'étude, le Programme d'aide aux employés (PAE), a été divulgué durant l'introduction de l'entrevue.
- Les sondages ont été consignés dans le système d'inscription des recherches de l'Association de la recherche et de l'intelligence marketing (ARIM).
- Le taux de réponse à l'enquête a été de 32 %.
- L'étude sur le terrain pour cette étude a été menée du 13 mars au 25 mars 2015.

La recherche a été menée en vertu des normes établies par l'ARIM en plus de la loi fédérale applicable (LPRPDE).

## Répartition des appels

Le tableau suivant présente les renseignements connexes à la répartition des appels, y compris le taux de réponse utilisant la méthode empirique de l'ARIM du calcul du taux de réponse :

<b>Tableau de la répartition des appels</b>	
Nombre total de tentatives d'appels	2 839
Non admissibles - Non valide	200
Non résolu (NR)	1 006
<i>Pas de réponse/Répondeur téléphonique</i>	1 006
Admissibles – non-réponse	791
<i>Barrière linguistique</i>	0
<i>Incapable de répondre au questionnaire (maladie/décès)</i>	2
<i>Rappel (répondant non disponible)</i>	688
<i>Refus</i>	91
<i>Cessation d'emploi</i>	10
Répondants potentiels – unités répondantes (UR)	842

<i>Quota atteint</i>	0
<i>Entrevue réalisée</i>	750
<i>Hors quota – N'a pas utilisé les services des SAE</i>	92
Taux de réponse	32 %

## Utilisation des résultats

Les résultats de la recherche seront utilisés par Santé Canada afin de : 1) se conformer à l'exigence d'agrément du COA et de démontrer les pratiques exemplaires mises en œuvre dans le domaine de l'assurance qualité, étant donné que les SAE sont mandatés pour élaborer des mesures afin d'évaluer les différentes composantes des services fournis aux clients, ainsi que d'évaluer l'impact des services de counselling fournis aux clients requérant un soutien psychosocial; 2) permettre aux SAE, un programme offert par Santé Canada à tous les employés du gouvernement fédéral qui en éprouvent le besoin, de satisfaire cette exigence importante, de fournir des renseignements précieux à ses organisations clientes et d'évaluer davantage son impact sur le soutien fourni aux clients qui ont besoin d'aide; 3) continuer de satisfaire les objectifs fixés étant donné qu'il n'y a aucun risque identifiable associé à la collecte et à la diffusion de renseignements. Si l'on n'obtient pas la rétroaction sur la satisfaction des clients, cette approche fédérale pourrait ne plus correspondre adéquatement à la création d'un milieu de travail sain propice à une bonne santé mentale.

## Dépenses

Les dépenses totales associées à la recherche s'élevaient à 19 972,75 \$ (TVH incluse).

## Annexe – instruments de recherche

### FRENCH QUESTIONNAIRE:

#### BUREAU DES SERVICES D'AIDE AUX EMPLOYÉS - SONDAGE TÉLÉPHONIQUE

Je tiens tout d'abord à vous remercier pour votre participation au sondage. Je veux aussi vous préciser que l'information que vous partagerez avec nous va nous aider à améliorer nos services tout en préservant votre identité.

Je vais utiliser le terme PAE tout au long du sondage qui est l'acronyme pour Programme d'Aide aux Employés. C'est un terme générique qui inclut aussi le PAM (forces canadiennes) et le PAAC (anciens combattants).

Les questions que je vous poserai sont regroupées en 6 sections. S.V.P. donnez votre opinion en toute franchise.

Si vous avez du mal à comprendre ce que je dis ou si vous voulez que je répète une question, n'hésitez pas à me le dire.

## **I. VOTRE RAISON PRINCIPALE POUR LAQUELLE VOUS AVEZ FAIT APPEL AU PAE**

**Je vais vous énumérer une série de raisons possibles pour lesquelles vous auriez pu faire appel à notre PAE. Veuillez m'indiquer laquelle reflète le plus votre raison de consultation.**

- a) Difficultés d'ordre familial (par exemple : difficultés de couple, problèmes avec les enfants, conflits, éducation des enfants).
- b) Difficultés psychologiques ou émotionnelles (par exemple : dépression ou anxiété).
- c) Difficultés de santé physique.
- d) Difficultés liées à la consommation de certaines substances.
- e) Difficultés liés à votre travail (par exemple : stress, mécontentement, charge de travail, rendement, changement organisationnel).
- f) Difficultés relatives à votre carrière (par exemple : réorientation professionnelle).
- g) Situation de discrimination en milieu de travail (par exemple : discrimination liée à l'âge, au sexe ou à la race).
- h) Situation de conflits en milieu de travail (par exemple : avec un superviseur, un employé ou un collègue).
- i) Situation d'harcèlement au travail (par exemple : harcèlement sexuel, abus de pouvoir).
- j) Difficultés à surmonter des problèmes de jeu.
- k) Difficultés financières (par exemple : budget, faillite).
- l) Difficultés juridiques
- m) Autres (veuillez élaborer).

## **II. VOTRE SATISFACTION À L'ÉGARD DES SERVICES DU PAE.**

**In this set of questions, I will ask your opinion regarding the services you received. For each question, please choose the response that best describes how you feel between: very satisfied, satisfied, dissatisfied, very dissatisfied.**

1. En général, êtes-vous satisfait de l'intervention du conseiller qui a répondu à votre appel initial (au numéro 1 800 268 7708)?

- 1) Très satisfait
- 2) Satisfait
- 3) Insatisfait
- 4) Très insatisfait

2. Avez-vous été satisfait de la promptitude avec laquelle le conseiller à qui vous avez été référé vous a fixé un premier rendez-vous?

- 1) Très satisfait
- 2) Satisfait
- 3) Insatisfait
- 4) Très insatisfait

3. Êtes-vous satisfait de la capacité du conseiller rencontré de comprendre ce qui vous préoccupait?

- 1) Très satisfait
- 2) Satisfait
- 3) Insatisfait
- 4) Très insatisfait

4. A-t-il été nécessaire de vous référer/diriger vers une ressource externe? [**Si non, sautez cette question.**] Si oui, avez vous été **satisfait** de ce que votre conseiller du PAE a fait pour vous diriger vers d'autres services?

- 1) Très satisfait
- 2) Satisfait
- 3) Insatisfait
- 4) Très insatisfait
- 5) S.O.

5. **De façon globale** êtes vous satisfait de la **qualité des services** que vous avez reçus?

- 1) Très satisfait
- 2) Satisfait
- 3) Insatisfait
- 4) Très insatisfait

6. Êtes vous satisfait de la **façon dont le PAE a répondu** à vos besoins?

- 1) Très satisfait
- 2) Satisfait
- 3) Insatisfait
- 4) Très insatisfait

7. Êtes vous satisfait de **l'aide que vous avez reçue** afin de composer avec vos difficultés?

- 1) Très satisfait
- 2) Satisfait
- 3) Insatisfait

- 4) Très insatisfait

**Pour les questions suivantes, la réponse se limite à « oui » ou « non ».**

8. Votre conseiller du PAE :

- a) vous a-t-il donné de l'information générale au sujet des services du PAE?
  - Oui
  - Non
  - Incertain
- b) vous a-t-il informé du caractère confidentiel des services du PAE?
  - Oui
  - Non
  - Incertain
- c) vous a-t-il expliqué ce que vous pouviez faire si vous étiez insatisfait des services du PAE?
  - Oui
  - Non
  - Incertain
- d) vous a-t-il remis un sondage volontaire (sondage confidentiel qui évalue les services du PAE avec une enveloppe pré-affranchie?)
  - Oui
  - Non
  - Incertain
- e) vous a-t-il rappelé dans les 2 semaines suivant votre dernière séance de counselling pour faire un suivi?
  - Oui
  - Non
  - Incertain
  - Non applicable

Si 'Non-Applicable' est choisi, veuillez demander au client de choisir une des deux réponses suivantes:

- J'ai terminé mes séances mais ça ne fait pas encore deux semaines.
- J'ai refusé le suivi qui m'a été proposé.

9. Si vous aviez de nouveau besoin d'aide, feriez-vous appel à votre PAE?

- Oui
- Non
- Incertain

Si non ou incertain, veuillez élaborer:

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10. Si vous pensiez que quelqu'un d'autre avait besoin des services du PAE, lui recommanderiez-vous de s'adresser au PAE?

- Oui
- Non
- Incertain

Si non ou incertain, veuillez élaborer:

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### **RAISONS POUR LESQUELLES VOUS AVEZ CESSÉ LES SÉANCES DE COUNSELLING**

**Nous aimerions connaître la raison principale pour laquelle les services ont pris fin.**

Je vais vous énumérer une série de raisons, S.V.P. indiquez-moi la raison principale pour laquelle vous avez cessé les consultations de counselling.

- a) Vous aviez réalisé ce que vous vouliez faire dans le cadre du counselling.
  - b) Vous aviez atteint le nombre maximum de séances auxquelles vous aviez droit.
  - c) Votre horaire de travail ne vous permettait plus d'assister à des séances de counselling.
  - d) Votre conseiller vous a dirigé vers d'autres services plus à même de vous aider à surmonter vos difficultés (par exemple, un conseiller en santé mentale ou des services communautaires).
  - e) Vous n'aviez pas confiance dans la capacité de votre conseiller de vous aider.
  - f) Vous n'étiez pas à l'aise de parler de vos difficultés avec votre conseiller.
  - g) Vous trouviez que le counselling ne vous apportait rien.
  - h) Vous avez décidé de vous adresser à d'autres services de counselling.
  - i) Autres (veuillez élaborer)
- 
- 

### **IV. UTILITÉ ET EFFETS DES SERVICES REÇUS DU PAE**

Pour la question #1, votre réponse était \_\_\_\_\_.

Est-ce que les services du PAE reçus ont eu un impact par la suite?

- Oui

- Non

Parfois, la consultation a un impact sur d'autres secteurs de notre vie que sur la problématique pour laquelle vous avez consulté. Avez-vous noté un impact sur d'autres secteurs de votre vie?

- Oui
- Non

Si non, sautez cette section.

Si oui, dans quelle autre sphère de votre vie avez-vous noté le plus d'impact:

- a) Difficultés d'ordre familial (par exemple : difficultés de couple, problèmes avec les enfants, conflits, éducation des enfants).
- b) Difficultés psychologiques ou émotionnelles (par exemple : dépression ou anxiété).
- c) Difficultés de santé physique.
- d) Difficultés liées à la consommation de certaines substances.
- e) Difficultés liés à votre travail (par exemple : stress, mécontentement, charge de travail, rendement, changement organisationnel).
- f) Difficultés relatives à votre carrière (par exemple : réorientation professionnelle).
- g) Situation de discrimination en milieu de travail (par exemple : discrimination liée à l'âge, au sexe ou à la race).
- h) Situation de conflits en milieu de travail (par exemple : avec un superviseur, un employé ou un collègue).
- i) Situation d'harcèlement au travail (par exemple : harcèlement sexuel, abus de pouvoir).
- j) Difficultés à surmonter des problèmes de jeu.
- k) Difficultés financières (par exemple : budget, faillite).
- l) Difficultés juridiques.
- m) Autres (veuillez élaborer).

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## **V. VOTRE BIEN-ÊTRE RELIÉ À LA PRODUCTIVITÉ AU TRAVAIL, RELATIONS SOCIALES, ABSENTÉISME ET ÉTAT DE SANTÉ**

**Chacune des questions qui suivent se compose de deux parties. La première partie porte sur les difficultés que vous éprouviez dans les quatre semaines (30 jours) avant de faire appel au PAE pour du counselling. La seconde partie correspond aux difficultés perçues à la fin de vos séances de counselling (typiquement 45 à 60 jours après, 1 à 2 mois après avoir débuté le PAE). Pour chaque question, svp veuillez choisir la réponse qui décrit le mieux votre opinion entre les choix proposés.**

1.a **Présentisme** Au cours des 30 jours avant votre appel au PAE, à quelle fréquence avez-vous eu des problèmes d'ordre affectif (comme se sentir déprimé ou angoissé) qui ont nui à votre concentration ou à votre rendement ou qui vous ont empêché d'accomplir votre travail ou d'autres activités quotidiennes?

- 1) jamais
- 2) rarement
- 3) parfois
- 4) souvent
- 5) toujours

1.b Et au cours des 30 jours qui ont suivi votre dernière séance?

- 1) jamais
- 2) rarement
- 3) parfois
- 4) souvent
- 5) toujours

2.a **Productivité affectée par la santé physique.** Au cours des quatre semaines avant votre appel au PAE, jusqu'à quel point avez-vous eu de la difficulté à faire votre travail ou d'autres activités quotidiennes en raison de votre **santé physique**?

- 1) pas du tout
- 2) un peu
- 3) modérément
- 4) pas mal
- 5) incapable de faire le travail quotidien

2.b Et quatre semaines après la fin de vos séances?

- 1) pas du tout
- 2) un peu
- 3) modérément
- 4) pas mal
- 5) incapable de faire le travail quotidien

>

3.a **Relations sociales.** Au cours des quatre semaines avant votre appel au PAE, jusqu'à quel point vos problèmes (physiques ou émotionnels) interféraient-ils avec vos **activités sociales** habituelles auprès de votre famille, ami(e)s, ou collègues de travail?

- 1) pas du tout
- 2) légèrement
- 3) modérément

- 4) pas mal
- 5) extrêmement

3.b Et quatre semaines après la fin de vos séances?

- 1) pas du tout
- 2) légèrement
- 3) modérément
- 4) pas mal
- 5) extrêmement

**Les réponses aux deux prochaines questions diffèrent des réponses précédentes.**

4.a **Perception de l'état de santé.** Au cours des quatre semaines avant votre appel au PAE, diriez-vous que votre **santé** globale était, sur une échelle de 1-5, ou 1 est excellente et 5 est pauvre:

- 1) Excellente
- 2) Très bonne
- 3) Bonne
- 4) Passable
- 5) Pauvre

4.b And 30 days after the last session?

- 1) Excellente
- 2) Très bonne
- 3) Bonne
- 4) Passable
- 5) Pauvre

5.a **Absentéisme** Au cours des 30 jours avant votre appel au PAE, combien de jours entiers étiez-vous absent du travail en raison de problèmes physiques, personnels ou mentaux (nombre moyen de jours)? \_\_\_\_\_

5.b Et au cours des 30 jours qui ont suivi votre dernière séance \_\_\_\_\_

6. **Engagement au travail** Les énoncés suivants correspondent à des actions ou à des sentiments possibles concernant le travail. Veuillez indiquer dans quelle mesure vous êtes d'accord avec ces énoncés pour la période de 30 jours précédant la consultation du PAE ou celle suivant la dernière séance.

1. Je trouvais mon travail motivant.
2. Je pensais souvent à mon travail lorsque j'étais en route pour celui-ci.
3. Mon travail me passionnait.
4. La plupart du temps, j'avais hâte de commencer ma journée de travail.

5. Je pensais souvent à mon travail lorsque j'étais à la maison.

AVANT				
Fortement en désaccord	Plutôt en désaccord	Neutre	Plutôt d'accord	Tout à fait d'accord
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

APRÈS				
Fortement en désaccord	Plutôt en désaccord	Neutre	Plutôt d'accord	Tout à fait d'accord
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

7. **Résilience** - Veuillez indiquer dans quelle mesure vous êtes d'accord avec chacun des énoncés ci-dessous, en utilisant l'échelle suivante :

- 1= fortement en désaccord
- 2= en désaccord
- 3= neutre
- 4= d'accord
- 5= tout à fait d'accord

Depuis que j'ai terminé mes séances avec le PAE :

1. J'ai tendance à me remettre rapidement d'une situation difficile. \_\_\_\_\_
2. J'ai de la difficulté à bien réagir aux événements stressants. \_\_\_\_\_
3. Je me remets rapidement d'un événement stressant. \_\_\_\_\_

8. **Les habiletés d'autorégulation** – Depuis la fin de vos sessions PAE, y-a-t-il eu des changements concernant:

1. votre habileté à gérer des circonstances stressantes?
2. votre capacité à mettre les choses en perspective?
3. votre capacité d'agir positivement face à des difficultés?

1. Pas du tout

2. Un peu
3. Modérément
4. Significativement
5. Extrêmement
6. N/A

**VI. POINTS FORTS ET POINTS FAIBLES DES SERVICES DU PAE/AMÉLIORATIONS POUVANT ÊTRE APPORTÉES AUX SERVICES DU PAE.**

Les 4 dernières questions que je vais vous poser portent sur vos impressions générales à l'égard de votre PAE.

1. À votre avis, quels sont les points forts de votre PAE?

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2. À votre avis, quels sont les points faibles de votre PAE?

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3. Comment pourrait on améliorer les services offerts dans le cadre de votre PAE?

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4. Avez vous reçu le genre de services auxquels vous vous attendiez de votre PAE?

- Oui
- Non

Si non, quelles étaient vos attentes?

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Vous avez répondu à toutes les questions du sondage. Y a t il autre chose que vous aimeriez dire au sujet des services que vous avez reçus du PAE ?

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**Merci d'avoir bien voulu participer à ce sondage!**

**Si vous avez des questions ou des commentaires, n'hésitez à appeler le Service d'aide aux employés, offert jour et nuit au numéro 1 800 268 7708.**

**Merci encore une fois d'avoir participé à ce sondage téléphonique.**

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

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# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

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# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

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# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

I will list a number of reasons employees might have for consulting their EAP. I'll then ask you to indicate which one of the following best describes your primary reason for contacting your EAP: To assist with...

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
family-related problems	368 49%	207 47%	124 53%	25 41%	10 62%	2 40%
dealing with psychological issues	191 25%	112 26%	59 25%	15 25%	3 19%	2 40%
dealing with physical health issues	19 3%	12 3%	2 1%	3 5%	1 6%	1 20%
dealing with substance abuse issues	3 *%	-	2 1%	1 2%	-	-
work-related problems	91 12%	60 14% C	20 9%	10 16%	1 6%	-
dealing with career decisions	11 1%	6 1%	5 2%	-	-	-
dealing with workplace discrimination	1 *%	1 *%	-	-	-	-
dealing with workplace conflict	34 5%	20 5%	9 4%	5 8%	-	-
dealing with workplace harassment	20 3%	9 2%	8 3%	2 3%	1 6%	-
financial problems	2 *%	1 *%	1 *%	-	-	-
legal problems	4 1%	4 1%	-	-	-	-
Other	6 1%	4 1%	2 1%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----36.832-----> 23%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

1. In general, how satisfied were you with the counsellor who initially responded to your telephone call (to 1-800-268-7708)?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Very satisfied	466 62%	352 81% CDE	88 38%	17 28%	7 44%	2 40%
Satisfied	240 32%	77 18%	129 56% BE	29 48% BE	3 19%	2 40%
Dissatisfied	31 4%	3 1%	13 6% B	13 21% BC	1 6%	1 20%
Very dissatisfied	8 1%	2 *	-	1 2%	5 31% BD	-
Don't know/Refused	5 1%	2 *	2 1%	1 2%	-	-
TOP 2	706 94%	429 98% CDE	217 94% DE	46 75%	10 62%	4 80%
BOTTOM 2	39 5%	5 1%	13 6% B	14 23% BC	6 38% BC	1 20%
CHI-SQUARE SIGNIFICANCE	<-----425.551-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

2. How satisfied were you with how promptly the counsellor to whom you were referred scheduled your first appointment?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Very satisfied	510 68%	368 84%	112 48%	24 39%	4 25%	2 40%
		CDEF	E			
Satisfied	205 27%	59 14%	109 47%	30 49%	5 31%	2 40%
			B	B		
Dissatisfied	25 3%	7 2%	10 4%	7 11%	1 6%	-
				B		
Very dissatisfied	10 1%	2 *	1 **	-	6 38%	1 20%
					BC	
TOP 2	715 95%	427 98%	221 95%	54 89%	9 56%	4 80%
		DE	E	E		
BOTTOM 2	35 5%	9 2%	11 5%	7 11%	7 44%	1 20%
				B	BCD	
CHI-SQUARE SIGNIFICANCE	<-----379.62-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

3. How satisfied were you with the counsellor's ability to understand your concerns?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Very satisfied	436 58%	436 100%	-	-	-	-
Satisfied	232 31%	-	232 100%	-	-	-
Dissatisfied	61 8%	-	-	61 100%	-	-
Very dissatisfied	16 2%	-	-	-	16 100%	-
Don't know/Refused	5 1%	-	-	-	-	5 100%
TOP 2	668 89%	436 100%	232 100%	-	-	-
BOTTOM 2	77 10%	-	-	61 100%	16 100%	-
CHI-SQUARE SIGNIFICANCE	<-----4485-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

4. Did you need to be referred externally?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	146 19%	82 19%	45 19%	14 23%	5 31%	-
No	581 77%	340 78%	180 78%	46 75%	10 62%	5 100% BCDE
Don't know/Refused	23 3%	14 3%	7 3%	1 2%	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----4.551-----> 20%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

"\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

4a. How satisfied were you with your EAP counsellor's ability to refer you to additional services outside of the EAP?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	146	82	45	14	5	-
Very satisfied	73 50%	58 71% CD	11 24%	1 7%	3 60% D	-
Satisfied	49 34%	16 20%	28 62% B	5 36%	-	-
Dissatisfied	9 6%	1 1%	3 7%	5 36% BC	-	-
Very dissatisfied	3 2%	-	-	1 7%	2 40%	-
NA	10 7%	6 7%	3 7%	1 7%	-	-
Don't know/Refused	2 1%	1 1%	-	1 7%	-	-
TOP 2	122 84%	74 90% D	39 87% D	6 43%	3 60%	-
BOTTOM 2	12 8%	1 1%	3 7%	6 43% BC	2 40%	-
CHI-SQUARE SIGNIFICANCE	----->137.971-----<----- 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

5. Overall, how satisfied are you with the quality of services you've received?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Very satisfied	414 55%	355 81% CDEF	52 22% D	3 5%	3 19%	1 20%
Satisfied	244 33%	71 16%	148 64% BDE	21 34% BE	2 12%	2 40%
Dissatisfied	73 10%	8 2%	28 12% B	30 49% BC	5 31% B	2 40%
Very dissatisfied	17 2%	1 *%	3 1%	7 11% BC	6 38% BCD	-
Don't know/Refused	2 *%	1 *%	1 *%	-	-	-
TOP 2	658 88%	426 98% CDE	200 86% DE	24 39%	5 31%	3 60%
BOTTOM 2	90 12%	9 2%	31 13% B	37 61% BC	11 69% BC	2 40%
CHI-SQUARE SIGNIFICANCE	<-----728.46-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6. How satisfied are you with how our EAP has met your needs?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Very satisfied	408 54%	336 77% CDE	64 28% D	3 5%	3 19%	2 40%
Satisfied	253 34%	84 19%	140 60% BDE	22 36% B	5 31%	2 40%
Dissatisfied	77 10%	16 4%	27 12% B	29 48% BC	4 25% B	1 20%
Very dissatisfied	11 1%	-	-	7 11%	4 25%	-
Don't know/Refused	1 *%	-	1 *%	-	-	-
TOP 2	661 88%	420 96% CDE	204 88% DE	25 41%	8 50%	4 80% D
BOTTOM 2	88 12%	16 4%	27 12% B	36 59% BCF	8 50% BC	1 20%
CHI-SQUARE SIGNIFICANCE	<-----580.479-----> 100%*					

Comparison Groups: ECDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

7. How satisfied are you with the help you received in dealing with your concerns?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Very satisfied	359 48%	328 75% CDE	28 12% D	1 2%	2 12%	-
Satisfied	258 34%	91 21% E	154 66% BDE	9 15%	1 6%	3 60% DE
Dissatisfied	106 14%	13 3%	46 20% B	43 70% BCEF	3 19%	1 20%
Very dissatisfied	18 2%	-	2 1%	7 11% C	9 56% CD	-
Don't know/Refused	9 1%	4 1%	2 1%	1 2%	1 6%	1 20%
TOP 2	617 82%	419 96% CDE	182 78% DE	10 16%	3 19%	3 60%
BOTTOM 2	124 17%	13 3%	48 21% B	50 82% BCF	12 75% BCF	1 20%
CHI-SQUARE SIGNIFICANCE	<-----996.139-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

8a. Did your EAP counsellor: provide you with general information regarding the EAP services?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	607 81%	371 85% CD	177 76%	43 70%	12 75%	4 80%
No	107 14%	44 10%	43 19% B	15 25% B	4 25%	1 20%
Uncertain	36 5%	21 5%	12 5%	3 5%	-	-
CHI-SQUARE SIGNIFICANCE	<-----17.77-----> 98%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

8b. Did your EAP counsellor: provide you with information regarding the confidentiality of our EAP services?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	713 95%	414 95%	224 97%	56 92%	14 88%	5 100% BCD
No	19 3%	10 2%	5 2%	3 5%	1 6%	-
Uncertain	18 2%	12 3%	3 1%	2 3%	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----5.544-----> 30%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

8c. Did your EAP counsellor: inform you about what to do with any problems or concerns you have regarding the EAP services you received?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	473 63%	300 69% CD	137 59% D	23 38%	10 62%	3 60%
No	185 25%	80 18%	68 29% B	31 51% BC	5 31%	1 20%
Uncertain	92 12%	56 13%	27 12%	7 11%	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----36.365-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

8d. Did your EAP counsellor: provide you with a voluntary confidential survey to assess the EAP services with pre-paid postage envelope?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	302 40%	184 42% D	96 41% D	16 26%	5 31%	1 20%
No	392 52%	223 51%	116 50%	42 69% BC	8 50%	3 60%
Uncertain	56 7%	29 7%	20 9%	3 5%	3 19%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----13.024-----> 89%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

8e. Did your EAP counsellor: provide you with a telephone follow-up within 2 weeks of your last counselling session?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	717	415	223	61	15	3
Yes	274 38%	181 44% CDE	72 32%	17 28%	3 20%	1 33%
No	428 60%	222 53%	149 67% B	43 70% B	12 80% B	2 67%
Uncertain	15 2%	12 3%	2 1%	1 2%	-	-
CHI-SQUARE SIGNIFICANCE	<-----18.293-----> 98%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

"\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

9. If you were to seek help again, would you contact our EAP?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	682 91%	419 96% CDE	210 91% D	38 62%	11 69%	4 80%
Uncertain	13 2%	2 *	4 2%	6 10% BC	1 6%	-
I would go elsewhere to seek help	7 1%	2 *	2 1%	3 5%	-	-
Counsellor was not helpful	15 2%	2 *	4 2%	8 13% BC	1 6%	-
Dissatisfied with counsellor	20 3%	1 *	8 3% B	8 13% BC	3 19%	-
Limited number of sessions	8 1%	1 *	3 1%	3 5%	1 6%	-
No follow-up	4 1%	1 *	1 *	2 3%	-	-
I am no longer eligible/employed	8 1%	5 1%	3 1%	-	-	-
Other	8 1%	3 1%	2 1%	2 3%	-	1 20%
CHI-SQUARE SIGNIFICANCE	<-----175.651-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

10. If you thought someone else was in need of EAP services, would you recommend our EAP?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	724 97%	433 99%	223 96%	51 84%	12 75%	5 100%
		CDE	D			CDE
Counsellor was not helpful	5 1%	-	1 *%	2 3%	2 12%	-
It depends on the person's situation	6 1%	3 1%	1 *%	2 3%	-	-
Limited number of sessions	1 *%	-	1 *%	-	-	-
Dissatisfied with the service (general)	14 2%	-	4 2%	7 11% C	3 19%	-
Other	3 *%	-	2 1%	1 2%	-	-
CHI-SQUARE SIGNIFICANCE	<-----116.451-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

1. I will list a series of reasons, please indicate the main reason for ending your EAP counselling.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
You accomplished what you wanted to in counselling	280 37%	204 47% CDE	71 31% DE	2 3%	1 6%	2 40%
You reached the limit of sessions available to you	214 29%	148 34% CDE	60 26% DE	5 8%	1 6%	-
You could no longer fit counselling into your work schedule	31 4%	20 5%	9 4%	1 2%	-	1 20%
Your counsellor referred you to other services	40 5%	19 4%	16 7%	4 7%	1 6%	-
You weren't confident in your counsellor's ability to help	59 8%	6 1%	20 9% B	25 41% BC	7 44% BC	1 20%
You were uncomfortable talking with your counsellor	8 1%	1 *%	5 2% B	-	2 12%	-
You felt that your counselling was going nowhere	54 7%	9 2%	24 10% B	18 30% BC	3 19%	-
You decided to go elsewhere for counselling services	28 4%	11 3%	12 5%	5 8%	-	-
Your issue was resolved and no longer needed counselling	11 1%	6 1%	4 2%	-	-	1 20%
No follow up / counsellor never returned my call to reschedule	10 1%	3 1%	6 3%	-	1 6%	-
Other	14 2%	8 2%	5 2%	1 2%	-	-
Don't know / NA / Refused	1 *%	1 *%	-	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----316.844-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

Did the EAP services you received make a difference in that aspect of your life?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	571 76%	398 91% CDEF	155 67% DE	12 20%	4 25%	2 40%
No	174 23%	35 8%	75 32% B	49 80% BC	12 75% BC	3 60% B
Don't know/Refused	5 1%	3 1%	2 1%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----207.199-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

Sometimes counselling has an impact on other areas of our lives than the issue we were initially addressing. Did you notice an impact on other areas of your life?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	376 50%	264 61% CDEF	96 41% D	11 18%	4 25%	1 20%
No	372 50%	170 39%	136 59% B	50 82% BC	12 75% B	4 80% B
Don't know/Refused	2 *%	2 *%	-	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----59.481-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

In which other area of your life did you notice the most impact?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	376	264	96	11	4	1
family-related problems	133 35%	90 34%	37 39%	4 36%	1 25%	1 100% BCDE
dealing with psychological issues	69 18%	42 16%	23 24%	2 18%	2 50%	-
dealing with physical health issues	11 3%	8 3%	3 3%	-	-	-
dealing with substance abuse issues	3 1%	3 1%	-	-	-	-
work-related problems	81 22%	61 23%	17 18%	3 27%	-	-
dealing with career decisions	8 2%	6 2%	2 2%	-	-	-
dealing with workplace discrimination	2 1%	1 *%	1 1%	-	-	-
dealing with workplace conflict	7 2%	5 2%	2 2%	-	-	-
financial problems	3 1%	3 1%	-	-	-	-
legal problems	1 *%	1 *%	-	-	-	-
Social relationships	5 1%	4 2%	1 1%	-	-	-
Personal development	30 8%	23 9%	5 5%	2 18%	-	-
General well being	19 5%	14 5%	5 5%	-	-	-
Other	4 1%	3 1%	-	-	1 25%	-
CHI-SQUARE SIGNIFICANCE	<-----40.42-----> 12%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

1.a In the 30 days prior to contacting EAP, how often did emotional problems (such as feeling depressed or anxious) limit your concentration, performance and the kind or amount of work you could do?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
none of the time	76 10%	42 10%	23 10%	6 10%	3 19%	2 40%
a little of the time	97 13%	57 13%	30 13%	9 15%	1 6%	-
some of the time	213 28%	111 25%	74 32%	22 36%	4 25%	2 40%
most of the time	257 34%	159 36%	77 33%	16 26%	4 25%	1 20%
all of the time	99 13%	65 15%	24 10%	7 11%	3 19%	-
Don't know/Refused	8 1%	2 *	4 2%	1 2%	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----23.783-----> 75%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

1.b And 30 days after the last session?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
none of the time	148 20%	95 22% E	41 18%	9 15%	1 6%	2 40%
a little of the time	275 37%	178 41% D	83 36% D	9 15%	5 31%	-
some of the time	211 28%	114 26%	74 32%	17 28%	5 31%	1 20%
most of the time	68 9%	27 6%	22 9%	15 25% BC	3 19%	1 20%
all of the time	26 3%	13 3%	6 3%	6 10%	1 6%	-
Don't know/Refused	22 3%	9 2%	6 3%	5 8%	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----62.296-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

2.a In the 30 days prior to contacting EAP, how much difficulty did you have doing your work or other regular daily activities as a result of your physical health?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
not at all	377 50%	209 48%	123 53%	32 52%	9 56%	4 80%
a little bit	124 17%	74 17%	42 18%	8 13%	-	-
moderately	114 15%	67 15%	36 16%	8 13%	3 19%	-
quite a bit	90 12%	62 14%	17 7%	8 13%	2 12%	1 20%
Could not do daily work	40 5%	23 5%	12 5%	4 7%	1 6%	-
Don't know/Refused	5 1%	1 *	2 1%	1 2%	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----23.849-----> 75%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

2.b And 30 days after the last session?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
not at all	443 59%	265 61%	136 59%	31 51%	8 50%	3 60%
a little bit	170 23%	98 22%	60 26%	10 16%	2 12%	-
moderately	67 9%	39 9%	16 7%	7 11%	5 31% C	-
quite a bit	32 4%	17 4%	9 4%	5 8%	-	1 20%
Could not do daily work	22 3%	8 2%	9 4%	5 8%	-	-
Don't know/Refused	16 2%	9 2%	2 1%	3 5%	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----43.637-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

3.a In the 30 days prior to contacting EAP, to what extent had your problems (whether physical or emotional) interfered with your normal social activities with family, friends, or co-workers?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
not at all	91 12%	45 10%	33 14%	8 13%	3 19%	2 40%
slightly	183 24%	106 24%	60 26%	15 25%	2 12%	-
moderately	180 24%	103 24%	54 23%	16 26%	5 31%	2 40%
quite a bit	202 27%	124 28%	60 26%	15 25%	2 12%	1 20%
extremely	90 12%	58 13%	22 9%	7 11%	3 19%	-
Don't know/Refused	4 1%	-	3 1%	-	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----29.256-----> 92%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

\*\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

3.b And 30 days after the last session?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
not at all	211 28%	137 31% DE	62 27% D	8 13%	2 12%	2 40%
slightly	290 39%	181 42% D	89 38% D	14 23%	6 38%	-
moderately	155 21%	84 19%	48 21%	18 30%	4 25%	1 20%
quite a bit	60 8%	23 5%	21 9%	13 21% BC	2 12%	1 20%
extremely	21 3%	8 2%	7 3%	5 8%	1 6%	-
Don't know/Refused	13 2%	3 1%	5 2%	3 5%	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----63.895-----> 100%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 "\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

4.a In the 30 days prior to contacting EAP, how would you say your overall health was on a scale of 1-5, where 1 is excellent and 5 is poor?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Excellent	88 12%	51 12%	23 10%	7 11%	4 25%	3 60% BCD
Very good	149 20%	77 18%	52 22%	15 25%	5 31%	-
Good	256 34%	141 32% E	89 38% E	22 36% E	2 12%	2 40%
Fair	178 24%	117 27%	47 20%	12 20%	2 12%	-
Poor	74 10%	48 11%	19 8%	5 8%	2 12%	-
Don't know/Refused	5 1%	2 *%	2 1%	-	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----37.234-----> 99%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

4.b And 30 days after the last session?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Excellent	148 20%	99 23% CD	38 16%	6 10%	3 19%	2 40%
Very good	269 36%	152 35%	94 41% D	16 26%	6 38%	1 20%
Good	185 25%	107 25%	54 23%	20 33%	3 19%	1 20%
Fair	106 14%	63 14%	30 13%	11 18%	2 12%	-
Poor	32 4%	11 3%	14 6% B	6 10%	1 6%	-
Don't know/Refused	10 1%	4 1%	2 1%	2 3%	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----42.817-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

5.a In the 30 days prior to contacting EAP, how many days did you miss an entire day of work because of your physical, personal or mental health problems (average number of days)?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
0 - 3 days	553 74%	317 73%	178 77%	45 74%	10 62%	3 60%
4 - 6 days	68 9%	38 9%	24 10%	4 7%	1 6%	1 20%
7 - 10 days	34 5%	27 6%	4 2%	2 3%	-	1 20%
more than 10 days	51 7%	33 8%	12 5%	2 3%	4 25%	-
Don't know/Refused	44 6%	21 5%	14 6%	8 13%	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----29.827-----> 98%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

5.b. And 30 days after the last session?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
0 - 3 days	604 81%	347 80%	197 85%	45 74%	11 69%	4 80%
4 - 6 days	19 3%	15 3%	3 1%	1 2%	-	-
7 - 10 days	13 2%	7 2%	3 1%	1 2%	2 12%	-
more than 10 days	64 9%	44 10%	15 6%	3 5%	1 6%	1 20%
Don't know/Refused	50 7%	23 5%	14 6%	11 18% BC	2 12%	-
CHI-SQUARE SIGNIFICANCE	<-----34.445-----> 100%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 "\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.1. Please indicate the degree to which you agree with each of the statements for the 30 days PRIOR to accessing the EAP: I felt stimulated by my work.

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	148 20%	91 21%	42 18%	12 20%	3 19%	-
Somewhat Disagree	108 14%	61 14%	36 16%	9 15%	-	2 40%
Neutral	186 25%	104 24%	62 27%	16 26%	3 19%	1 20%
Somewhat Agree	171 23%	103 24%	49 21%	13 21%	6 38%	-
Strongly Agree	116 15%	63 14%	41 18%	7 11%	3 19%	2 40%
Don't know/Refused	21 3%	14 3%	2 1%	4 7%	1 6%	-
		C				
CHI-SQUARE SIGNIFICANCE	<-----21.377-----> 62%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

"\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.1. Please indicate the degree to which you agree with each of the statements for the 30 days AFTER the last session: I felt stimulated by my work.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	67 9%	33 8%	20 9%	11 18% B	3 19%	-
Somewhat Disagree	75 10%	41 9%	25 11%	8 13%	-	1 20%
Neutral	181 24%	98 22%	61 26%	17 28%	4 25%	1 20%
Somewhat Agree	225 30%	141 32% D	68 29%	11 18%	5 31%	-
Strongly Agree	152 20%	94 22% D	47 20% D	6 10%	3 19%	2 40%
Don't know/Refused	50 7%	29 7%	11 5%	8 13%	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----29.382-----> 92%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.2. Please indicate the degree to which you agree with each of the statements for the 30 days PRIOR to accessing the EAP: I often thought about work on my way to the work site.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	74 10%	46 11%	20 9%	6 10%	1 6%	1 20%
Somewhat Disagree	77 10%	41 9% D	32 14% D	2 3%	1 6%	1 20%
Neutral	113 15%	64 15%	37 16%	8 13%	2 12%	2 40%
Somewhat Agree	170 23%	95 22% E	57 25% E	16 26% E	1 6%	1 20%
Strongly Agree	285 38%	176 40%	77 33%	24 39%	8 50%	-
Don't know/Refused	31 4%	14 3%	9 4%	5 8%	3 19%	-
CHI-SQUARE SIGNIFICANCE	<-----29.712-----> 93%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 "\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.2. Please indicate the degree to which you agree with each of the statements for the 30 days AFTER the last session: I often thought about work on my way to the work site.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	64 9%	37 8%	20 9%	4 7%	1 6%	2 40%
Somewhat Disagree	84 11%	47 11% D	33 14% D	2 3%	1 6%	1 20%
Neutral	139 19%	88 20%	40 17%	8 13%	2 12%	1 20%
Somewhat Agree	208 28%	118 27% E	73 31% E	16 26% E	1 6%	-
Strongly Agree	200 27%	119 27%	52 22%	21 34%	8 50% C	-
Don't know/Refused	55 7%	27 6%	14 6%	10 16% BC	3 19%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----39.417-----> 99%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.3. Please indicate the degree to which you agree with each of the statements for the 30 days PRIOR to accessing the EAP: I felt passionate about my job.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	133 18%	78 18%	40 17%	11 18%	4 25%	-
Somewhat Disagree	111 15%	65 15%	39 17% D	5 8%	1 6%	1 20%
Neutral	123 16%	67 15%	40 17%	14 23% E	1 6%	1 20%
Somewhat Agree	193 26%	115 26%	56 24%	16 26%	5 31%	1 20%
Strongly Agree	172 23%	104 24%	53 23%	9 15%	4 25%	2 40%
Don't know/Refused	18 2%	7 2%	4 2%	6 10% BC	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----27.659-----> 88%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.3. Please indicate the degree to which you agree with each of the statements for the 30 days AFTER the last session: I felt passionate about my job.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	83 11%	40 9%	30 13%	9 15%	4 25%	-
Somewhat Disagree	71 9%	44 10%	21 9%	3 5%	2 12%	1 20%
Neutral	135 18%	74 17%	46 20%	13 21%	2 12%	-
Somewhat Agree	241 32%	143 33%	77 33%	17 28%	3 19%	1 20%
Strongly Agree	181 24%	117 27%	49 21%	9 15%	4 25%	2 40%
Don't know/Refused	39 5%	18 4%	9 4%	10 16%	1 6%	1 20%
				BC		
CHI-SQUARE SIGNIFICANCE	<-----35.899-----> 98%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 "\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.4. Please indicate the degree to which you agree with each of the statements for the 30 days PRIOR to accessing the EAP: I was often eager to get to the work site to start the day.

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	197 26%	119 27%	57 25%	16 26%	4 25%	1 20%
Somewhat Disagree	129 17%	65 15%	51 22% BE	12 20%	1 6%	-
Neutral	136 18%	84 19%	42 18%	7 11%	2 12%	1 20%
Somewhat Agree	162 22%	102 23%	40 17%	15 25%	5 31%	-
Strongly Agree	104 14%	57 13%	36 16%	6 10%	2 12%	3 60% BCDE
Don't know/Refused	22 3%	9 2%	6 3%	5 8%	2 12%	-
CHI-SQUARE SIGNIFICANCE	<-----35.107-----> 98%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.4. Please indicate the degree to which you agree with each of the statements for the 30 days AFTER the last session: I was often eager to get to the work site to start the day.

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	94 13%	50 11%	26 11%	13 21%	4 25%	1 20%
Somewhat Disagree	96 13%	49 11%	36 16%	10 16%	1 6%	-
Neutral	158 21%	88 20%	61 26% D	7 11%	2 12%	-
Somewhat Agree	231 31%	147 34%	63 27%	16 26%	5 31%	-
Strongly Agree	124 17%	80 18% D	34 15%	5 8%	2 12%	3 60% CDE
Don't know/Refused	47 6%	22 5%	12 5%	10 16% BC	2 12%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----45.999-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

\*\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.5. Please indicate the degree to which you agree with each of the statements for the 30 days PRIOR to accessing the EAP: I often found myself thinking about my work at home.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	97 13%	61 14% D	28 12%	4 7%	4 25%	-
Somewhat Disagree	113 15%	50 11%	54 23% BDE	8 13%	1 6%	-
Neutral	72 10%	46 11%	18 8%	7 11%	-	1 20%
Somewhat Agree	198 26%	107 25%	63 27%	20 33%	5 31%	3 60%
Strongly Agree	255 34%	165 38% C	66 28%	18 30%	5 31%	1 20%
Don't know/Refused	15 2%	7 2%	3 1%	4 7%	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----41.613-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

6.5. Please indicate the degree to which you agree with each of the statements for the 30 days AFTER the last session: I often found myself thinking about my work at home.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	87 12%	56 13%	24 10%	4 7%	3 19%	-
Somewhat Disagree	129 17%	67 15%	52 22% BE	9 15%	1 6%	-
Neutral	112 15%	72 17%	32 14%	7 11%	-	1 20%
Somewhat Agree	220 29%	123 28%	69 30%	20 33%	5 31%	3 60%
Strongly Agree	166 22%	101 23%	46 20%	13 21%	6 38%	-
Don't know/Refused	36 5%	17 4%	9 4%	8 13% BC	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----32.2-----> 96%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 "\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

7.1. Since the end of my EAP sessions: I tend to bounce back quickly after a hard time.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	42 6%	17 4%	12 5%	9 15% BC	3 19%	1 20%
Disagree	66 9%	26 6%	29 12% B	10 16% B	1 6%	-
Neutral	160 21%	79 18%	61 26% B	15 25%	4 25%	1 20%
Agree	318 42%	208 48% CDE	85 37%	21 34%	3 19%	1 20%
Strongly Agree	146 19%	97 22% D	40 17% D	5 8%	4 25%	-
Don't know/Refused	18 2%	9 2%	5 2%	1 2%	1 6%	2 40%
CHI-SQUARE SIGNIFICANCE	<-----82.302-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

7.2. Since the end of my EAP sessions: I have a hard time making it through stressful events.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	151 20%	99 23% D	40 17%	7 11%	4 25%	1 20%
Disagree	323 43%	180 41% E	111 48% E	29 48% E	2 12%	1 20%
Neutral	118 16%	63 14%	37 16%	11 18%	6 38%	1 20%
Agree	117 16%	69 16%	34 15%	12 20%	2 12%	-
Strongly Agree	32 4%	21 5%	7 3%	2 3%	1 6%	1 20%
Don't know/Refused	9 1%	4 1%	3 1%	-	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----41.511-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

7.3. Since the end of my EAP sessions: It does not take me long to recover from a stressful event.  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Strongly Disagree	31 4%	15 3%	9 4%	5 8%	2 12%	-
Disagree	98 13%	48 11%	34 15%	12 20%	3 19%	1 20%
Neutral	128 17%	72 17%	43 19%	10 16%	2 12%	1 20%
Agree	367 49%	226 52%	111 48%	24 39%	4 25%	2 40%
Strongly Agree	115 15%	71 16%	30 13%	10 16%	4 25%	-
Don't know/Refused	11 1%	4 1%	5 2%	-	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----34.552-----> 98%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 "\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

1. Since the end of your EAP sessions, has there been any change with: your ability to deal with stressful circumstances?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
None at all	193 26%	94 22%	63 27%	23 38% B	10 62% BC	3 60%
Slightly	174 23%	99 23%	60 26%	14 23%	-	1 20%
Moderately	186 25%	107 25%	63 27%	13 21%	3 19%	-
Quite a bit	166 22%	119 27% CD	39 17%	6 10%	2 12%	-
Extremely	21 3%	14 3%	5 2%	2 3%	-	-
N/A	10 1%	3 1%	2 1%	3 5%	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----63.014-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

\*\* Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

2. Since the end of your EAP sessions, has there been any change with: your capacity to put things into perspective?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
None at all	154 21%	73 17%	50 22%	18 30%	10 62%	3 60%
				B	BCD	B
Slightly	134 18%	71 16%	45 19%	17 28%	1 6%	-
			E	E		
Moderately	210 28%	118 27%	73 31%	15 25%	3 19%	1 20%
Quite a bit	201 27%	143 33%	50 22%	7 11%	1 6%	-
		CDE	DE			
Extremely	39 5%	26 6%	12 5%	1 2%	-	-
		D				
N/A	12 2%	5 1%	2 1%	3 5%	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----70.298-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

"\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

4. Since the end of your EAP sessions, has there been any change with: your ability to act positively when addressing difficulties?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
None at all	159 21%	84 19%	45 19%	18 30%	9 56% BC	3 60%
Slightly	140 19%	65 15%	55 24% BE	19 31% BE	1 6%	-
Moderately	202 27%	117 27%	66 28%	15 25%	3 19%	1 20%
Quite a bit	196 26%	141 32% CDE	50 22% D	3 5%	2 12%	-
Extremely	40 5%	25 6%	12 5%	3 5%	-	-
N/A	13 2%	4 1%	4 2%	3 5%	1 6%	1 20%
CHI-SQUARE SIGNIFICANCE	<-----69.82-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

"\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

1. What do you believe are the strengths of our EAP?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Accessibility / availability	381 51%	206 47%	132 57%	34 56%	7 44%	2 40%
Quick response	332 44%	202 46%	88 38%	33 54%	6 38%	3 60%
Professional/helpful counsellors	249 33%	173 40%	65 28%	9 15%	2 12%	-
Good service	128 17%	76 17%	38 16%	9 15%	2 12%	3 60%
Amount of resources	120 16%	77 18%	34 15%	8 13%	1 6%	-
Confidentiality	119 16%	77 18%	35 15%	4 7%	2 12%	1 20%
Free service	80 11%	43 10%	33 14%	4 7%	-	-
Efficiency	75 10%	49 11%	19 8%	5 8%	1 6%	1 20%
Listening	74 10%	46 11%	21 9%	5 8%	1 6%	1 20%
Good comprehension/ understanding	63 8%	45 10%	14 6%	4 7%	-	-
Convenient locations	57 8%	39 9%	16 7%	2 3%	-	-
Communication	42 6%	24 6%	13 6%	3 5%	2 12%	-
Good advice	41 5%	25 6%	13 6%	2 3%	-	1 20%
Comfortable atmosphere	27 4%	16 4%	10 4%	1 2%	-	-
Good follow-up	15 2%	10 2%	3 1%	2 3%	-	-

Comparison Groups: ECDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

1. What do you believe are the strengths of our EAP?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Other	28 4%	16 4%	9 4%	3 5%	-	-
Don't know / NA / Refused	17 2%	4 1%	5 2%	5 8% B	3 19%	-
CHI-SQUARE SIGNIFICANCE	<-----106.228-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

2. What do you believe are the weaknesses of our EAP?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Limited number of sessions	193 26%	128 29% DE	57 25% DE	6 10%	1 6%	1 20%
Counsellors are not qualified/educated enough	96 13%	27 6%	39 17% B	25 41% BC	4 25%	1 20%
No option for clients to choose their counsellor	92 12%	38 9%	32 14%	15 25% B	5 31%	2 40%
Counsellor could not resolve my issue	60 8%	13 3%	30 13% B	16 26% BCE	1 6%	-
Not enough information provided	46 6%	23 5%	15 6%	8 13%	-	-
Not enough counsellors available in my area	45 6%	26 6%	11 5%	6 10%	2 12%	-
Limited number of counsellors	41 5%	16 4%	16 7%	6 10%	3 19%	-
Not enough awareness/publicity	32 4%	23 5%	7 3%	2 3%	-	-
Not enough follow-up on clients	31 4%	14 3%	9 4%	6 10%	2 12%	-
Slow response times	25 3%	15 3%	9 4%	-	1 6%	-
Difficult to reach a counsellor	23 3%	16 4%	5 2%	2 3%	-	-
Not enough time allotted per session	13 2%	7 2%	5 2%	1 2%	-	-
Other	41 5%	22 5%	12 5%	6 10%	-	1 20%
None	190 25%	134 31% CDE	53 23% D	1 2%	2 12%	-
Don't know / NA / Refused	26 3%	19 4%	6 3%	-	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----174.613-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

3. How might our EAP services be improved?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
More sessions	171 23%	111 25% DE	53 23% DE	6 10%	1 6%	-
More qualified counsellors	110 15%	38 9%	43 19% B	22 36% BC	6 38% B	1 20%
Easier access to counsellors	74 10%	37 8%	27 12%	8 13%	2 12%	-
Provide more information (general)	62 8%	38 9%	15 6%	8 13%	1 6%	-
More publicity	60 8%	43 10% D	16 7% D	1 2%	-	-
Allow individuals to choose their counsellors	60 8%	25 6%	28 12% B	6 10%	1 6%	-
More follow-up on individuals	42 6%	19 4%	13 6%	7 11%	2 12%	1 20%
More available locations/offices	37 5%	22 5%	11 5%	2 3%	1 6%	1 20%
Better assessment of individuals	37 5%	14 3%	15 6%	7 11% B	1 6%	-
Better screening for qualified counsellors	25 3%	5 1%	4 2%	13 21% BC	3 19%	-
More allotted time per session	25 3%	16 4%	9 4%	-	-	-
Provide more background information on counsellors	16 2%	4 1%	7 3%	5 8% B	-	-
Quicker response times	14 2%	4 1%	6 3%	2 3%	1 6%	1 20%
Greater online presence	11 1%	9 2% C	1 *%	1 2%	-	-
Other	44 6%	16 4%	19 8% B	7 11%	2 12%	-

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

3. How might our EAP services be improved?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Don't know / NA /	254	170	70	7	6	1
Refused	34%	39%	30%	11%	38%	20%
		CD	D		D	
CHI-SQUARE SIGNIFICANCE	<-----201.733-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1  
or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

4. Did you receive the kind of EAP services you expected?

Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Yes	627 84%	415 95% CDE	184 79% DE	19 31%	5 31%	4 80% DE
No	109 15%	15 3%	42 18% B	40 66% BCF	11 69% BCF	1 20%
Don't know/Refused	14 2%	6 1%	6 3%	2 3%	-	-
CHI-SQUARE SIGNIFICANCE	<-----215.843-----> 100%*					

Comparison Groups: BCDEF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.

"\*\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

What were you expecting?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	109	15	42	40	11	1
Someone to provide advice/suggestions	49 45%	7 47%	21 50%	17 42%	4 36%	-
Knowledgeable counsellor	30 28%	2 13%	11 26%	14 35%	3 27%	-
Better service	29 27%	2 13%	12 29%	11 28%	3 27%	1 100% BCDE
Good counsellor	11 10%	-	2 5%	6 15%	3 27%	-
More sessions	11 10%	4 27%	5 12%	2 5%	-	-
Someone supportive/ understanding	10 9%	-	-	7 18%	3 27%	-
Faster results/ resolution	5 5%	-	1 2%	3 8%	1 9%	-
Exceeded my expectation	2 2%	1 7%	1 2%	-	-	-
Other	12 11%	5 33% D	5 12%	2 5%	-	-
Don't know / NA / Refused	2 2%	-	2 5%	-	-	-
CHI-SQUARE SIGNIFICANCE	-----51.324----- 95%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

# Employee Assistance Services Bureau – Client Telephone Interview 2014-2015

5. Is there anything else you would like to say about your experience with EAP counselling services?  
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfd	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	750	436	232	61	16	5
Appreciate the good service	162 22%	116 27% CDE	37 16%	8 13%	1 6%	-
EAP counselling services were helpful	54 7%	40 9%	13 6%	-	1 6%	-
Pleased with my counsellor	49 7%	39 9% C	8 3%	-	2 12%	-
Hope the service continues/isn't cut	29 4%	16 4%	10 4%	3 5%	-	-
Not pleased with counsellor	27 4%	5 1%	14 6% B	6 10% B	2 12%	-
Would continue using the service	26 3%	20 5%	5 2%	1 2%	-	-
Would recommend the services to others	22 3%	17 4%	4 2%	1 2%	-	-
Service requires more publicity/ promotion	12 2%	7 2%	5 2%	-	-	-
Service should provide more sessions	8 1%	5 1%	1 *%	1 2%	1 6%	-
Counselling services did not resolve my issues	4 1%	-	2 1%	2 3%	-	-
Other	31 4%	17 4%	8 3%	4 7%	-	2 40%
No/Nothing	481 64%	255 58%	168 72% B	45 74% B	10 62%	3 60%
CHI-SQUARE SIGNIFICANCE	<-----110.729-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
"\*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.