

# Sommaire - Évaluation des différentes composantes des services à la clientèle SAE en 2016 SC-ROP-15-06

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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 2016.

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.

- 690 entrevues téléphoniques ont été réalisées au hasard à partir d'une liste de 4 264 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  $\pm 3,4 \%$ , 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 17,2 minutes, et les entrevues individuelles ont duré de 9 à 44 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 31.4 %.
- L'étude sur le terrain pour cette étude a été menée du 18 février au 4 mars 2016.

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 :

Tableau de la répartition des appels	
<b>Nombre total de tentatives d'appels</b>	2 393
<b>Non admissibles - Non valide</b>	189
<b>Non résolu (NR)</b>	954
<b><i>Pas de réponse/Répondeur téléphonique</i></b>	954
<b>Admissibles – non-réponse</b>	558
<b><i>Barrière linguistique</i></b>	0
<b><i>Incapable de répondre au questionnaire (maladie/décès)</i></b>	3
<b><i>Rappel (répondant non disponible)</i></b>	487
<b><i>Refus</i></b>	56
<b><i>Cessation d'emploi</i></b>	12

<b>Répondants potentiels – unités répondantes (UR)</b>	692
<i>Quota atteint</i>	0
<i>Entrevue réalisée</i>	690
<i>Hors quota – N'a pas utilisé les services des SAE</i>	2
<b>Taux de réponse</b>	31,4 %

## 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 19 959,87 \$ (TVH incluse).

## Annexe

### Instrument de recherche

#### Questionnaire français : 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**

Dans cette série de questions, je vais vous demander votre opinion sur les services que vous avez reçus. Pour chaque question, S.V.P. choisissez la réponse qui décrit le mieux votre opinion entre : très satisfait, satisfait, insatisfait, très insatisfait.

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. Sans objet
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 :

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 :

### **III. 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 n°1, votre réponse était [RÉPONSE].

- 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).



1. Difficultés juridiques
- m. Autres (veuillez élaborer).

#### **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. Présentéisme**

- a. 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
- b. Et au cours des 30 jours qui ont suivi votre dernière séance?
  1. jamais
  2. rarement
  3. parfois
  4. souvent
  5. toujours

##### **2. Productivité affectée par la santé physique**

- a. 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
- 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. Relations sociales**

- a. 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
- 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. Perception de l'état de santé
- a. 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
  - b. Et quatre semaines après la fin de vos séances?
    1. Excellente
    2. Très bonne
    3. Bonne
    4. Passable
    5. Pauvre
5. Absentéisme
- a. 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)?
  - 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

8. Résilience - Veuillez indiquer dans quelle mesure vous êtes d'accord avec chacun des énoncés ci-dessous, en utilisant l'échelle suivante :
0. fortement en désaccord
  1. en désaccord
  2. neutre
  3. d'accord
  4. tout à fait d'accord

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

5. J'ai tendance à me remettre rapidement d'une situation difficile.
  6. J'ai de la difficulté à bien réagir aux événements stressants.
  7. Je me remets rapidement d'un événement stressant.
9. Les habiletés d'autorégulation - Depuis la fin de vos sessions PAE, y-a-t-il eu des changements concernant :
0. votre habileté à gérer des circonstances stressantes?
  1. votre capacité à mettre les choses en perspective?
  2. Votre capacité d'agir positivement face à des difficultés?
  3. Pas du tout
  4. Un peu
  5. Modérément
  6. Significativement
  7. Extrêmement
  8. N/A

## **VI. Points forts et points faibles des services du pac/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?
2. À votre avis, quels sont les points faibles de votre PAE?
3. Comment pourrait on améliorer les services offerts dans le cadre de votre PAE?
4. Avez vous reçu le genre de services auxquels vous vous attendiez de votre PAE?
  - Oui
  - Non

Si non, quelles étaient vos attentes?

5. 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?

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.

# Employee Assistance Services Bureau – Client Telephone Interview 2016

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Table QE3A	Page 26	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
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Table QE6B2	Page 35	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
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## Employee Assistance Services Bureau – Client Telephone Interview 2016

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# Employee Assistance Services Bureau – Client Telephone Interview 2016

Table QA Page 1

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	690	409	221	41	16	3
family-related problems	375 54%	228 56%	117 53%	21 51%	7 44%	2 67%
dealing with psychological issues	163 24%	90 22%	55 25%	13 32%	5 31%	-
dealing with physical health issues	14 2%	10 2%	4 2%	-	-	-
dealing with substance abuse issues	3 *%	3 1%	-	-	-	-
work-related problems	77 11%	44 11%	24 11%	5 12%	3 19%	1 33%
dealing with career decisions	14 2%	9 2%	5 2%	-	-	-
dealing with workplace discrimination	2 *%	1 *%	1 *%	-	-	-
dealing with workplace conflict	20 3%	11 3%	8 4%	1 2%	-	-
dealing with workplace harassment	18 3%	11 3%	5 2%	1 2%	1 6%	-
legal problems	3 *%	2 *%	1 *%	-	-	-
Refused/Not comfortable saying	1 *%	-	1 *%	-	-	-
CHI-SQUARE SIGNIFICANCE	-----15.699----- **					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QB1 Page 2

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	690	409	221	41	16	3
Very satisfied	428 62%	307 75% CDE	96 43%	16 39%	7 44%	2 67%
Satisfied	244 35%	98 24%	120 54% B	17 41% B	8 50% B	1 33%
Dissatisfied	12 2%	1 *%	3 1%	8 20% BC	-	-
Very dissatisfied	2 *%	-	1 *%	-	1 6%	-
Don't know/Refused	4 1%	3 1%	1 *%	-	-	-
TOP 2	672 97%	405 99% D	216 98% D	33 80%	15 94%	3 100% BCD
BOTTOM 2	14 2%	1 *%	4 2%	8 20% BC	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----239.241-----> 100%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

Table QB2 Page 3

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	690	409	221	41	16	3
Very satisfied	465 67%	336 82% CDE	107 48%	15 37%	5 31%	2 67%
Satisfied	205 30%	63 15%	110 50% B	21 51% B	10 62% B	1 33%
Dissatisfied	12 2%	6 1%	1 *%	4 10% C	1 6%	-
Very dissatisfied	3 *%	1 *%	1 *%	1 2%	-	-
Don't know/Refused	5 1%	3 1%	2 1%	-	-	-
TOP 2	670 97%	399 98%	217 98% D	36 88%	15 94%	3 100% BCD
BOTTOM 2	15 2%	7 2%	2 1%	5 12% BC	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----150.817-----> 100%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

Table QB3 Page 4

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	690	409	221	41	16	3
Very satisfied	409 59%	409 100%	-	-	-	-
Satisfied	221 32%	-	221 100%	-	-	-
Dissatisfied	41 6%	-	-	41 100%	-	-
Very dissatisfied	16 2%	-	-	-	16 100%	-
Don't know/Refused	3 *%	-	-	-	-	3 100%
TOP 2	630 91%	409 100%	221 100%	-	-	-
BOTTOM 2	57 8%	-	-	41 100%	16 100%	-
CHI-SQUARE SIGNIFICANCE	<-----4131.0-----> 100%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QB4 Page 5

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	690	409	221	41	16	3
Yes	140 20%	76 19%	49 22%	11 27%	3 19%	1 33%
No	536 78%	326 80%	168 76%	29 71%	12 75%	1 33%
Don't know/Refused	14 2%	7 2%	4 2%	1 2%	1 6%	1 33%
CHI-SQUARE SIGNIFICANCE	<-----19.616-----> 99%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QB4A Page 6

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	140	76	49	11	3	1
Very satisfied	67 48%	52 68% CD	13 27%	2 18%	-	-
Satisfied	47 34%	17 22%	23 47% B	5 45%	1 33%	1 100% BCDE
Dissatisfied	13 9%	1 1%	10 20% B	2 18%	-	-
Very dissatisfied	5 4%	2 3%	1 2%	-	2 67% BC	-
NA	3 2%	2 3%	-	1 9%	-	-
Don't know/Refused	5 4%	2 3%	2 4%	1 9%	-	-
TOP 2	114 81%	69 91% CE	36 73%	7 64%	1 33%	1 100% BCDE
BOTTOM 2	18 13%	3 4%	11 22% B	2 18%	2 67% B	-
CHI-SQUARE SIGNIFICANCE	<-----91.741-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QB5 Page 7

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	690	409	221	41	16	3
Very satisfied	385 56%	339 83% CDE	40 18% D	3 7%	3 19%	-
Satisfied	250 36%	66 16%	162 73% BDE	15 37% B	4 25%	3 100% BCDE
Dissatisfied	38 6%	1 *%	14 6% B	20 49% BCE	3 19%	-
Very dissatisfied	13 2%	2 *%	3 1%	2 5%	6 38% BCD	-
Don't know/Refused	4 1%	1 *%	2 1%	1 2%	-	-
TOP 2	635 92%	405 99% CDE	202 91% DE	18 44%	7 44%	3 100% BCDE
BOTTOM 2	51 7%	3 1%	17 8% B	22 54% BC	9 56% BC	-
CHI-SQUARE SIGNIFICANCE	<-----763.78-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QB6 Page 8

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	690	409	221	41	16	3
Very satisfied	371 54%	304 74% CDE	58 26%	7 17%	2 12%	-
Satisfied	251 36%	89 22%	142 64% BDE	14 34%	5 31%	1 33%
Dissatisfied	57 8%	11 3%	19 9% B	20 49% BC	7 44% BC	-
Very dissatisfied	7 1%	3 1%	1 *%	-	2 12%	1 33%
Don't know/Refused	4 1%	2 *%	1 *%	-	-	1 33%
TOP 2	622 90%	393 96% CDEF	200 90% DEF	21 51%	7 44%	1 33%
BOTTOM 2	64 9%	14 3%	20 9% B	20 49% BC	9 56% BC	1 33%
CHI-SQUARE SIGNIFICANCE	<-----536.575-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QB7 Page 9

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	690	409	221	41	16	3
Very satisfied	329 48%	301 74% CD	26 12% D	1 2%	-	1 33%
Satisfied	279 40%	101 25%	161 73% BDE	14 34%	3 19%	-
Dissatisfied	60 9%	5 1%	26 12% B	24 59% BCE	5 31% B	-
Very dissatisfied	17 2%	2 *%	5 2%	2 5%	8 50% BCD	-
Don't know/Refused	5 1%	-	3 1%	-	-	2 67% C
TOP 2	608 88%	402 98% CDEF	187 85% DE	15 37%	3 19%	1 33%
BOTTOM 2	77 11%	7 2%	31 14% B	26 63% BC	13 81% BC	-
CHI-SQUARE SIGNIFICANCE	<-----1043.284-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QB8A Page 10

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	690	409	221	41	16	3
Yes	566 82%	340 83%	181 82%	32 78%	10 62%	3 100% BCDE
No	84 12%	46 11%	28 13%	6 15%	4 25%	-
Uncertain	40 6%	23 6%	12 5%	3 7%	2 12%	-
CHI-SQUARE SIGNIFICANCE	<-----5.717-----> 32%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QB8B Page 11

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	690	409	221	41	16	3
Yes	658 95%	393 96%	208 94%	38 93%	16 100% BC	3 100% BC
No	10 1%	3 1%	7 3%	-	-	-
Uncertain	22 3%	13 3%	6 3%	3 7%	-	-
CHI-SQUARE SIGNIFICANCE	<-----9.902-----> 73%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QB8C Page 12

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	690	409	221	41	16	3
Yes	419 61%	265 65% DE	131 59% D	15 37%	6 38%	2 67%
No	141 20%	69 17%	47 21%	18 44% BC	6 38%	1 33%
Uncertain	130 19%	75 18%	43 19%	8 20%	4 25%	-
CHI-SQUARE SIGNIFICANCE	<-----23.752-----> 100%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QB8D Page 13

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	690	409	221	41	16	3
Yes	290 42%	191 47% C	74 33%	18 44%	6 38%	1 33%
No	333 48%	182 44%	120 54% B	22 54%	8 50%	1 33%
Uncertain	67 10%	36 9% D	27 12% D	1 2%	2 12%	1 33%
CHI-SQUARE SIGNIFICANCE	<-----15.256-----> 95%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QB8E Page 14

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	690	409	221	41	16	3
Yes	271 39%	182 44% CDE	76 34%	10 24%	3 19%	-
No	385 56%	201 49%	139 63% B	29 71% B	13 81% B	3 100% BCD
I completed my sessions and it has not yet been two weeks	17 2%	14 3%	3 1%	-	-	-
I declined a follow-up to be conducted	17 2%	12 3%	3 1%	2 5%	-	-
CHI-SQUARE SIGNIFICANCE	<-----26.186-----> 99%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QB9 Page 15

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	690	409	221	41	16	3
Yes	634 92%	396 97% CDE	201 91% DE	26 63%	8 50%	3 100% BCDE
Uncertain	10 1%	1 *%	6 3% B	2 5%	1 6%	-
I would go elsewhere to seek help	15 2%	3 1%	9 4% B	3 7%	-	-
Counsellor was not helpful	20 3%	1 *%	3 1%	9 22% BC	7 44% BC	-
Dissatisfied with counsellor	10 1%	2 *%	1 *%	5 12% BC	2 12%	-
Limited number of sessions	7 1%	2 *%	4 2%	1 2%	-	-
I am no longer eligible/employed	6 1%	5 1%	-	-	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----224.257-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QB10 Page 16

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	690	409	221	41	16	3
Yes	669 97%	405 99%	215 97%	35 85%	11 69%	3 100%
		DE	DE			BCDE
Counsellor was not helpful	4 1%	-	1 *	1 2%	2 12%	-
It depends on the person's situation	5 1%	3 1%	-	2 5%	-	-
Limited number of sessions	1 *	-	1 *	-	-	-
Dissatisfied with the service (general)	12 2%	2 *	4 2%	3 7%	3 19%	-
CHI-SQUARE SIGNIFICANCE	<-----97.616-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QC1 Page 17

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	690	409	221	41	16	3
You accomplished what you wanted to in counselling	276 40%	209 51% CD	65 29% D	2 5%	-	-
You reached the limit of sessions available to you	183 27%	117 29% D	58 26% D	5 12%	2 12%	1 33%
You could no longer fit counselling into your work schedule	37 5%	25 6%	12 5%	-	-	-
Your counsellor referred you to other services	30 4%	20 5%	8 4%	2 5%	-	-
You weren't confident in your counsellor's ability to help	43 6%	5 1%	13 6% B	16 39% BC	9 56% BC	-
You were uncomfortable talking with your counsellor	7 1%	-	4 2%	2 5%	-	1 33%
You felt that your counselling was going nowhere	40 6%	3 1%	25 11% B	7 17% B	5 31% B	-
You decided to go elsewhere for counselling services	39 6%	12 3%	21 10% B	5 12%	-	1 33%
Your issue was resolved and no longer needed counselling	6 1%	4 1%	1 *%	1 2%	-	-
No follow up / counsellor never returned my call to reschedule	1 *%	-	-	1 2%	-	-
Other	25 4%	14 3%	11 5%	-	-	-

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



# Employee Assistance Services Bureau – Client Telephone Interview 2016

Table Qc1 Page 18  
(Continued)

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)
Don't know / NA / Refused	3 *%	-	3 1%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----346.771-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QD1 Page 19

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	690	409	221	41	16	3
Yes	540 78%	368 90% CDEF	158 71% DE	11 27%	2 12%	1 33%
No	138 20%	38 9%	56 25% B	30 73% BC	13 81% BC	1 33%
Don't know/Refused	12 2%	3 1%	7 3%	-	1 6%	1 33%
CHI-SQUARE SIGNIFICANCE	<-----171.551-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QD2 Page 20

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)
<b>Total</b>	690	409	221	41	16	3
<b>Yes</b>	398 58%	274 67% CDE	104 47%	15 37%	4 25%	1 33%
<b>No</b>	280 41%	126 31%	116 52% B	24 59% B	12 75% BC	2 67%
<b>Don't know/Refused</b>	12 2%	9 2% C	1 *%	2 5%	-	-
<b>CHI-SQUARE SIGNIFICANCE</b>	<-----47.945-----> 100%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QD3 Page 21

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	398	274	104	15	4	1
family-related problems	118 30%	77 28%	34 33%	6 40%	1 25%	-
dealing with psychological issues	65 16%	49 18%	12 12%	3 20%	-	1 100% BCD
dealing with physical health issues	10 3%	6 2%	4 4%	-	-	-
work-related problems	80 20%	56 20%	19 18%	2 13%	3 75% BCD	-
dealing with career decisions	8 2%	7 3%	1 1%	-	-	-
dealing with workplace discrimination	2 1%	2 1%	-	-	-	-
dealing with workplace conflict	8 2%	6 2%	2 2%	-	-	-
dealing with workplace harassment	1 *%	1 *%	-	-	-	-
financial problems	4 1%	2 1%	1 1%	1 7%	-	-
Social relationships	14 4%	11 4%	2 2%	1 7%	-	-
Personal development	42 11%	28 10%	12 12%	2 13%	-	-
General well being	44 11%	27 10%	17 16%	-	-	-
DK/NA	2 1%	2 1%	-	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----33.064-----> 5%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QE1A Page 22

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	690	409	221	41	16	3
none of the time	40 6%	24 6%	11 5%	2 5%	3 19%	-
a little of the time	96 14%	54 13%	34 15%	5 12%	3 19%	-
some of the time	187 27%	102 25%	72 33% B	11 27%	-	2 67%
most of the time	267 39%	158 39%	83 38%	19 46%	6 38%	1 33%
all of the time	90 13%	65 16% C	19 9%	4 10%	2 12%	-
Don't know/Refused	10 1%	6 1%	2 1%	-	2 12%	-
CHI-SQUARE SIGNIFICANCE	<-----37.536-----> 99%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

Table QE1B Page 23

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	690	409	221	41	16	3
none of the time	94 14%	67 16% CD	21 10%	3 7%	3 19%	-
a little of the time	275 40%	185 45% CDE	77 35%	9 22%	3 19%	1 33%
some of the time	225 33%	121 30% E	86 39% BE	16 39% E	2 12%	-
most of the time	61 9%	20 5%	26 12% B	10 24% B	5 31% B	-
all of the time	21 3%	8 2%	8 4%	3 7%	1 6%	1 33%
Don't know/Refused	14 2%	8 2%	3 1%	-	2 12%	1 33%
CHI-SQUARE SIGNIFICANCE	<-----92.023-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QE2A Page 24

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	690	409	221	41	16	3
not at all	316 46%	184 45%	107 48%	17 41%	7 44%	1 33%
a little bit	131 19%	73 18%	44 20%	11 27%	3 19%	-
moderately	110 16%	65 16%	34 15%	7 17%	2 12%	2 67%
quite a bit	95 14%	62 15%	30 14%	2 5%	1 6%	-
Could not do daily work	33 5%	22 5%	4 2%	4 10%	3 19%	-
Don't know/Refused	5 1%	3 1%	2 1%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----25.705-----> 82%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

Table QE2B Page 25

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	690	409	221	41	16	3
not at all	402 58%	251 61% D	125 57%	18 44%	7 44%	1 33%
a little bit	160 23%	93 23%	50 23%	14 34%	3 19%	-
moderately	75 11%	37 9%	31 14%	5 12%	2 12%	-
quite a bit	24 3%	11 3%	9 4%	1 2%	2 12%	1 33%
Could not do daily work	16 2%	8 2%	3 1%	3 7%	2 12%	-
Don't know/Refused	13 2%	9 2%	3 1%	-	-	1 33%
CHI-SQUARE SIGNIFICANCE	<-----52.499-----> 100%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QE3A Page 26

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	690	409	221	41	16	3
not at all	65 9%	35 9%	22 10%	4 10%	4 25%	-
slightly	149 22%	84 21%	54 24%	11 27%	-	-
moderately	177 26%	102 25%	59 27%	10 24%	5 31%	1 33%
quite a bit	197 29%	123 30%	60 27%	9 22%	3 19%	2 67%
extremely	100 14%	65 16%	24 11%	7 17%	4 25%	-
Don't know/Refused	2 *%	-	2 1%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----22.752-----> 70%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QE3B Page 27

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	690	409	221	41	16	3
not at all	183 27%	132 32% CD	41 19%	6 15%	4 25%	-
slightly	288 42%	173 42% E	100 45% E	13 32%	2 12%	-
moderately	139 20%	73 18%	49 22%	14 34% B	2 12%	1 33%
quite a bit	47 7%	20 5%	19 9%	4 10%	3 19%	1 33%
extremely	23 3%	6 1%	8 4%	4 10%	5 31% BC	-
Don't know/Refused	10 1%	5 1%	4 2%	-	-	1 33%
CHI-SQUARE SIGNIFICANCE	<-----105.168-----> 100%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QE4A Page 28

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	690	409	221	41	16	3
Excellent	62 9%	42 10%	15 7%	2 5%	3 19%	-
Very good	132 19%	73 18%	51 23% E	7 17%	1 6%	-
Good	243 35%	131 32%	82 37%	21 51% B	8 50%	1 33%
Fair	175 25%	109 27% E	56 25% E	7 17%	1 6%	2 67% E
Poor	78 11%	54 13% C	17 8%	4 10%	3 19%	-
CHI-SQUARE SIGNIFICANCE	<-----25.025-----> 93%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QE4B Page 29

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	690	409	221	41	16	3
Excellent	129 19%	96 23% CD	26 12%	4 10%	3 19%	-
Very good	268 39%	174 43% E	81 37% E	12 29% E	1 6%	-
Good	166 24%	76 19%	69 31% B	14 34% B	7 44% B	-
Fair	95 14%	46 11%	38 17% B	9 22%	1 6%	1 33%
Poor	25 4%	12 3%	6 3%	2 5%	4 25% BC	1 33%
Don't know/Refused	7 1%	5 1%	1 *	-	-	1 33%
CHI-SQUARE SIGNIFICANCE	<-----104.346-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QE5A Page 30

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	690	409	221	41	16	3
0 - 3 days	503 73%	292 71%	174 79% BD	25 61%	10 62%	2 67%
4 - 6 days	60 9%	43 11% C	12 5%	4 10%	1 6%	-
7 - 10 days	30 4%	17 4%	9 4%	4 10%	-	-
more than 10 days	54 8%	35 9%	13 6%	5 12%	1 6%	-
Don't know/Refused	43 6%	22 5%	13 6%	3 7%	4 25%	1 33%
CHI-SQUARE SIGNIFICANCE	<-----26.368-----> 95%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

Table QE5B Page 31

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	690	409	221	41	16	3
0 - 3 days	553 80%	329 80% E	186 84% DE	27 66%	8 50%	3 100% BCDE
4 - 6 days	19 3%	11 3%	3 1%	4 10%	1 6%	-
7 - 10 days	11 2%	5 1%	4 2%	1 2%	1 6%	-
more than 10 days	58 8%	36 9%	15 7%	5 12%	2 12%	-
Don't know/Refused	49 7%	28 7%	13 6%	4 10%	4 25%	-
CHI-SQUARE SIGNIFICANCE	<-----26.321-----> 95%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QE6A1 Page 32

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	690	409	221	41	16	3
Strongly Disagree	125 18%	80 20%	33 15%	9 22%	2 12%	1 33%
Somewhat Disagree	109 16%	58 14%	39 18%	7 17%	4 25%	1 33%
Neutral	177 26%	109 27%	57 26%	7 17%	4 25%	-
Somewhat Agree	142 21%	81 20%	46 21%	12 29%	2 12%	1 33%
Strongly Agree	118 17%	70 17%	41 19%	5 12%	2 12%	-
Don't know/Refused	19 3%	11 3%	5 2%	1 2%	2 12%	-
CHI-SQUARE SIGNIFICANCE	<-----17.201-----> 36%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

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	690	409	221	41	16	3
Strongly Disagree	51 7%	25 6%	14 6%	8 20% BC	3 19%	1 33%
Somewhat Disagree	67 10%	32 8%	28 13%	4 10%	3 19%	-
Neutral	172 25%	107 26% D	56 25% D	4 10%	4 25%	1 33%
Somewhat Agree	213 31%	124 30% E	69 31% E	17 41% E	2 12%	1 33%
Strongly Agree	154 22%	102 25% E	45 20% E	6 15%	1 6%	-
Don't know/Refused	33 5%	19 5%	9 4%	2 5%	3 19%	-
CHI-SQUARE SIGNIFICANCE	<-----39.636-----> 99%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QE6A2 Page 34

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	690	409	221	41	16	3
Strongly Disagree	77 11%	53 13%	18 8%	4 10%	2 12%	-
Somewhat Disagree	61 9%	34 8%	22 10%	5 12%	-	-
Neutral	93 13%	62 15% D	27 12% D	1 2%	3 19%	-
Somewhat Agree	136 20%	80 20%	44 20%	7 17%	5 31%	-
Strongly Agree	295 43%	162 40%	105 48% E	21 51% E	4 25%	3 100% BCDE
Don't know/Refused	28 4%	18 4%	5 2%	3 7%	2 12%	-
CHI-SQUARE SIGNIFICANCE	<-----25.607-----> 82%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

Table QE6B2 Page 35

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	690	409	221	41	16	3
Strongly Disagree	70 10%	46 11%	18 8%	5 12%	1 6%	-
Somewhat Disagree	65 9%	39 10%	21 10%	5 12%	-	-
Neutral	130 19%	91 22% CD	34 15% D	2 5%	3 19%	-
Somewhat Agree	182 26%	104 25%	62 28%	10 24%	6 38%	-
Strongly Agree	205 30%	106 26%	77 35% B	15 37%	4 25%	3 100% BCDE
Don't know/Refused	38 6%	23 6%	9 4%	4 10%	2 12%	-
CHI-SQUARE SIGNIFICANCE	<-----28.383-----> 90%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

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	690	409	221	41	16	3
Strongly Disagree	146 21%	91 22% E	41 19%	11 27% E	1 6%	2 67% E
Somewhat Disagree	108 16%	55 13%	42 19%	9 22%	2 12%	-
Neutral	124 18%	75 18%	40 18%	5 12%	4 25%	-
Somewhat Agree	142 21%	92 22%	39 18%	6 15%	5 31%	-
Strongly Agree	155 22%	90 22%	52 24%	8 20%	4 25%	1 33%
Don't know/Refused	15 2%	6 1%	7 3%	2 5%	-	-
CHI-SQUARE SIGNIFICANCE	<-----20.527-----> 57%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

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	690	409	221	41	16	3
Strongly Disagree	74 11%	40 10%	23 10%	9 22%	1 6%	1 33%
Somewhat Disagree	81 12%	38 9%	34 15% B	6 15%	3 19%	-
Neutral	148 21%	92 22%	44 20%	6 15%	5 31%	1 33%
Somewhat Agree	187 27%	116 28%	59 27%	8 20%	4 25%	-
Strongly Agree	172 25%	109 27%	50 23%	9 22%	3 19%	1 33%
Don't know/Refused	28 4%	14 3%	11 5%	3 7%	-	-
CHI-SQUARE SIGNIFICANCE	<-----21.175-----> 61%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

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	690	409	221	41	16	3
Strongly Disagree	192 28%	119 29%	56 25%	16 39%	-	1 33%
Somewhat Disagree	120 17%	63 15%	47 21%	6 15%	4 25%	-
Neutral	126 18%	82 20% C	28 13%	9 22%	6 38% C	1 33%
Somewhat Agree	145 21%	86 21%	48 22%	7 17%	4 25%	-
Strongly Agree	84 12%	47 11% D	34 15% D	1 2%	1 6%	1 33%
Don't know/Refused	23 3%	12 3%	8 4%	2 5%	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----28.497-----> 90%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

Table QE6B4 Page 39

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	690	409	221	41	16	3
Strongly Disagree	86 12%	43 11%	28 13%	12 29% BC	2 12%	1 33%
Somewhat Disagree	79 11%	39 10%	33 15%	4 10%	3 19%	-
Neutral	169 24%	107 26%	45 20%	10 24%	6 38%	1 33%
Somewhat Agree	210 30%	127 31%	71 32%	9 22%	3 19%	-
Strongly Agree	113 16%	75 18% D	33 15%	3 7%	1 6%	1 33%
Don't know/Refused	33 5%	18 4%	11 5%	3 7%	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----28.233-----> 90%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

Table QE6A5 Page 40

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	690	409	221	41	16	3
Strongly Disagree	121 18%	80 20%	32 14%	7 17%	2 12%	-
Somewhat Disagree	82 12%	50 12% D	29 13% D	2 5%	1 6%	-
Neutral	81 12%	52 13%	23 10%	4 10%	2 12%	-
Somewhat Agree	160 23%	86 21%	60 27%	10 24%	4 25%	-
Strongly Agree	234 34%	135 33%	72 33%	17 41%	7 44%	3 100% BCDE
Don't know/Refused	12 2%	6 1%	5 2%	1 2%	-	-
CHI-SQUARE SIGNIFICANCE	<-----16.115-----> 29%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QE6B5 Page 41

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	690	409	221	41	16	3
Strongly Disagree	108 16%	73 18% C	26 12%	8 20%	1 6%	-
Somewhat Disagree	98 14%	62 15% D	34 15% D	1 2%	1 6%	-
Neutral	130 19%	81 20%	41 19%	5 12%	3 19%	-
Somewhat Agree	184 27%	107 26%	61 28%	12 29%	4 25%	-
Strongly Agree	147 21%	72 18%	52 24%	13 32%	7 44% B	3 100% BCDE
Don't know/Refused	23 3%	14 3%	7 3%	2 5%	-	-
CHI-SQUARE SIGNIFICANCE	<-----32.226-----> 96%*					

Comparison Groups: BCDEF

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

Uppercase 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 2016

Table QE71 Page 42

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	690	409	221	41	16	3
Strongly Disagree	46 7%	14 3%	18 8% B	9 22% BC	5 31% BC	-
Disagree	57 8%	20 5%	27 12% B	8 20% B	2 12%	-
Neutral	132 19%	64 16%	53 24% B	7 17%	6 38%	2 67%
Agree	296 43%	188 46% DE	94 43% DE	10 24%	3 19%	1 33%
Strongly Agree	145 21%	114 28% CD	25 11%	6 15%	-	-
Don't know/Refused	14 2%	9 2%	4 2%	1 2%	-	-
CHI-SQUARE SIGNIFICANCE	<-----95.501-----> 100%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QE72 Page 43

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	690	409	221	41	16	3
Strongly Disagree	190 28%	136 33% CD	47 21% D	4 10%	3 19%	-
Disagree	264 38%	159 39%	84 38%	17 41%	4 25%	-
Neutral	106 15%	49 12%	44 20% B	6 15%	6 38% B	1 33%
Agree	99 14%	50 12%	35 16%	10 24%	2 12%	2 67% B
Strongly Agree	25 4%	11 3%	9 4%	4 10%	1 6%	-
Don't know/Refused	6 1%	4 1%	2 1%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----44.421-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QE73 Page 44

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	690	409	221	41	16	3
Strongly Disagree	31 4%	10 2%	14 6% B	5 12%	2 12%	-
Disagree	84 12%	38 9%	29 13%	12 29% BC	3 19%	2 67% BC
Neutral	129 19%	62 15%	56 25% BD	5 12%	6 38%	-
Agree	334 48%	207 51%	105 48%	16 39%	5 31%	1 33%
Strongly Agree	105 15%	86 21% CD	16 7%	3 7%	-	-
Don't know/Refused	7 1%	6 1%	1 *	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----73.785-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QG1 Page 45

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	690	409	221	41	16	3
None at all	113 16%	52 13%	39 18%	15 37%	7 44%	-
				BC	BC	
Slightly	168 24%	78 19%	74 33%	11 27%	5 31%	-
			B			
Moderately	192 28%	121 30%	60 27%	8 20%	2 12%	1 33%
		E				
Quite a bit	177 26%	132 32%	38 17%	5 12%	1 6%	1 33%
		CDE				
Extremely	33 5%	23 6%	7 3%	2 5%	1 6%	-
N/A	7 1%	3 1%	3 1%	-	-	1 33%
CHI-SQUARE SIGNIFICANCE	<-----90.43-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QG2 Page 46

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	690	409	221	41	16	3
None at all	90 13%	44 11%	32 14%	7 17%	7 44% BC	-
Slightly	127 18%	56 14%	55 25% B	12 29% B	4 25%	-
Moderately	207 30%	120 29%	69 31%	13 32%	4 25%	1 33%
Quite a bit	218 32%	152 37% CDE	55 25% E	9 22%	1 6%	1 33%
Extremely	43 6%	35 9% C	8 4%	-	-	-
N/A	5 1%	2 *%	2 1%	-	-	1 33%
CHI-SQUARE SIGNIFICANCE	<-----94.529-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QG4 Page 47

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	690	409	221	41	16	3
None at all	86 12%	38 9%	32 14%	8 20%	8 50% BCD	-
Slightly	116 17%	55 13%	49 22% B	9 22%	3 19%	-
Moderately	229 33%	131 32%	76 34%	17 41%	4 25%	1 33%
Quite a bit	203 29%	139 34% CDE	56 25% E	6 15%	1 6%	1 33%
Extremely	49 7%	42 10% CD	6 3%	1 2%	-	-
N/A	7 1%	4 1%	2 1%	-	-	1 33%
CHI-SQUARE SIGNIFICANCE	<-----89.263-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QF1 Page 48

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	690	409	221	41	16	3
Quick response	300 43%	169 41%	94 43%	26 63%	10 62%	1 33%
Accessibility / availability	266 39%	137 33%	107 48%	17 41%	4 25%	1 33%
Professional/helpful counsellors	170 25%	122 30%	43 19%	3 7%	1 6%	1 33%
Confidentiality	97 14%	50 12%	42 19%	2 5%	3 19%	-
Free service	75 11%	39 10%	29 13%	5 12%	2 12%	-
Listening	70 10%	44 11%	24 11%	1 2%	1 6%	-
Good comprehension/ understanding	61 9%	44 11%	15 7%	1 2%	1 6%	-
Good advice	59 9%	45 11%	14 6%	-	-	-
Good service	53 8%	26 6%	20 9%	3 7%	3 19%	1 33%
Amount of resources	52 8%	34 8%	16 7%	2 5%	-	-
Convenient locations	26 4%	13 3%	10 5%	1 2%	2 12%	-
Efficiency	23 3%	19 5%	3 1%	-	1 6%	-

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

# Employee Assistance Services Bureau – Client Telephone Interview 2016

Table QF1 Page 49  
(Continued)

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)
Good follow-up	12 2%	7 2%	1 *%	2 5%	1 6%	1 33%
Comfortable atmosphere	10 1%	9 2% C	1 *%	-	-	-
Communication	5 1%	2 *%	3 1%	-	-	-
Other	7 1%	2 *%	2 1%	2 5%	1 6%	-
Don't know / NA / Refused	8 1%	4 1%	2 1%	1 2%	1 6%	-
CHI-SQUARE SIGNIFICANCE	<-----125.863-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QF2 Page 50

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	690	409	221	41	16	3
Limited number of sessions	154 22%	94 23% E	52 24% E	6 15%	1 6%	1 33%
Counsellors are not qualified/educated enough	69 10%	15 4%	34 15% B	12 29% B	7 44% BC	1 33%
Limited number of counsellors	49 7%	14 3%	28 13% B	6 15% B	1 6%	-
Not enough counsellors available in my area	39 6%	22 5%	13 6%	3 7%	1 6%	-
Not enough awareness/publicity	30 4%	23 6% C	5 2%	1 2%	1 6%	-
Counsellor could not resolve my issue	27 4%	5 1%	16 7% B	5 12% B	1 6%	-
Difficult to reach a counsellor	27 4%	15 4%	8 4%	4 10%	-	-
Not enough follow-up on clients	24 3%	9 2%	10 5%	4 10%	1 6%	-
Not enough time allotted per session	19 3%	14 3%	5 2%	-	-	-
Slow response times	12 2%	7 2%	4 2%	1 2%	-	-
Not enough information provided	9 1%	4 1%	2 1%	1 2%	2 12%	-
No option for clients to choose their counsellor	2 *%	-	1 *%	1 2%	-	-

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

## Employee Assistance Services Bureau – Client Telephone Interview 2016

Table QF2 Page 51  
(Continued)

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)
Other	48 7%	29 7%	14 6%	2 5%	2 12%	1 33%
None	190 28%	141 34% CDE	45 20% D	1 2%	2 12%	1 33%
Don't know / NA / Refused	46 7%	34 8%	10 5%	2 5%	-	-
CHI-SQUARE SIGNIFICANCE	<-----167.565-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QF3 Page 52

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	690	409	221	41	16	3
More sessions	135 20%	89 22%	39 18%	5 12%	2 12%	-
More qualified counsellors	64 9%	20 5%	33 15% B	8 20% B	2 12%	1 33%
More publicity	46 7%	30 7%	13 6%	1 2%	1 6%	1 33%
More available locations/ offices	43 6%	20 5%	18 8%	4 10%	1 6%	-
Easier access to counsellors	35 5%	20 5%	12 5%	3 7%	-	-
Provide more information (general)	34 5%	15 4%	15 7%	3 7%	1 6%	-
More follow-up on individuals	25 4%	10 2%	11 5%	4 10%	-	-
Better screening for qualified counsellors	24 3%	7 2%	7 3%	6 15% BC	4 25% BC	-
Better assessment of individuals	24 3%	6 1%	7 3%	8 20% BC	3 19%	-
Provide more background information on counsellors	17 2%	8 2%	8 4%	-	1 6%	-
Greater online presence	15 2%	8 2%	5 2%	-	2 12%	-
Allow individuals to choose their counsellors	11 2%	1 *	7 3% B	2 5%	1 6%	-

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

## Employee Assistance Services Bureau – Client Telephone Interview 2016

Table QF3 Page 53  
(Continued)

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)
Quicker response times	9 1%	7 2%	2 1%	-	-	-
More allotted time per session	7 1%	6 1%	1 *%	-	-	-
Other	44 6%	29 7%	14 6%	1 2%	-	-
Don't know / NA / Refused	255 37%	175 43%	70 32%	7 17%	1 6%	2 67%
		CDE	DE			E
CHI-SQUARE SIGNIFICANCE	<-----168.524-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

Table QF4 Page 54

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	690	409	221	41	16	3
Yes	582 84%	377 92% CDE	182 82% DE	17 41%	3 19%	3 100% BCDE
No	92 13%	22 5%	35 16% B	22 54% BC	13 81% BCD	-
Don't know/Refused	16 2%	10 2%	4 2%	2 5%	-	-
CHI-SQUARE SIGNIFICANCE	<-----148.341-----> 100%*					

Comparison Groups: BCDEF  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase 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 2016

Table QF4A Page 55

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	92	22	35	22	13	-
Someone to provide advice/suggestions	21 23%	2 9%	10 29% B	5 23%	4 31%	-
Knowledgeable counsellor	20 22%	4 18%	5 14%	8 36%	3 23%	-
Someone supportive/ understanding	15 16%	-	4 11%	6 27%	5 38%	-
Exceeded my expectation	12 13%	8 36% C	4 11%	-	-	-
Better service	12 13%	3 14%	5 14%	4 18%	-	-
Faster results/ resolution	11 12%	2 9%	6 17%	1 5%	2 15%	-
More sessions	8 9%	4 18%	2 6%	2 9%	-	-
Good counsellor	2 2%	-	1 3%	1 5%	-	-
Other	7 8%	1 5%	3 9%	1 5%	2 15%	-
Don't know / NA / Refused	2 2%	-	2 6%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----44.174-----> 98%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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 2016

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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	690	409	221	41	16	3
Appreciate the good service	154 22%	103 25% D	46 21%	5 12%	-	-
Pleased with my counsellor	33 5%	28 7% C	4 2%	-	-	1 33%
Hope the service continues/isn't cut	24 3%	13 3%	9 4%	-	2 12%	-
Would recommend the services to others	16 2%	14 3% C	2 1%	-	-	-
Would continue using the service	15 2%	10 2%	3 1%	2 5%	-	-
Service should provide more sessions	11 2%	7 2%	4 2%	-	-	-
EAP counselling services were helpful	10 1%	2 *%	5 2%	3 7%	-	-
Service requires more publicity/ promotion	10 1%	7 2%	3 1%	-	-	-
Not pleased with counsellor	9 1%	2 *%	3 1%	2 5%	1 6%	1 33%
Counselling services did not resolve my issues	2 *%	-	-	1 2%	1 6%	-
Other	21 3%	5 1%	11 5% B	4 10%	-	1 33%
No/Nothing	434 63%	253 62%	141 64%	27 66%	13 81%	-
CHI-SQUARE SIGNIFICANCE	<-----142.074-----> 100%*					

Comparison Groups: BCDEF  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase 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.