

Employee Assistance Services Bureau – Client Telephone Interview 2017

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
family-related problems	391 49%	204 48%	137 51%	33 45%	14 56%	3 33%
dealing with psychological issues	195 24%	105 25% E	66 24% E	21 28% E	2 8%	1 11%
dealing with physical health issues	26 3%	10 2%	12 4%	3 4%	-	1 11%
dealing with substance abuse issues	4 *%	3 1%	-	-	1 4%	-
work-related problems	110 14%	59 14%	34 13%	9 12%	5 20%	3 33%
dealing with career decisions	13 2%	7 2%	5 2%	-	1 4%	-
dealing with workplace conflict	28 4%	16 4%	6 2%	4 5%	2 8%	-
dealing with workplace harassment	21 3%	9 2%	8 3%	3 4%	-	1 11%
financial problems	4 *%	1 *%	2 1%	1 1%	-	-
legal problems	3 *%	3 1%	-	-	-	-
Other	4 *%	4 1%	-	-	-	-
Refused/Not comfortable saying	1 *%	1 *%	-	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----41.603-----> 43%*					

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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Very satisfied	457 57%	327 77% CDEF	103 38% D	15 20%	9 36%	3 33%
Satisfied	293 37%	89 21%	151 56% B	38 51% B	11 44% B	4 44%
Dissatisfied	36 4%	3 1%	11 4% B	19 26% BCE	2 8%	1 11%
Very dissatisfied	8 1%	1 *%	2 1%	2 3%	3 12%	-
Don't know/Refused	6 1%	2 *%	3 1%	-	-	1 11%
TOP 2	750 94%	416 99% CDE	254 94% D	53 72%	20 80%	7 78%
BOTTOM 2	44 6%	4 1%	13 5% B	21 28% BC	5 20% B	1 11%
CHI-SQUARE SIGNIFICANCE	<-----369.017-----> 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Very satisfied	523 65%	352 83% CDEF	135 50% D	24 32%	9 36%	3 33%
Satisfied	246 31%	66 16%	124 46% B	42 57% B	10 40% B	4 44%
Dissatisfied	20 2%	4 1%	8 3%	7 9% B	1 4%	-
Very dissatisfied	8 1%	-	2 1%	1 1%	5 20% CD	-
Don't know/Refused	3 *%	-	1 *%	-	-	2 22%
TOP 2	769 96%	418 99% CDE	259 96% E	66 89%	19 76%	7 78%
BOTTOM 2	28 4%	4 1%	10 4% B	8 11% B	6 24% BC	-
CHI-SQUARE SIGNIFICANCE	<-----412.614-----> 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Very satisfied	422 53%	422 100%	-	-	-	-
Satisfied	270 34%	-	270 100%	-	-	-
Dissatisfied	74 9%	-	-	74 100%	-	-
Very dissatisfied	25 3%	-	-	-	25 100%	-
Don't know/Refused	9 1%	-	-	-	-	9 100%
TOP 2	692 86%	422 100%	270 100%	-	-	-
BOTTOM 2	99 12%	-	-	74 100%	25 100%	-
CHI-SQUARE SIGNIFICANCE	<-----4773.0-----> 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.

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4. Did you need to be referred externally?
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	179 22%	97 23%	53 20%	24 32% CE	3 12%	2 22%
No	601 75%	314 74%	211 78% D	48 65%	22 88% BD	6 67%
Don't know/Refused	20 2%	11 3%	6 2%	2 3%	-	1 11%
CHI-SQUARE SIGNIFICANCE	<-----10.969-----> 80%*					

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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	179	97	53	24	3	2
Very satisfied	73 41%	61 63% CD	10 19% D	1 4%	-	1 50%
Satisfied	63 35%	22 23%	32 60% BD	8 33%	-	1 50%
Dissatisfied	22 12%	8 8%	5 9%	8 33% BC	1 33%	-
Very dissatisfied	4 2%	-	2 4%	1 4%	1 33%	-
NA	13 7%	5 5%	3 6%	4 17%	1 33%	-
Don't know/Refused	4 2%	1 1%	1 2%	2 8%	-	-
TOP 2	136 76%	83 86% D	42 79% D	9 38%	-	2 100% BCD
BOTTOM 2	26 15%	8 8%	7 13%	9 38% BC	2 67% B	-
CHI-SQUARE SIGNIFICANCE	-----112.992----- 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Very satisfied	413 52%	347 82% CDF	61 23% D	3 4%	-	2 22%
Satisfied	289 36%	67 16%	180 67% BDEF	35 47% BE	4 16%	3 33%
Dissatisfied	74 9%	7 2%	23 9% B	32 43% BC	10 40% BC	2 22%
Very dissatisfied	21 3%	1 *%	6 2% B	2 3%	11 44% BCDF	1 11%
Don't know/Refused	3 *%	-	-	2 3%	-	1 11%
TOP 2	702 88%	414 98% CDEF	241 89% DEF	38 51% E	4 16%	5 56% E
BOTTOM 2	95 12%	8 2%	29 11% B	34 46% BC	21 84% BCDF	3 33% B
CHI-SQUARE SIGNIFICANCE	<-----909.077-----> 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Very satisfied	382 48%	306 73% CDEF	66 24% DE	6 8%	1 4%	3 33%
Satisfied	298 37%	99 23%	160 59% BDEF	28 38% B	9 36%	2 22%
Dissatisfied	102 13%	16 4%	39 14% B	35 47% BC	10 40% BC	2 22%
Very dissatisfied	16 2%	1 *%	4 1%	4 5%	5 20% BC	2 22%
Don't know/Refused	2 *%	-	1 *%	1 1%	-	-
TOP 2	680 85%	405 96% CDEF	226 84% DE	34 46%	10 40%	5 56%
BOTTOM 2	118 15%	17 4%	43 16% B	39 53% BC	15 60% BC	4 44% B
CHI-SQUARE SIGNIFICANCE	<-----535.915-----> 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Very satisfied	340 42%	298 71% CF	40 15%	-	-	2 22%
Satisfied	323 40%	115 27% E	184 68% BDEF	21 28% E	2 8%	1 11%
Dissatisfied	103 13%	6 1%	40 15% B	45 61% BCF	11 44% BCF	1 11%
Very dissatisfied	27 3%	3 1%	4 1%	7 9% BC	12 48% BCDF	1 11%
Don't know/Refused	7 1%	-	2 1%	1 1%	-	4 44% CD
TOP 2	663 83%	413 98% CDEF	224 83% DEF	21 28% E	2 8%	3 33%
BOTTOM 2	130 16%	9 2%	44 16% B	52 70% BCF	23 92% BCDF	2 22%
CHI-SQUARE SIGNIFICANCE	<-----1198.613-----> 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	661 83%	367 87%	223 83%	51 69%	14 56%	6 67%
No	111 14%	42 10%	37 14%	21 28%	10 40%	1 11%
Uncertain	28 4%	13 3%	10 4%	2 3%	1 4%	2 22%
CHI-SQUARE SIGNIFICANCE	<-----42.728-----> 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	753 94%	402 95% E	260 96% E	66 89%	19 76%	6 67%
No	26 3%	9 2%	4 1%	6 8% C	5 20% BC	2 22%
Uncertain	21 3%	11 3%	6 2%	2 3%	1 4%	1 11%
CHI-SQUARE SIGNIFICANCE	<-----45.939-----> 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	487 61%	288 68% CDE	156 58% DE	30 41%	8 32%	5 56%
No	197 25%	70 17%	75 28% B	37 50% BC	13 52% BC	2 22%
Uncertain	116 14%	64 15%	39 14%	7 9%	4 16%	2 22%
CHI-SQUARE SIGNIFICANCE	<-----53.659-----> 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	328 41%	186 44% F	109 40% F	25 34%	7 28%	1 11%
No	406 51%	188 45%	151 56% B	43 58% B	17 68% B	7 78% B
Uncertain	66 8%	48 11% C	10 4%	6 8%	1 4%	1 11%
CHI-SQUARE SIGNIFICANCE	<-----25.5-----> 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	289 36%	178 42% CDE	88 33% E	19 26% E	2 8%	2 22%
No	472 59%	220 52%	171 63% B	53 72% B	22 88% BCD	6 67%
I completed my sessions and it has not yet been two weeks	14 2%	13 3% C	1 *%	-	-	-
I declined a follow-up to be conducted	25 3%	11 3%	10 4%	2 3%	1 4%	1 11%
CHI-SQUARE SIGNIFICANCE	-----34.98----- 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.

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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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	720 90%	406 96%	242 90%	53 72%	12 48%	7 78%
		CDE	DE	E		
Uncertain	13 2%	5 1%	1 *%	6 8% BC	1 4%	-
I would go elsewhere to seek help	16 2%	1 *%	7 3% B	4 5%	3 12%	1 11%
Counsellor was not helpful	10 1%	-	4 1%	4 5%	2 8%	-
Dissatisfied with counsellor	30 4%	2 *%	12 4% B	8 11% B	8 32% BCD	-
I have retired	2 *%	2 *%	-	-	-	-
Limited number of sessions	12 2%	4 1%	6 2%	2 3%	-	-
No follow-up	5 1%	-	2 1%	1 1%	1 4%	1 11%
I am no longer eligible/employed	7 1%	4 1%	1 *%	1 1%	1 4%	-
Other	7 1%	-	4 1%	1 1%	2 8%	-
CHI-SQUARE SIGNIFICANCE	<-----196.187-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	769 96%	417 99%	260 96%	66 89%	18 72%	8 89%
Counsellor was not helpful	6 1%	1 *%	2 1%	2 3%	1 4%	-
It depends on the person's situation	5 1%	1 *%	3 1%	1 1%	-	-
Limited number of sessions	2 *%	-	1 *%	-	1 4%	-
Dissatisfied with the service (general)	18 2%	3 1%	5 2%	4 5%	6 24% BCD	-
Other	3 *%	1 *%	2 1%	-	-	-
Don't know / NA / Refused	2 *%	-	-	1 1%	-	1 11%
CHI-SQUARE SIGNIFICANCE	<-----137.532-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
You accomplished what you wanted to in counselling	302 38%	204 48% CDEF	93 34% DEF	3 4%	1 4%	1 11%
You reached the limit of sessions available to you	224 28%	147 35% CDEF	67 25% DE	8 11%	1 4%	1 11%
You could no longer fit counselling into your work schedule	30 4%	11 3%	17 6% BD	1 1%	-	1 11%
Your counsellor referred you to other services	40 5%	19 5%	16 6%	5 7%	-	-
You weren't confident in your counsellor's ability to help	65 8%	5 1%	20 7% B	26 35% BC	14 56% BC	-
You were uncomfortable talking with your counsellor	7 1%	2 *%	1 *%	4 5%	-	-
You felt that your counselling was going nowhere	48 6%	3 1%	24 9% B	15 20% BC	5 20% B	1 11%
You decided to go elsewhere for counselling services	43 5%	15 4%	13 5%	11 15% BC	2 8%	2 22%
Your issue was resolved and no longer needed counselling	2 *%	2 *%	-	-	-	-
No follow up / counsellor never returned my call to reschedule	10 1%	3 1%	5 2%	-	2 8%	-
Other	28 4%	11 3%	13 5%	1 1%	-	3 33% D

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 2017

Table QCl 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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Don't know / NA / Refused	1 **	-	1 **	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----381.183-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	592 74%	378 90% CDEF	187 69% DEF	22 30% E	3 12%	2 22%
No	195 24%	42 10%	75 28% B	52 70% BC	22 88% BCDF	4 44% B
Don't know/Refused	13 2%	2 *%	8 3% B	-	-	3 33% B
CHI-SQUARE SIGNIFICANCE	<-----258.453-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	415 52%	277 66% CDEF	114 42% DE	16 22%	5 20%	3 33%
No	373 47%	140 33%	152 56% B	58 78% BCF	20 80% BCF	3 33%
Don't know/Refused	12 2%	5 1%	4 1%	-	-	3 33% BC
CHI-SQUARE SIGNIFICANCE	<-----145.484-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	415	277	114	16	5	3
family-related problems	151 36%	100 36%	40 35%	8 50%	2 40%	1 33%
dealing with psychological issues	97 23%	64 23%	28 25%	3 19%	-	2 67%
dealing with physical health issues	14 3%	10 4%	4 4%	-	-	-
dealing with substance abuse issues	2 *%	1 *%	1 1%	-	-	-
work-related problems	64 15%	45 16%	18 16%	-	1 20%	-
dealing with career decisions	13 3%	7 3%	4 4%	2 12%	-	-
dealing with workplace conflict	5 1%	3 1%	-	2 12%	-	-
dealing with workplace harassment	3 1%	2 1%	1 1%	-	-	-
financial problems	3 1%	2 1%	1 1%	-	-	-
Social relationships	10 2%	7 3%	3 3%	-	-	-
Personal development	26 6%	16 6%	9 8%	1 6%	-	-
General well being	23 6%	17 6%	4 4%	-	2 40%	-
Other	3 1%	2 1%	1 1%	-	-	-
DK/NA	1 *%	1 *%	-	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----48.445-----> 39%*					

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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
none of the time	57 7%	27 6%	23 9%	5 7%	1 4%	1 11%
a little of the time	95 12%	44 10%	41 15% E	9 12%	1 4%	-
some of the time	225 28%	112 27%	74 27%	23 31%	11 44%	5 56%
most of the time	290 36%	154 36%	98 36%	26 35%	9 36%	3 33%
all of the time	126 16%	80 19% C	32 12%	11 15%	3 12%	-
Don't know/Refused	7 1%	5 1%	2 1%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----21.083-----> 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 2017

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

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
none of the time	124 16%	76 18% D	40 15%	7 9%	-	1 11%
a little of the time	295 37%	187 44% CD	94 35% D	12 16%	-	2 22%
some of the time	239 30%	102 24%	89 33% B	33 45% B	13 52% B	2 22%
most of the time	87 11%	35 8%	27 10%	16 22% BC	9 36% BC	-
all of the time	36 4%	12 3%	16 6%	6 8%	2 8%	-
Don't know/Refused	19 2%	10 2%	4 1%	-	1 4%	4 44% BCE
CHI-SQUARE SIGNIFICANCE	<-----150.727-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
not at all	317 40%	168 40%	106 39%	31 42%	10 40%	2 22%
a little bit	173 22%	91 22%	59 22%	13 18%	8 32%	2 22%
moderately	147 18%	75 18%	49 18%	15 20%	4 16%	4 44%
quite a bit	126 16%	69 16%	44 16%	9 12%	3 12%	1 11%
Could not do daily work	32 4%	15 4%	11 4%	6 8%	-	-
Don't know/Refused	5 1%	4 1%	1 *%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----13.708-----> 16%*					

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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
not at all	418 52%	242 57% DEF	135 50% F	31 42% F	9 36%	1 11%
a little bit	207 26%	108 26%	71 26%	17 23%	8 32%	3 33%
moderately	96 12%	37 9%	37 14% B	16 22% B	5 20%	1 11%
quite a bit	30 4%	11 3%	12 4%	5 7%	2 8%	-
Could not do daily work	26 3%	12 3%	9 3%	5 7%	-	-
Don't know/Refused	23 3%	12 3%	6 2%	-	1 4%	4 44% BCE
CHI-SQUARE SIGNIFICANCE	<-----86.264-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
not at all	100 12%	52 12%	36 13%	8 11%	3 12%	1 11%
slightly	169 21%	80 19%	64 24%	17 23%	8 32%	-
moderately	219 27%	121 29%	74 27%	15 20%	4 16%	5 56% DE
quite a bit	209 26%	105 25%	73 27%	21 28%	7 28%	3 33%
extremely	99 12%	61 14% C	22 8%	13 18% C	3 12%	-
Don't know/Refused	4 *%	3 1%	1 *%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----20.775-----> 59%*					

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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
not at all	223 28%	141 33% CDE	69 26% DE	9 12%	2 8%	2 22%
slightly	309 39%	174 41% F	99 37% F	26 35% F	9 36%	1 11%
moderately	165 21%	75 18%	65 24% B	18 24%	7 28%	-
quite a bit	64 8%	19 5%	25 9% B	13 18% B	5 20%	2 22%
extremely	26 3%	8 2%	9 3%	8 11% BC	1 4%	-
Don't know/Refused	13 2%	5 1%	3 1%	-	1 4%	4 44% BCE
CHI-SQUARE SIGNIFICANCE	<-----167.175-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Excellent	76 10%	36 9%	28 10%	9 12%	1 4%	2 22%
Very good	156 20%	72 17%	61 23%	15 20%	8 32%	-
Good	278 35%	141 33%	103 38%	21 28%	9 36%	4 44%
Fair	197 25%	114 27% C	55 20%	18 24%	7 28%	3 33%
Poor	89 11%	56 13% C	22 8%	11 15%	-	-
Don't know/Refused	4 *%	3 1%	1 *%	-	-	-
CHI-SQUARE SIGNIFICANCE	<-----25.113-----> 80%*					

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 2017

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

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Excellent	134 17%	80 19% E	43 16% E	9 12%	1 4%	1 11%
Very good	316 40%	186 44% DF	102 38% DF	19 26%	8 32%	1 11%
Good	193 24%	85 20%	73 27% B	22 30%	12 48% BCF	1 11%
Fair	116 14%	53 13%	40 15%	19 26% BCE	2 8%	2 22%
Poor	28 4%	13 3%	9 3%	5 7%	1 4%	-
Don't know/Refused	13 2%	5 1%	3 1%	-	1 4%	4 44% BCE
CHI-SQUARE SIGNIFICANCE	<-----140.259-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
0 - 3 days	602 75%	319 76%	207 77%	50 68%	20 80%	6 67%
4 - 6 days	88 11%	49 12%	25 9%	10 14%	3 12%	1 11%
7 - 10 days	31 4%	17 4%	7 3%	7 9%	-	-
more than 10 days	40 5%	20 5%	17 6%	3 4%	-	-
Don't know/Refused	39 5%	17 4%	14 5%	4 5%	2 8%	2 22%
CHI-SQUARE SIGNIFICANCE	<-----20.172-----> 79%*					

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 2017

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

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
0 - 3 days	662 83%	355 84%	229 85%	52 70%	20 80%	6 67%
		D	D			
4 - 6 days	24 3%	9 2%	8 3%	5 7%	2 8%	-
7 - 10 days	11 1%	4 1%	2 1%	4 5%	1 4%	-
more than 10 days	55 7%	31 7%	14 5%	10 14%	-	-
				C		
Don't know/Refused	48 6%	23 5%	17 6%	3 4%	2 8%	3 33%
CHI-SQUARE SIGNIFICANCE	<-----40.726-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	112 14%	72 17% C	26 10%	9 12%	4 16%	1 11%
Somewhat Disagree	140 18%	67 16%	50 19%	17 23%	3 12%	3 33%
Neutral	203 25%	95 23%	77 29%	22 30%	8 32%	1 11%
Somewhat Agree	167 21%	88 21% D	64 24% D	8 11%	4 16%	3 33%
Strongly Agree	142 18%	78 18%	43 16%	17 23%	4 16%	-
Don't know/Refused	36 4%	22 5% D	10 4%	1 1%	2 8%	1 11%
CHI-SQUARE SIGNIFICANCE	<-----27.752-----> 88%*					

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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	46 6%	24 6%	15 6%	6 8%	1 4%	-
Somewhat Disagree	92 12%	39 9%	28 10%	20 27% BC	3 12%	2 22%
Neutral	192 24%	85 20%	75 28% B	25 34% B	7 28%	-
Somewhat Agree	238 30%	137 32% D	85 31% D	6 8%	7 28% D	3 33%
Strongly Agree	183 23%	110 26% C	53 20%	15 20%	5 20%	-
Don't know/Refused	49 6%	27 6%	14 5%	2 3%	2 8%	4 44% BCDE
CHI-SQUARE SIGNIFICANCE	<-----71.575-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	62 8%	44 10% C	11 4%	4 5%	3 12%	-
Somewhat Disagree	63 8%	42 10% D	19 7%	2 3%	-	-
Neutral	99 12%	37 9%	44 16% B	13 18%	4 16%	1 11%
Somewhat Agree	195 24%	88 21%	76 28% B	22 30%	6 24%	3 33%
Strongly Agree	343 43%	194 46%	104 39%	30 41%	12 48%	3 33%
Don't know/Refused	38 5%	17 4%	16 6%	3 4%	-	2 22%
CHI-SQUARE SIGNIFICANCE	<-----43.606-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	67 8%	42 10%	17 6%	5 7%	3 12%	-
Somewhat Disagree	66 8%	46 11% C	16 6%	4 5%	-	-
Neutral	137 17%	63 15%	52 19%	16 22%	5 20%	1 11%
Somewhat Agree	238 30%	118 28%	89 33% F	23 31%	7 28%	1 11%
Strongly Agree	238 30%	126 30%	75 28%	24 32%	10 40%	3 33%
Don't know/Refused	54 7%	27 6%	21 8% D	2 3%	-	4 44% BCD
CHI-SQUARE SIGNIFICANCE	<-----42.902-----> 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 2017

Table QE6A3 Page 36

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	132 16%	82 19% C	35 13%	11 15%	3 12%	1 11%
Somewhat Disagree	113 14%	59 14%	37 14%	11 15%	2 8%	4 44% E
Neutral	159 20%	71 17%	63 23% B	17 23%	7 28%	1 11%
Somewhat Agree	176 22%	86 20%	69 26%	12 16%	9 36%	-
Strongly Agree	192 24%	107 25%	57 21%	22 30%	4 16%	2 22%
Don't know/Refused	28 4%	17 4%	9 3%	1 1%	-	1 11%
CHI-SQUARE SIGNIFICANCE	<-----30.595-----> 94%*					

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 2017

Table QE6B3 Page 37

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	68 8%	36 9%	21 8%	9 12%	2 8%	-
Somewhat Disagree	85 11%	37 9%	32 12%	12 16%	2 8%	2 22%
Neutral	170 21%	81 19%	63 23%	21 28%	4 16%	1 11%
Somewhat Agree	222 28%	118 28% D	77 29% D	13 18%	12 48% D	2 22%
Strongly Agree	216 27%	129 31%	65 24%	18 24%	4 16%	-
Don't know/Refused	39 5%	21 5% D	12 4%	1 1%	1 4%	4 44% BCDE
CHI-SQUARE SIGNIFICANCE	<-----55.414-----> 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 2017

Table QE6A4 Page 38

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	200 25%	122 29% CE	57 21% E	15 20%	2 8%	4 44% E
Somewhat Disagree	155 19%	76 18%	53 20%	18 24%	7 28%	1 11%
Neutral	159 20%	71 17%	63 23% B	18 24%	6 24%	1 11%
Somewhat Agree	154 19%	78 18%	58 21%	10 14%	7 28%	1 11%
Strongly Agree	100 12%	58 14%	29 11%	9 12%	3 12%	1 11%
Don't know/Refused	32 4%	17 4%	10 4%	4 5%	-	1 11%
CHI-SQUARE SIGNIFICANCE	<-----23.831-----> 75%*					

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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	102 13%	54 13% E	32 12%	14 19% E	1 4%	1 11%
Somewhat Disagree	97 12%	38 9%	34 13%	18 24% BC	6 24%	1 11%
Neutral	192 24%	92 22%	76 28%	17 23%	6 24%	1 11%
Somewhat Agree	232 29%	133 32% D	77 29% D	12 16%	8 32%	2 22%
Strongly Agree	131 16%	83 20% CD	37 14%	8 11%	3 12%	-
Don't know/Refused	46 6%	22 5%	14 5%	5 7%	1 4%	4 44% BCDE
CHI-SQUARE SIGNIFICANCE	<-----59.308-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	106 13%	66 16% D	30 11%	4 5%	5 20%	1 11%
Somewhat Disagree	103 13%	48 11%	38 14%	10 14%	7 28%	-
Neutral	81 10%	38 9%	32 12%	9 12%	2 8%	-
Somewhat Agree	194 24%	81 19%	79 29% B	24 32% B	6 24%	4 44%
Strongly Agree	292 36%	175 41% CE	84 31%	25 34%	5 20%	3 33%
Don't know/Refused	24 3%	14 3%	7 3%	2 3%	-	1 11%
CHI-SQUARE SIGNIFICANCE	<-----37.265-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	96 12%	60 14% C	23 9%	8 11%	4 16%	1 11%
Somewhat Disagree	110 14%	57 14%	37 14%	9 12%	7 28%	-
Neutral	147 18%	78 18%	57 21% E	10 14%	2 8%	-
Somewhat Agree	238 30%	120 28%	85 31%	24 32%	8 32%	1 11%
Strongly Agree	173 22%	88 21%	59 22%	20 27%	3 12%	3 33%
Don't know/Refused	36 4%	19 5%	9 3%	3 4%	1 4%	4 44% BCDE
CHI-SQUARE SIGNIFICANCE	<-----52.467-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	50 6%	12 3%	21 8% B	12 16% B	5 20% B	-
Disagree	83 10%	35 8%	26 10%	16 22% BC	6 24%	-
Neutral	194 24%	83 20%	73 27% B	26 35% B	9 36%	3 33%
Agree	295 37%	173 41% DE	105 39% DE	13 18%	4 16%	-
Strongly Agree	166 21%	115 27% CDE	41 15% E	7 9%	1 4%	2 22%
Don't know/Refused	12 2%	4 1%	4 1%	-	-	4 44% BC
CHI-SQUARE SIGNIFICANCE	<-----204.478-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	172 22%	105 25% D	52 19%	9 12%	4 16%	2 22%
Disagree	311 39%	182 43% F	97 36% F	24 32%	7 28%	1 11%
Neutral	157 20%	66 16%	64 24% B	17 23%	9 36% B	1 11%
Agree	105 13%	43 10%	44 16% B	14 19%	3 12%	1 11%
Strongly Agree	43 5%	22 5%	10 4%	10 14% BC	1 4%	-
Don't know/Refused	12 2%	4 1%	3 1%	-	1 4%	4 44% BCE
CHI-SQUARE SIGNIFICANCE	<-----153.841-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Strongly Disagree	44 6%	21 5%	12 4%	7 9%	3 12%	1 11%
Disagree	114 14%	50 12%	38 14%	20 27% BC	6 24%	-
Neutral	174 22%	71 17%	66 24% B	26 35% BF	10 40% BF	1 11%
Agree	324 40%	186 44% DE	115 43% DE	15 20%	5 20%	3 33%
Strongly Agree	132 16%	90 21% CD	36 13%	6 8%	-	-
Don't know/Refused	12 2%	4 1%	3 1%	-	1 4%	4 44% BCE
CHI-SQUARE SIGNIFICANCE	<-----176.558-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
None at all	190 24%	67 16%	72 27% B	36 49% BC	13 52% BC	2 22%
Slightly	174 22%	82 19%	64 24%	21 28%	6 24%	1 11%
Moderately	221 28%	126 30% DE	83 31% DE	8 11%	3 12%	1 11%
Quite a bit	178 22%	130 31% CDE	40 15% D	5 7%	2 8%	1 11%
Extremely	23 3%	14 3%	7 3%	2 3%	-	-
N/A	14 2%	3 1%	4 1%	2 3%	1 4%	4 44% BCDE
CHI-SQUARE SIGNIFICANCE	<-----185.9-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
None at all	141 18%	50 12%	55 20% B	25 34% BC	10 40% BF	1 11%
Slightly	136 17%	60 14%	49 18%	22 30% BC	4 16%	1 11%
Moderately	239 30%	125 30%	90 33% D	16 22%	6 24%	2 22%
Quite a bit	216 27%	149 35% CDEF	57 21% D	6 8%	3 12%	1 11%
Extremely	51 6%	33 8%	14 5%	3 4%	1 4%	-
N/A	17 2%	5 1%	5 2%	2 3%	1 4%	4 44% BCDE
CHI-SQUARE SIGNIFICANCE	<-----148.646-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
None at all	141 18%	52 12%	51 19% B	27 36% BCF	10 40% BCF	1 11%
Slightly	147 18%	66 16%	55 20%	21 28% BE	3 12%	2 22%
Moderately	209 26%	103 24%	80 30%	17 23%	9 36%	-
Quite a bit	242 30%	164 39% CDE	69 26% DE	5 7%	2 8%	2 22%
Extremely	45 6%	32 8% CD	11 4%	2 3%	-	-
N/A	16 2%	5 1%	4 1%	2 3%	1 4%	4 44% BCDE
CHI-SQUARE SIGNIFICANCE	<-----162.185-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Accessibility / availability	350 44%	183 43%	125 46%	29 39%	9 36%	4 44%
Quick response	344 43%	194 46%	105 39%	30 41%	12 48%	3 33%
Professional/helpful counsellors	205 26%	128 30% DE	64 24% D	9 12%	3 12%	1 11%
Good service	123 15%	68 16%	36 13%	13 18%	5 20%	1 11%
Confidentiality	119 15%	61 14%	41 15%	13 18%	2 8%	2 22%
Good advice	84 10%	49 12% D	30 11% D	2 3%	2 8%	1 11%
Free service	76 10%	40 9%	26 10%	5 7%	3 12%	2 22%
Good comprehension/ understanding	72 9%	55 13% C	11 4%	5 7%	-	1 11%
Listening	63 8%	36 9%	22 8%	3 4%	2 8%	-
Amount of resources	61 8%	36 9%	19 7%	5 7%	-	1 11%
Convenient locations	40 5%	25 6%	13 5%	-	2 8%	-
Comfortable atmosphere	39 5%	27 6%	10 4%	2 3%	-	-
Communication	36 4%	25 6%	11 4%	-	-	-

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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Efficiency	34 4%	24 6% C	7 3%	3 4%	-	-
Good follow-up	19 2%	11 3%	6 2%	2 3%	-	-
Other	55 7%	20 5%	17 6%	11 15% B	6 24% BC	1 11%
Don't know / NA / Refused	14 2%	2 *%	6 2%	4 5%	2 8%	-
CHI-SQUARE SIGNIFICANCE	<-----105.031-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Limited number of sessions	222 28%	140 33% CDEF	67 25% E	12 16%	2 8%	1 11%
Counsellors are not qualified/educated enough	104 13%	35 8%	35 13%	17 23% B	14 56% BCD	3 33%
Counsellor could not resolve my issue	99 12%	22 5%	39 14% B	21 28% BC	16 64% BCDF	1 11%
Not enough information provided	71 9%	34 8%	26 10%	6 8%	4 16%	1 11%
Not enough counsellors available in my area	53 7%	25 6%	21 8%	6 8%	-	1 11%
No option for clients to choose their counsellor	53 7%	21 5%	21 8%	10 14% B	-	1 11%
Limited number of counsellors	38 5%	19 5%	13 5%	3 4%	1 4%	2 22%
Slow response times	37 5%	21 5%	13 5%	2 3%	1 4%	-
Difficult to reach a counsellor	35 4%	19 5%	11 4%	4 5%	-	1 11%
Not enough awareness/ publicity	33 4%	19 5%	13 5%	1 1%	-	-
Not enough follow-up on clients	22 3%	5 1%	11 4% B	4 5%	1 4%	1 11%
Not enough time allotted per session	14 2%	7 2%	5 2%	2 3%	-	-

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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Other	28 4%	13 3%	9 3%	6 8%	-	-
None	171 21%	113 27% CDE	50 19% DE	7 9%	1 4%	-
Don't know / NA / Refused	51 6%	27 6%	19 7%	4 5%	-	1 11%
CHI-SQUARE SIGNIFICANCE	<-----186.956-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
More sessions	174 22%	114 27% CDE	47 17%	10 14%	2 8%	1 11%
More qualified counsellors	71 9%	28 7%	22 8%	14 19% BC	5 20%	2 22%
Easier access to counsellors	64 8%	33 8%	21 8%	5 7%	3 12%	2 22%
More publicity	52 6%	32 8% D	18 7% D	1 1%	-	1 11%
Better assessment of individuals	50 6%	15 4%	16 6%	16 22% BC	3 12%	-
Provide more information (general)	42 5%	18 4%	21 8% D	1 1%	2 8%	-
More available locations/offices	42 5%	12 3%	19 7% B	5 7%	5 20% B	1 11%
Better screening for qualified counsellors	41 5%	12 3%	14 5%	6 8%	9 36% BCD	-
Allow individuals to choose their counsellors	39 5%	20 5%	11 4%	5 7%	3 12%	-
More follow-up on individuals	37 5%	8 2%	20 7% B	5 7%	2 8%	2 22%
Quicker response times	28 4%	13 3%	11 4%	2 3%	2 8%	-

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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Provide more background information on counsellors	11 1%	3 1%	2 1%	4 5%	2 8%	-
Greater online presence	11 1%	4 1%	3 1%	3 4%	1 4%	-
More allotted time per session	9 1%	6 1%	2 1%	-	1 4%	-
Other	35 4%	22 5%	9 3%	3 4%	1 4%	-
Don't know / NA / Refused	274 34%	165 39%	92 34%	15 20%	-	2 22%
		D	D			
CHI-SQUARE SIGNIFICANCE	<-----192.726-----> 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 2017

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Yes	653 82%	388 92% CDE	221 82% DE	32 43%	6 24%	6 67% E
No	128 16%	25 6%	45 17% B	37 50% BC	18 72% BCDF	3 33%
Don't know/Refused	19 2%	9 2%	4 1%	5 7%	1 4%	-
CHI-SQUARE SIGNIFICANCE	<-----167.771-----> 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.

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Table QF4A Page 55

What were you expecting?
Banner 1

	Counsellor's Ability to Understand Your Concerns					
	Total	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	128	25	45	37	18	3
Someone to provide advice/suggestions	42 33%	7 28%	15 33%	17 46%	3 17%	-
Better service	34 27%	4 16%	10 22%	10 27%	8 44%	2 67%
Someone supportive/ understanding	31 24%	2 8%	16 36%	10 27%	3 17%	-
More sessions	11 9%	5 20%	2 4%	2 5%	2 11%	-
Exceeded my expectation	9 7%	7 28%	2 4%	-	-	-
Knowledgeable counsellor	9 7%	-	2 4%	4 11%	3 17%	-
Faster results/ resolution	4 3%	-	2 4%	1 3%	1 6%	-
Other	13 10%	3 12%	5 11%	2 5%	2 11%	1 33%
Don't know / NA / Refused	1 1%	1 4%	-	-	-	-
CHI-SQUARE SIGNIFICANCE	-----57.336----- 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.

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Table QF5 Page 56

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	Dissatisfied	Very Dissatisfied	Refused
	(A)	(B)	(C)	(D)	(E)	(F)
Total	800	422	270	74	25	9
Appreciate the good service	153 19%	105 25% CD	39 14% D	3 4%	5 20%	1 11%
EAP counselling services were helpful	52 6%	39 9% CD	10 4%	2 3%	1 4%	-
Fleased with my counsellor	49 6%	34 8% C	9 3%	5 7%	1 4%	-
Hope the service continues/isn't cut	45 6%	26 6%	14 5%	3 4%	2 8%	-
Not pleased with counsellor	26 3%	7 2%	8 3%	7 9% B	4 16%	-
Would recommend the services to others	23 3%	15 4%	5 2%	2 3%	1 4%	-
Service should provide more sessions	17 2%	9 2%	7 3%	1 1%	-	-
Would continue using the service	13 2%	8 2%	3 1%	-	2 8%	-
Service requires more publicity/ promotion	13 2%	7 2%	4 1%	-	1 4%	1 11%
Counselling services did not resolve my issues	5 1%	1 *%	2 1%	1 1%	1 4%	-
Other	53 7%	28 7%	16 6%	6 8%	2 8%	1 11%
No/Nothing	506 63%	244 58%	189 70% B	52 70% B	15 60%	6 67%
CHI-SQUARE SIGNIFICANCE	<-----89.827-----> 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.