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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  | 481             | 243              | 48           | 22                | 6        |
| family-related problems               | 371<br>46%                                       | 208<br>43%      | 128<br>53%<br>BE | 25<br>52%    | 7<br>32%          | 3<br>50% |
| dealing with psychological issues     | 232<br>29%                                       | 152<br>32%<br>C | 57<br>23%        | 14<br>29%    | 7<br>32%          | 2<br>33% |
| dealing with physical health issues   | 18<br>2%   | 14<br>3%        | 3<br>1%          | -            | 1<br>5%           | -        |
| dealing with substance abuse issues   | 5<br>1%  | 5<br>1%         | -                | -            | -                 | -        |
| work-related problems                 | 84<br>10%  | 50<br>10%       | 28<br>12%        | 3<br>6%      | 3<br>14%          | -        |
| dealing with career decisions         | 10<br>1%   | 8<br>2%         | 1<br>*%          | -            | 1<br>5%           | -        |
| dealing with workplace discrimination | 4<br>*%  | 2<br>*%         | 2<br>1%          | -            | -                 | -        |
| dealing with workplace conflict       | 32<br>4%   | 17<br>4%        | 11<br>5%         | 3<br>6%      | -                 | 1<br>17% |
| dealing with workplace harassment     | 20<br>2%   | 12<br>2%        | 6<br>2%          | 1<br>2%      | 1<br>5%           | -        |
| financial problems                    | 3<br>*%  | 2<br>*%         | 1<br>*%          | -            | -                 | -        |
| legal problems                        | 5<br>1%  | 2<br>*%         | 2<br>1%          | 1<br>2%      | -                 | -        |
| Other                                 | 16<br>2%   | 9<br>2%         | 4<br>2%          | 1<br>2%      | 2<br>9%           | -        |
| CHI-SQUARE SIGNIFICANCE               | <-----36.153-----><br>21%*                       |                 |                  |              |                   |          |

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.

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  | 481                | 243              | 48              | 22                | 6                 |
| Very satisfied             | 464<br>58%                                       | 345<br>72%<br>CDEF | 96<br>40%        | 13<br>27%       | 8<br>36%          | 2<br>33%          |
| Satisfied                  | 294<br>37%                                       | 128<br>27%         | 133<br>55%<br>BE | 23<br>48%<br>B  | 6<br>27%          | 4<br>67%<br>B     |
| Dissatisfied               | 29<br>4%   | 5<br>1%            | 9<br>4%<br>B     | 10<br>21%<br>BC | 5<br>23%<br>BC    | -                 |
| Very dissatisfied          | 7<br>1%  | -                  | 2<br>1%          | 2<br>4%         | 3<br>14%          | -                 |
| Don't know/Refused         | 6<br>1%  | 3<br>1%            | 3<br>1%          | -               | -                 | -                 |
| TOP 2                      | 758<br>95%                                       | 473<br>98%<br>CDE  | 229<br>94%<br>DE | 36<br>75%       | 14<br>64%         | 6<br>100%<br>BCDE |
| BOTTOM 2                   | 36<br>4%   | 5<br>1%            | 11<br>5%<br>B    | 12<br>25%<br>BC | 8<br>36%<br>BC    | -                 |
| CHI-SQUARE<br>SIGNIFICANCE | <-----313.423-----><br>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.

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  | 481               | 243              | 48              | 22                | 6             |
| Very satisfied             | 534<br>67%                                       | 394<br>82%<br>CDE | 122<br>50%<br>DE | 13<br>27%<br>E  | 1<br>5%           | 4<br>67%<br>E |
| Satisfied                  | 227<br>28%                                       | 79<br>16%         | 106<br>44%<br>B  | 27<br>56%<br>BF | 14<br>64%<br>BF   | 1<br>17%      |
| Dissatisfied               | 29<br>4%   | 6<br>1%           | 12<br>5%<br>B    | 7<br>15%<br>B   | 3<br>14%          | 1<br>17%      |
| Very dissatisfied          | 7<br>1%  | 1<br>*%           | 1<br>*%          | 1<br>2%         | 4<br>18%<br>BC    | -             |
| Don't know/Refused         | 3<br>*%  | 1<br>*%           | 2<br>1%          | -               | -                 | -             |
| TOP 2                      | 761<br>95%                                       | 473<br>98%<br>CDE | 228<br>94%<br>E  | 40<br>83%       | 15<br>68%         | 5<br>83%      |
| BOTTOM 2                   | 36<br>4%   | 7<br>1%           | 13<br>5%<br>B    | 8<br>17%<br>BC  | 7<br>32%<br>BC    | 1<br>17%      |
| CHI-SQUARE<br>SIGNIFICANCE | <-----299.612-----><br>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.

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  | 481            | 243         | 48           | 22                | 6         |
| Very satisfied             | 481<br>60%                                       | 481<br>100%    | -           | -            | -                 | -         |
| Satisfied                  | 243<br>30%                                       | -              | 243<br>100% | -            | -                 | -         |
| Dissatisfied               | 48<br>6%   | -              | -           | 48<br>100%   | -                 | -         |
| Very dissatisfied          | 22<br>3%   | -              | -           | -            | 22<br>100%        | -         |
| Don't know/Refused         | 6<br>1%  | -              | -           | -            | -                 | 6<br>100% |
| TOP 2                      | 724<br>90%                                       | 481<br>100%    | 243<br>100% | -            | -                 | -         |
| BOTTOM 2                   | 70<br>9%   | -              | -           | 48<br>100%   | 22<br>100%        | -         |
| CHI-SQUARE<br>SIGNIFICANCE | <-----4782.0-----><br>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.

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  | 481            | 243        | 48           | 22                | 6        |
| Yes                        | 181<br>23%                                       | 109<br>23%     | 50<br>21%  | 11<br>23%    | 9<br>41%          | 2<br>33% |
| No                         | 594<br>74%                                       | 359<br>75%     | 183<br>75% | 35<br>73%    | 13<br>59%         | 4<br>67% |
| Don't know/Refused         | 25<br>3%   | 13<br>3%       | 10<br>4%   | 2<br>4%      | -                 | -        |
| CHI-SQUARE<br>SIGNIFICANCE | <-----6.872-----><br>45%*                        |                |            |              |                   |          |

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.



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                      | 181  | 109              | 50              | 11             | 9                 | 2                 |
| Very satisfied             | 89<br>49%  | 78<br>72%<br>CDE | 9<br>18%        | 1<br>9%        | 1<br>11%          | -                 |
| Satisfied                  | 52<br>29%  | 14<br>13%        | 30<br>60%<br>BE | 4<br>36%       | 2<br>22%          | 2<br>100%<br>BCDE |
| Dissatisfied               | 20<br>11%  | 7<br>6%          | 7<br>14%        | 4<br>36%<br>B  | 2<br>22%          | -                 |
| Very dissatisfied          | 5<br>3%  | -                | 1<br>2%         | 2<br>18%       | 2<br>22%          | -                 |
| NA                         | 11<br>6%   | 8<br>7%          | 3<br>6%         | -              | -                 | -                 |
| Don't know/Refused         | 4<br>2%  | 2<br>2%          | -               | -              | 2<br>22%          | -                 |
| TOP 2                      | 141<br>78%                                       | 92<br>84%<br>DE  | 39<br>78%<br>DE | 5<br>45%       | 3<br>33%          | 2<br>100%<br>BCDE |
| BOTTOM 2                   | 25<br>14%  | 7<br>6%          | 8<br>16%        | 6<br>55%<br>BC | 4<br>44%<br>B     | -                 |
| CHI-SQUARE<br>SIGNIFICANCE | <-----142.992-----><br>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.

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  | 481                | 243               | 48              | 22                | 6        |
| Very satisfied             | 441<br>55%                                       | 379<br>79%<br>CDE  | 57<br>23%<br>DE   | 3<br>6%         | 2<br>9%           | -        |
| Satisfied                  | 264<br>33%                                       | 93<br>19%          | 152<br>63%<br>BDE | 15<br>31%<br>E  | 2<br>9%           | 2<br>33% |
| Dissatisfied               | 73<br>9%   | 7<br>1%            | 29<br>12%<br>B    | 25<br>52%<br>BC | 10<br>45%<br>BC   | 2<br>33% |
| Very dissatisfied          | 17<br>2%   | 2<br>*%            | 3<br>1%           | 4<br>8%<br>B    | 8<br>36%<br>BCD   | -        |
| Don't know/Refused         | 5<br>1%  | -                  | 2<br>1%           | 1<br>2%         | -                 | 2<br>33% |
| TOP 2                      | 705<br>88%                                       | 472<br>98%<br>CDEF | 209<br>86%<br>DEF | 18<br>38%       | 4<br>18%          | 2<br>33% |
| BOTTOM 2                   | 90<br>11%  | 9<br>2%            | 32<br>13%<br>B    | 29<br>60%<br>BC | 18<br>82%<br>BCDF | 2<br>33% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----930.237-----><br>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.

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  | 481               | 243               | 48               | 22                | 6             |
| Very satisfied             | 408<br>51%                                       | 347<br>72%<br>CDE | 55<br>23%<br>D    | 3<br>6%          | 3<br>14%          | -             |
| Satisfied                  | 287<br>36%                                       | 113<br>23%        | 151<br>62%<br>BDE | 13<br>27%        | 6<br>27%          | 4<br>67%<br>B |
| Dissatisfied               | 82<br>10%  | 17<br>4%          | 29<br>12%<br>B    | 27<br>56%<br>BCE | 7<br>32%<br>B     | 2<br>33%      |
| Very dissatisfied          | 17<br>2%   | 1<br>**           | 6<br>2%<br>B      | 4<br>8%<br>B     | 6<br>27%<br>BC    | -             |
| Don't know/Refused         | 6<br>1%  | 3<br>1%           | 2<br>1%           | 1<br>2%          | -                 | -             |
| TOP 2                      | 695<br>87%                                       | 460<br>96%<br>CDE | 206<br>85%<br>DE  | 16<br>33%        | 9<br>41%          | 4<br>67%      |
| BOTTOM 2                   | 99<br>12%  | 18<br>4%          | 35<br>14%<br>B    | 31<br>65%<br>BC  | 13<br>59%<br>BC   | 2<br>33%      |
| CHI-SQUARE<br>SIGNIFICANCE | <-----600.431-----><br>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.

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  | 481                | 243               | 48                | 22                | 6        |
| Very satisfied             | 381<br>48%                                       | 352<br>73%<br>CDE  | 26<br>11%<br>D    | 1<br>2%           | 2<br>9%           | -        |
| Satisfied                  | 293<br>37%                                       | 114<br>24%<br>D    | 168<br>69%<br>BDE | 5<br>10%          | 3<br>14%          | 3<br>50% |
| Dissatisfied               | 99<br>12%  | 11<br>2%           | 44<br>18%<br>B    | 38<br>79%<br>BCEF | 4<br>18%          | 2<br>33% |
| Very dissatisfied          | 24<br>3%   | 3<br>1%            | 4<br>2%           | 4<br>8%           | 13<br>59%<br>BCD  | -        |
| Don't know/Refused         | 3<br>*%  | 1<br>*%            | 1<br>*%           | -                 | -                 | 1<br>17% |
| TOP 2                      | 674<br>84%                                       | 466<br>97%<br>CDEF | 194<br>80%<br>DE  | 6<br>12%          | 5<br>23%          | 3<br>50% |
| BOTTOM 2                   | 123<br>15%                                       | 14<br>3%           | 48<br>20%<br>B    | 42<br>88%<br>BCF  | 17<br>77%<br>BCF  | 2<br>33% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----1104.286-----><br>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.

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  | 481              | 243        | 48              | 22                | 6        |
| Yes                        | 653<br>82%                                       | 411<br>85%<br>CD | 190<br>78% | 32<br>67%       | 16<br>73%         | 4<br>67% |
| No                         | 76<br>10%  | 33<br>7%         | 25<br>10%  | 11<br>23%<br>BC | 6<br>27%<br>B     | 1<br>17% |
| Uncertain                  | 71<br>9%   | 37<br>8%         | 28<br>12%  | 5<br>10%        | -                 | 1<br>17% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----28.495-----><br>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.

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  | 481               | 243        | 48           | 22                | 6        |
| Yes                        | 756<br>94%                                       | 467<br>97%<br>CDE | 227<br>93% | 41<br>85%    | 17<br>77%         | 4<br>67% |
| No                         | 16<br>2%   | 4<br>1%           | 4<br>2%    | 4<br>8%      | 4<br>18%<br>BC    | -        |
| Uncertain                  | 28<br>4%   | 10<br>2%          | 12<br>5%   | 3<br>6%      | 1<br>5%           | 2<br>33% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----64.534-----><br>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.

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  | 481              | 243             | 48               | 22                | 6                |
| Yes                        | 426<br>53%                                       | 283<br>59%<br>DE | 129<br>53%<br>D | 6<br>12%         | 8<br>36%<br>D     | -                |
| No                         | 158<br>20%                                       | 67<br>14%        | 54<br>22%<br>B  | 26<br>54%<br>BCF | 10<br>45%<br>BC   | 1<br>17%         |
| Uncertain                  | 216<br>27%                                       | 131<br>27%       | 60<br>25%       | 16<br>33%        | 4<br>18%          | 5<br>83%<br>BCDE |
| CHI-SQUARE<br>SIGNIFICANCE | <-----76.23-----><br>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.

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  | 481              | 243             | 48           | 22                | 6        |
| Yes                        | 322<br>40%                                       | 213<br>44%<br>CD | 85<br>35%       | 14<br>29%    | 8<br>36%          | 2<br>33% |
| No                         | 373<br>47%                                       | 205<br>43%       | 126<br>52%<br>B | 27<br>56%    | 13<br>59%         | 2<br>33% |
| Uncertain                  | 105<br>13%                                       | 63<br>13%        | 32<br>13%       | 7<br>15%     | 1<br>5%           | 2<br>33% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----13.412-----><br>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.



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  | 481              | 243             | 48             | 22                | 6        |
| Yes   | 264<br>33%                                       | 179<br>37%<br>CD | 71<br>29%<br>D  | 6<br>12%       | 6<br>27%          | 2<br>33% |
| No  | 423<br>53%                                       | 227<br>47%       | 146<br>60%<br>B | 34<br>71%<br>B | 14<br>64%         | 2<br>33% |
| I completed my sessions<br>and it has not yet been<br>two weeks | 22<br>3%   | 16<br>3%         | 3<br>1%         | 2<br>4%        | -                 | 1<br>17% |
| I declined a follow-up<br>to be conducted                       | 16<br>2%   | 11<br>2%         | 3<br>1%         | 1<br>2%        | -                 | 1<br>17% |
| Uncertain   | 75<br>9%   | 48<br>10%        | 20<br>8%        | 5<br>10%       | 2<br>9%           | -        |
| CHI-SQUARE<br>SIGNIFICANCE                                      | <-----35.883-----><br>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.

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  | 481               | 243              | 48             | 22                | 6        |
| Yes                               | 715<br>89%                                       | 466<br>97%<br>CDE | 206<br>85%<br>DE | 27<br>56%      | 12<br>55%         | 4<br>67% |
| Uncertain                         | 35<br>4%   | 7<br>1%           | 16<br>7%<br>B    | 8<br>17%<br>B  | 3<br>14%          | 1<br>17% |
| I would go elsewhere to seek help | 6<br>1%  | 1<br>*%           | 2<br>1%          | 1<br>2%        | 2<br>9%           | -        |
| Counsellor was not helpful        | 16<br>2%   | 3<br>1%           | 7<br>3%<br>B     | 5<br>10%<br>B  | 1<br>5%           | -        |
| Dissatisfied with counsellor      | 18<br>2%   | 3<br>1%           | 4<br>2%          | 8<br>17%<br>BC | 3<br>14%          | -        |
| I have retired                    | 1<br>*%  | 1<br>*%           | -                | -              | -                 | -        |
| Limited number of sessions        | 9<br>1%  | 1<br>*%           | 4<br>2%          | 2<br>4%        | 2<br>9%           | -        |
| No follow-up                      | 6<br>1%  | -                 | 2<br>1%          | 1<br>2%        | 2<br>9%           | 1<br>17% |
| I am no longer eligible/employed  | 3<br>*%  | -                 | 3<br>1%          | -              | -                 | -        |
| Other                             | 4<br>*%  | 1<br>*%           | 2<br>1%          | 1<br>2%        | -                 | -        |
| Don't know / NA / Refused         | 4<br>*%  | -                 | 3<br>1%          | 1<br>2%        | -                 | -        |
| CHI-SQUARE SIGNIFICANCE           | <-----226.859-----><br>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.

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  | 481              | 243             | 48             | 22                | 6        |
| Yes                                     | 764<br>96%                                       | 475<br>99%<br>CD | 229<br>94%<br>D | 37<br>77%      | 19<br>86%         | 4<br>67% |
| Counsellor was not helpful              | 8<br>1%  | 1<br>*%          | 2<br>1%         | 5<br>10%<br>BC | -                 | -        |
| It depends on the person's situation    | 13<br>2%   | 2<br>*%          | 5<br>2%         | 3<br>6%        | 1<br>5%           | 2<br>33% |
| Limited number of sessions              | 4<br>*%  | 1<br>*%          | 3<br>1%         | -              | -                 | -        |
| Dissatisfied with the service (general) | 18<br>2%   | 3<br>1%          | 8<br>3%<br>B    | 6<br>12%<br>B  | 1<br>5%           | -        |
| Other                                   | 2<br>*%  | -                | 1<br>*%         | -              | 1<br>5%           | -        |
| CHI-SQUARE SIGNIFICANCE                 | <-----146.689-----><br>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.

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  | 481               | 243             | 48               | 22                | 6        |
| You accomplished what you wanted to in counselling             | 293<br>37%                                       | 208<br>43%<br>CDE | 81<br>33%<br>DE | 2<br>4%          | 1<br>5%           | 1<br>17% |
| You reached the limit of sessions available to you             | 222<br>28%                                       | 159<br>33%<br>CD  | 51<br>21%       | 7<br>15%         | 5<br>23%          | -        |
| You could no longer fit counselling into your work schedule    | 48<br>6%   | 24<br>5%          | 21<br>9%        | 3<br>6%          | -                 | -        |
| Your counsellor referred you to other services                 | 50<br>6%   | 35<br>7%          | 13<br>5%        | -                | 2<br>9%           | -        |
| You weren't confident in your counsellor's ability to help     | 49<br>6%   | 6<br>1%           | 18<br>7%<br>B   | 15<br>31%<br>BC  | 8<br>36%<br>BC    | 2<br>33% |
| You were uncomfortable talking with your counsellor            | 6<br>1%  | 2<br>*%           | 3<br>1%         | -                | -                 | 1<br>17% |
| You felt that your counselling was going nowhere               | 53<br>7%   | 8<br>2%           | 30<br>12%<br>B  | 14<br>29%<br>BCE | 1<br>5%           | -        |
| You decided to go elsewhere for counselling services           | 36<br>4%   | 16<br>3%          | 14<br>6%        | 3<br>6%          | 1<br>5%           | 2<br>33% |
| Your issue was resolved and no longer needed counselling       | 11<br>1%   | 7<br>1%           | 2<br>1%         | 2<br>4%          | -                 | -        |
| No follow up / counsellor never returned my call to reschedule | 12<br>2%   | 4<br>1%           | 5<br>2%         | 1<br>2%          | 2<br>9%           | -        |
| Other  | 20<br>2%   | 12<br>2%          | 5<br>2%         | 1<br>2%          | 2<br>9%           | -        |
| CHI-SQUARE SIGNIFICANCE  | <-----281.574-----><br>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.

1. 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  | 481               | 243              | 48              | 22                | 6              |
| Yes                        | 590<br>74%                                       | 419<br>87%<br>CDE | 157<br>65%<br>DE | 9<br>19%        | 5<br>23%          | -              |
| No                         | 179<br>22%                                       | 47<br>10%         | 72<br>30%<br>B   | 38<br>79%<br>BC | 17<br>77%<br>BC   | 5<br>83%<br>BC |
| Don't know/Refused         | 31<br>4%   | 15<br>3%          | 14<br>6%         | 1<br>2%         | -                 | 1<br>17%       |
| CHI-SQUARE<br>SIGNIFICANCE | <-----201.651-----><br>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.

2. 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  | 481               | 243              | 48              | 22                | 6        |
| Yes                     | 412<br>52%                                       | 297<br>62%<br>CDE | 103<br>42%<br>DE | 8<br>1.7%       | 4<br>18%          | -        |
| No                      | 359<br>45%                                       | 169<br>35%        | 130<br>53%<br>B  | 38<br>79%<br>BC | 18<br>82%<br>BC   | 4<br>67% |
| Don't know/Refused      | 29<br>4%   | 15<br>3%          | 10<br>4%         | 2<br>4%         | -                 | 2<br>33% |
| CHI-SQUARE SIGNIFICANCE | <-----82.91-----><br>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.

3. 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                                    | 412  | 297            | 103       | 8            | 4                 | -       |
| family-related problems                  | 119<br>29%                                       | 85<br>29%      | 32<br>31% | 2<br>25%     | -                 | -       |
| dealing with<br>psychological issues     | 77<br>19%  | 57<br>19%      | 18<br>17% | 1<br>12%     | 1<br>25%          | -       |
| dealing with physical<br>health issues   | 17<br>4%   | 6<br>2%        | 8<br>8%   | 1<br>12%     | 2<br>50%          | -       |
| dealing with substance<br>abuse issues   | 4<br>1%  | 4<br>1%        | -         | -            | -                 | -       |
| work-related problems                    | 70<br>17%  | 49<br>16%      | 19<br>18% | 2<br>25%     | -                 | -       |
| dealing with career<br>decisions         | 15<br>4%   | 13<br>4%       | 1<br>1%   | 1<br>12%     | -                 | -       |
| dealing with workplace<br>discrimination | 3<br>1%  | 3<br>1%        | -         | -            | -                 | -       |
| dealing with workplace<br>conflict       | 5<br>1%  | 4<br>1%        | 1<br>1%   | -            | -                 | -       |
| dealing with workplace<br>harassment     | 1<br>*%  | 1<br>*%        | -         | -            | -                 | -       |
| financial problems                       | 1<br>*%  | 1<br>*%        | -         | -            | -                 | -       |
| legal problems                           | 2<br>*%  | 1<br>*%        | 1<br>1%   | -            | -                 | -       |
| Social relationships                     | 14<br>3%   | 10<br>3%       | 4<br>4%   | -            | -                 | -       |
| Personal development                     | 48<br>12%  | 35<br>12%      | 12<br>12% | -            | 1<br>25%          | -       |

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.

3. 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)     |
| General well being         | 23<br>6%   | 17<br>6%       | 5<br>5%   | 1<br>12%     | -                 | -       |
| Other                      | 9<br>2%  | 8<br>3%        | 1<br>1%   | -            | -                 | -       |
| DK/NA                      | 4<br>1%  | 3<br>1%        | 1<br>1%   | -            | -                 | -       |
| CHI-SQUARE<br>SIGNIFICANCE | <-----44.382-----><br>50%*                       |                |           |              |                   |         |

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.



1. Were you working before and after the EAP counselling sessions?  
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  | 481            | 243             | 48           | 22                | 6        |
| Yes                        | 702<br>88%                                       | 413<br>86%     | 222<br>91%<br>B | 44<br>92%    | 19<br>86%         | 4<br>67% |
| No                         | 98<br>12%  | 68<br>14%<br>C | 21<br>9%        | 4<br>8%      | 3<br>14%          | 2<br>33% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----7.742-----><br>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.

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                   | 702  | 413            | 222            | 44           | 19                | 4        |
| never                   | 50<br>7%   | 33<br>8%       | 13<br>6%       | 2<br>5%      | 2<br>11%          | -        |
| rarely                  | 97<br>14%  | 56<br>14%<br>D | 39<br>18%<br>D | 1<br>2%      | -                 | 1<br>25% |
| occasionally            | 194<br>28%                                       | 118<br>29%     | 57<br>26%      | 14<br>32%    | 4<br>21%          | 1<br>25% |
| frequently              | 270<br>38%                                       | 148<br>36%     | 91<br>41%      | 22<br>50%    | 8<br>42%          | 1<br>25% |
| always                  | 84<br>12%  | 54<br>13%      | 20<br>9%       | 4<br>9%      | 5<br>26%          | 1<br>25% |
| Don't know/Refused      | 7<br>1%  | 4<br>1%        | 2<br>1%        | 1<br>2%      | -                 | -        |
| CHI-SQUARE SIGNIFICANCE | <-----22.524-----><br>69%*                       |                |                |              |                   |          |

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.

1.b And in the 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                      | 702  | 413               | 222             | 44              | 19                | 4        |
| never                      | 75<br>11%  | 49<br>12%<br>D    | 24<br>11%<br>D  | 1<br>2%         | 1<br>5%           | -        |
| rarely                     | 251<br>36%                                       | 175<br>42%<br>CDE | 69<br>31%<br>DE | 4<br>9%         | 2<br>11%          | 1<br>25% |
| occasionally               | 233<br>33%                                       | 134<br>32%        | 74<br>33%       | 16<br>36%       | 8<br>42%          | 1<br>25% |
| frequently                 | 111<br>16%                                       | 43<br>10%         | 42<br>19%<br>B  | 19<br>43%<br>BC | 6<br>32%<br>B     | 1<br>25% |
| always                     | 22<br>3%   | 8<br>2%           | 10<br>5%        | 2<br>5%         | 2<br>11%          | -        |
| Don't know/Refused         | 10<br>1%   | 4<br>1%           | 3<br>1%         | 2<br>5%         | -                 | 1<br>25% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----83.275-----><br>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.

5.a In the 30 days prior to contacting EAP, how many work days did you miss 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                   | 702  | 413            | 222        | 44           | 19                | 4        |
| 0 - 3 days              | 542<br>77%                                       | 315<br>76%     | 175<br>79% | 34<br>77%    | 15<br>79%         | 3<br>75% |
| 4 - 6 days              | 63<br>9%   | 38<br>9%       | 20<br>9%   | 5<br>11%     | -                 | -        |
| 7 - 10 days             | 30<br>4%   | 17<br>4%       | 8<br>4%    | 2<br>5%      | 2<br>11%          | 1<br>25% |
| more than 10 days       | 33<br>5%   | 25<br>6%<br>C  | 6<br>3%    | 1<br>2%      | 1<br>5%           | -        |
| Don't know/Refused      | 34<br>5%   | 18<br>4%       | 13<br>6%   | 2<br>5%      | 1<br>5%           | -        |
| CHI-SQUARE SIGNIFICANCE | <-----13.649-----><br>38%*                       |                |            |              |                   |          |

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.

5.b. And in the 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                      | 702  | 413            | 222        | 44           | 19                | 4        |
| 0 - 3 days                 | 606<br>86%                                       | 362<br>88%     | 192<br>86% | 33<br>75%    | 16<br>84%         | 3<br>75% |
| 4 - 6 days                 | 24<br>3%   | 8<br>2%        | 11<br>5%   | 5<br>11%     | -                 | -        |
| 7 - 10 days                | 12<br>2%   | 6<br>1%        | 4<br>2%    | 2<br>5%      | -                 | -        |
| more than 10 days          | 32<br>5%   | 23<br>6%       | 6<br>3%    | 3<br>7%      | -                 | -        |
| Don't know/Refused         | 28<br>4%   | 14<br>3%       | 9<br>4%    | 1<br>2%      | 3<br>16%          | 1<br>25% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----32.439-----><br>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.

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  | 481             | 243             | 48           | 22                | 6        |
| none at all                           | 359<br>45%                                       | 208<br>43%      | 121<br>50%<br>F | 22<br>46%    | 7<br>32%          | 1<br>17% |
| slight                                | 168<br>21%                                       | 98<br>20%       | 55<br>23%       | 11<br>23%    | 3<br>14%          | 1<br>17% |
| moderate                              | 136<br>17%                                       | 77<br>16%       | 40<br>16%       | 13<br>27%    | 4<br>18%          | 2<br>33% |
| a lot                                 | 99<br>12%  | 74<br>15%<br>CD | 17<br>7%        | 1<br>2%      | 6<br>27%<br>CD    | 1<br>17% |
| Could not do work or other activities | 30<br>4%   | 18<br>4%        | 10<br>4%        | -            | 2<br>9%           | -        |
| Don't know/Refused                    | 8<br>1%  | 6<br>1%         | -               | 1<br>2%      | -                 | 1<br>17% |
| CHI-SQUARE SIGNIFICANCE               | <-----48.125-----><br>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.

2.b And in the 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  | 481             | 243        | 48           | 22                | 6        |
| none at all                           | 450<br>56%                                       | 281<br>58%<br>E | 137<br>56% | 21<br>44%    | 8<br>36%          | 3<br>50% |
| slight                                | 180<br>22%                                       | 104<br>22%      | 55<br>23%  | 15<br>31%    | 5<br>23%          | 1<br>17% |
| moderate                              | 100<br>12%                                       | 50<br>10%       | 36<br>15%  | 10<br>21%    | 4<br>18%          | -        |
| a lot                                 | 27<br>3%   | 17<br>4%        | 5<br>2%    | 2<br>4%      | 2<br>9%           | 1<br>17% |
| Could not do work or other activities | 25<br>3%   | 17<br>4%        | 5<br>2%    | -            | 3<br>14%          | -        |
| Don't know/Refused                    | 18<br>2%   | 12<br>2%        | 5<br>2%    | -            | -                 | 1<br>17% |
| CHI-SQUARE SIGNIFICANCE               | <-----36.489-----><br>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.

4.a In the 30 days prior to contacting EAP, how would you describe your overall 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  | 481            | 243            | 48           | 22                | 6        |
| Excellent                  | 77<br>10%  | 38<br>8%       | 27<br>11%      | 8<br>17%     | 2<br>9%           | 2<br>33% |
| Very good                  | 164<br>20%                                       | 91<br>19%      | 59<br>24%<br>E | 12<br>25%    | 2<br>9%           | -        |
| Good                       | 283<br>35%                                       | 173<br>36%     | 87<br>36%      | 15<br>31%    | 6<br>27%          | 2<br>33% |
| Fair                       | 199<br>25%                                       | 129<br>27%     | 53<br>22%      | 9<br>19%     | 8<br>36%          | -        |
| Poor                       | 75<br>9%   | 49<br>10%      | 17<br>7%       | 3<br>6%      | 4<br>18%          | 2<br>33% |
| Don't know/Refused         | 2<br>*%  | 1<br>*%        | -              | 1<br>2%      | -                 | -        |
| CHI-SQUARE<br>SIGNIFICANCE | <-----34.111-----><br>97%*                       |                |                |              |                   |          |

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.



4.b And in the 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  | 481             | 243       | 48           | 22                | 6        |
| Excellent                  | 126<br>16%                                       | 82<br>17%       | 33<br>14% | 7<br>15%     | 2<br>9%           | 2<br>33% |
| Very good                  | 301<br>38%                                       | 191<br>40%<br>D | 93<br>38% | 12<br>25%    | 5<br>23%          | -        |
| Good                       | 184<br>23%                                       | 96<br>20%       | 64<br>26% | 16<br>33%    | 6<br>27%          | 2<br>33% |
| Fair                       | 149<br>19%                                       | 91<br>19%       | 43<br>18% | 10<br>21%    | 5<br>23%          | -        |
| Poor                       | 35<br>4%   | 18<br>4%        | 10<br>4%  | 2<br>4%      | 4<br>18%          | 1<br>17% |
| Don't know/Refused         | 5<br>1%  | 3<br>1%         | -         | 1<br>2%      | -                 | 1<br>17% |
| CHI-SQUARE<br>SIGNIFICANCE | -----56.755-----<br>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.

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  | 481            | 243            | 48           | 22                | 6        |
| not at all                 | 72<br>9%   | 45<br>9%       | 20<br>8%       | 6<br>12%     | 1<br>5%           | -        |
| slightly                   | 163<br>20%                                       | 95<br>20%      | 56<br>23%<br>E | 10<br>21%    | 2<br>9%           | -        |
| moderately                 | 235<br>29%                                       | 137<br>28%     | 75<br>31%      | 16<br>33%    | 6<br>27%          | 1<br>17% |
| quite a bit                | 225<br>28%                                       | 132<br>27%     | 72<br>30%      | 11<br>23%    | 7<br>32%          | 3<br>50% |
| extremely                  | 102<br>13%                                       | 70<br>15%<br>C | 19<br>8%       | 5<br>10%     | 6<br>27%<br>C     | 2<br>33% |
| Don't know/Refused         | 3<br>*%  | 2<br>*%        | 1<br>*%        | -            | -                 | -        |
| CHI-SQUARE<br>SIGNIFICANCE | <-----20.263-----><br>56%*                       |                |                |              |                   |          |

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.

3.b And in the 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  | 481               | 243             | 48             | 22                | 6             |
| not at all                 | 170<br>21%                                       | 126<br>26%<br>CDE | 38<br>16%<br>E  | 5<br>10%       | 1<br>5%           | -             |
| slightly                   | 330<br>41%                                       | 208<br>43%<br>D   | 103<br>42%<br>D | 12<br>25%      | 6<br>27%          | 1<br>17%      |
| moderately                 | 184<br>23%                                       | 95<br>20%         | 62<br>26%       | 19<br>40%<br>B | 7<br>32%          | 1<br>17%      |
| quite a bit                | 84<br>10%  | 42<br>9%          | 27<br>11%       | 9<br>19%       | 3<br>14%          | 3<br>50%<br>B |
| extremely                  | 29<br>4%   | 8<br>2%           | 13<br>5%<br>B   | 3<br>6%        | 5<br>23%<br>B     | -             |
| Don't know/Refused         | 3<br>*%  | 2<br>*%           | -               | -              | -                 | 1<br>17%      |
| CHI-SQUARE<br>SIGNIFICANCE | <-----118.74-----><br>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.

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                   | 702  | 413             | 222            | 44           | 19                | 4        |
| Strongly Disagree       | 104<br>15%                                       | 68<br>16%       | 27<br>12%      | 5<br>11%     | 2<br>11%          | 2<br>50% |
| Somewhat Disagree       | 90<br>13%  | 50<br>12%       | 33<br>15%      | 4<br>9%      | 3<br>16%          | -        |
| Neutral                 | 154<br>22%                                       | 76<br>18%       | 61<br>27%<br>B | 12<br>27%    | 5<br>26%          | -        |
| Somewhat Agree          | 193<br>27%                                       | 112<br>27%      | 64<br>29%      | 12<br>27%    | 4<br>21%          | 1<br>25% |
| Strongly Agree          | 153<br>22%                                       | 104<br>25%<br>C | 32<br>14%      | 11<br>25%    | 5<br>26%          | 1<br>25% |
| Don't know/Refused      | 8<br>1%  | 3<br>1%         | 5<br>2%        | -            | -                 | -        |
| CHI-SQUARE SIGNIFICANCE | <-----27.21-----><br>87%*                        |                 |                |              |                   |          |

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.

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                   | 702  | 413            | 222          | 44           | 19                | 4        |
| Strongly Disagree       | 88<br>13%  | 56<br>14%      | 23<br>10%    | 6<br>14%     | 1<br>5%           | 2<br>50% |
| Somewhat Disagree       | 95<br>14%  | 59<br>14%      | 27<br>12%    | 6<br>14%     | 3<br>16%          | -        |
| Neutral                 | 141<br>20%                                       | 74<br>18%      | 52<br>23%    | 9<br>20%     | 5<br>26%          | 1<br>25% |
| Somewhat Agree          | 199<br>28%                                       | 112<br>27%     | 73<br>33%    | 10<br>23%    | 4<br>21%          | -        |
| Strongly Agree          | 173<br>25%                                       | 111<br>27%     | 42<br>19%    | 13<br>30%    | 6<br>32%          | 1<br>25% |
| Don't know/Refused      | 6<br>1%  | 1<br>*%        | 5<br>2%<br>B | -            | -                 | -        |
| CHI-SQUARE SIGNIFICANCE | <-----26.075-----><br>84%*                       |                |              |              |                   |          |

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.

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                   | 702  | 413            | 222       | 44           | 19                | 4        |
| Strongly Disagree       | 137<br>20%                                       | 85<br>21%      | 37<br>17% | 10<br>23%    | 3<br>16%          | 2<br>50% |
| Somewhat Disagree       | 136<br>19%                                       | 85<br>21%      | 38<br>17% | 9<br>20%     | 4<br>21%          | -        |
| Neutral                 | 138<br>20%                                       | 74<br>18%      | 54<br>24% | 6<br>14%     | 3<br>16%          | 1<br>25% |
| Somewhat Agree          | 164<br>23%                                       | 95<br>23%      | 53<br>24% | 8<br>18%     | 7<br>37%          | 1<br>25% |
| Strongly Agree          | 118<br>17%                                       | 72<br>17%      | 33<br>15% | 11<br>25%    | 2<br>11%          | -        |
| Don't know/Refused      | 9<br>1%  | 2<br>*%        | 7<br>3%   | -            | -                 | -        |
|                         |  |                | B         |              |                   |          |
| CHI-SQUARE SIGNIFICANCE | <-----23.746-----><br>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.

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                   | 702  | 413            | 222       | 44           | 19                | 4        |
| Strongly Disagree       | 51<br>7%   | 27<br>7%       | 16<br>7%  | 6<br>14%     | 2<br>11%          | -        |
| Somewhat Disagree       | 57<br>8%   | 32<br>8%       | 13<br>6%  | 8<br>18%     | 2<br>11%          | 2<br>50% |
| Neutral                 | 150<br>21%                                       | 87<br>21%      | 54<br>24% | 7<br>16%     | 2<br>11%          | -        |
| Somewhat Agree          | 246<br>35%                                       | 140<br>34%     | 85<br>38% | 12<br>27%    | 9<br>47%          | -        |
| Strongly Agree          | 184<br>26%                                       | 120<br>29%     | 49<br>22% | 10<br>23%    | 4<br>21%          | 1<br>25% |
| Don't know/Refused      | 14<br>2%   | 7<br>2%        | 5<br>2%   | 1<br>2%      | -                 | 1<br>25% |
| CHI-SQUARE SIGNIFICANCE | <-----40.704-----><br>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.

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                   | 702  | 413             | 222            | 44           | 19                | 4        |
| Strongly Disagree       | 50<br>7%   | 26<br>6%        | 18<br>8%       | 5<br>11%     | 1<br>5%           | -        |
| Somewhat Disagree       | 64<br>9%   | 37<br>9%        | 16<br>7%       | 7<br>16%     | 2<br>11%          | 2<br>50% |
| Neutral                 | 161<br>23%                                       | 95<br>23%       | 57<br>26%<br>D | 6<br>14%     | 3<br>16%          | -        |
| Somewhat Agree          | 227<br>32%                                       | 125<br>30%      | 80<br>36%      | 14<br>32%    | 8<br>42%          | -        |
| Strongly Agree          | 190<br>27%                                       | 125<br>30%<br>C | 48<br>22%      | 11<br>25%    | 5<br>26%          | 1<br>25% |
| Don't know/Refused      | 10<br>1%   | 5<br>1%         | 3<br>1%        | 1<br>2%      | -                 | 1<br>25% |
| CHI-SQUARE SIGNIFICANCE | <-----40.075-----><br>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.



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                   | 702  | 413            | 222            | 44           | 19                | 4        |
| Strongly Disagree       | 71<br>10%  | 40<br>10%      | 21<br>9%       | 8<br>18%     | 2<br>11%          | -        |
| Somewhat Disagree       | 91<br>13%  | 47<br>11%      | 30<br>14%      | 10<br>23%    | 2<br>11%          | 2<br>50% |
| Neutral                 | 170<br>24%                                       | 99<br>24%<br>D | 62<br>28%<br>D | 4<br>9%      | 5<br>26%          | -        |
| Somewhat Agree          | 223<br>32%                                       | 130<br>31%     | 74<br>33%      | 10<br>23%    | 8<br>42%          | 1<br>25% |
| Strongly Agree          | 134<br>19%                                       | 90<br>22%<br>C | 31<br>14%      | 11<br>25%    | 2<br>11%          | -        |
| Don't know/Refused      | 13<br>2%   | 7<br>2%        | 4<br>2%        | 1<br>2%      | -                 | 1<br>25% |
| CHI-SQUARE SIGNIFICANCE | <-----39.219-----><br>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.

1. Since the end of your EAP sessions, how would you rate your improvement in the following areas: 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  | 481              | 243             | 48              | 22                | 6        |
| Exceptional             | 40<br>5%   | 32<br>7%<br>C    | 7<br>3%         | 1<br>2%         | -                 | -        |
| Significant             | 249<br>31%                                       | 188<br>39%<br>CD | 48<br>20%       | 5<br>10%        | 6<br>27%          | 2<br>33% |
| Moderate                | 289<br>36%                                       | 177<br>37%<br>E  | 95<br>39%<br>E  | 14<br>29%       | 3<br>14%          | -        |
| Slight                  | 109<br>14%                                       | 48<br>10%        | 52<br>21%<br>BE | 8<br>17%        | 1<br>5%           | -        |
| None                    | 98<br>12%  | 30<br>6%         | 35<br>14%<br>B  | 19<br>40%<br>BC | 12<br>55%<br>BC   | 2<br>33% |
| N/A                     | 15<br>2%   | 6<br>1%          | 6<br>2%         | 1<br>2%         | -                 | 2<br>33% |
| CHI-SQUARE SIGNIFICANCE | -----170.389-----<br>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.

2. Since the end of your EAP sessions, how would you rate your improvement in the following areas: 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  | 481               | 243             | 48              | 22                | 6        |
| Exceptional                | 66<br>8%   | 47<br>10%         | 15<br>6%        | 3<br>6%         | 1<br>5%           | -        |
| Significant                | 286<br>36%                                       | 213<br>44%<br>CDE | 61<br>25%       | 7<br>15%        | 4<br>18%          | 1<br>17% |
| Moderate                   | 265<br>33%                                       | 152<br>32%        | 93<br>38%       | 12<br>25%       | 5<br>23%          | 3<br>50% |
| Slight                     | 101<br>13%                                       | 44<br>9%          | 46<br>19%<br>BE | 10<br>21%<br>E  | 1<br>5%           | -        |
| None                       | 68<br>8%   | 18<br>4%          | 24<br>10%<br>B  | 15<br>31%<br>BC | 11<br>50%<br>BC   | -        |
| N/A                        | 14<br>2%   | 7<br>1%           | 4<br>2%         | 1<br>2%         | -                 | 2<br>33% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----173.461-----><br>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.

3. Since the end of your EAP sessions, how would you rate your improvement in the following areas: your ability 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  | 481               | 243             | 48              | 22                | 6              |
| Exceptional             | 59<br>7%   | 37<br>8%          | 16<br>7%        | 4<br>8%         | 2<br>9%           | -              |
| Significant             | 226<br>28%                                       | 170<br>35%<br>CDE | 47<br>19%       | 5<br>10%        | 4<br>18%          | -              |
| Moderate                | 302<br>38%                                       | 191<br>40%<br>DE  | 93<br>38%<br>DE | 10<br>21%       | 4<br>18%          | 4<br>67%<br>DE |
| Slight                  | 115<br>14%                                       | 55<br>11%         | 46<br>19%<br>B  | 11<br>23%       | 2<br>9%           | 1<br>17%       |
| None                    | 86<br>11%  | 23<br>5%          | 35<br>14%<br>B  | 17<br>35%<br>BC | 10<br>45%<br>BC   | 1<br>17%       |
| N/A                     | 12<br>2%   | 5<br>1%           | 6<br>2%         | 1<br>2%         | -                 | -              |
| CHI-SQUARE SIGNIFICANCE | -----114.831-----<br>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.

4. Since the end of your EAP sessions, how would you rate your improvement in the following areas: 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  | 481              | 243             | 48              | 22                | 6        |
| Exceptional             | 59<br>7%   | 41<br>9%         | 13<br>5%        | 4<br>8%         | 1<br>5%           | -        |
| Significant             | 254<br>32%                                       | 179<br>37%<br>CD | 64<br>26%<br>D  | 5<br>10%        | 5<br>23%          | 1<br>17% |
| Moderate                | 301<br>38%                                       | 191<br>40%       | 87<br>36%       | 15<br>31%       | 6<br>27%          | 2<br>33% |
| Slight                  | 97<br>12%  | 42<br>9%         | 47<br>19%<br>BE | 5<br>10%        | 1<br>5%           | 2<br>33% |
| None                    | 79<br>10%  | 24<br>5%         | 27<br>11%<br>B  | 18<br>38%<br>BC | 9<br>41%<br>BC    | 1<br>17% |
| N/A                     | 10<br>1%   | 4<br>1%          | 5<br>2%         | 1<br>2%         | -                 | -        |
| CHI-SQUARE SIGNIFICANCE | <-----111.317-----><br>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.

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  | 481               | 243             | 48             | 22                | 6        |
| Accessibility / availability      | 373<br>47%                                       | 228<br>47%<br>E   | 115<br>47%<br>E | 23<br>48%<br>E | 5<br>23%          | 2<br>33% |
| Quick response                    | 217<br>27%                                       | 137<br>28%        | 63<br>26%       | 10<br>21%      | 5<br>23%          | 2<br>33% |
| Professional/helpful counsellors  | 203<br>25%                                       | 153<br>32%<br>CDE | 45<br>19%<br>D  | 2<br>4%        | 3<br>14%          | -        |
| Good service                      | 150<br>19%                                       | 96<br>20%         | 42<br>17%       | 7<br>15%       | 4<br>18%          | 1<br>17% |
| Efficiency                        | 123<br>15%                                       | 80<br>17%         | 30<br>12%       | 7<br>15%       | 6<br>27%          | -        |
| Confidentiality                   | 117<br>15%                                       | 70<br>15%         | 43<br>18%<br>D  | 4<br>8%        | -                 | -        |
| Good advice                       | 99<br>12%  | 70<br>15%<br>C    | 22<br>9%        | 7<br>15%       | -                 | -        |
| Good comprehension/ understanding | 92<br>12%  | 64<br>13%         | 22<br>9%        | 5<br>10%       | 1<br>5%           | -        |
| Free service                      | 85<br>11%  | 41<br>9%          | 36<br>15%<br>B  | 4<br>8%        | 4<br>18%          | -        |
| Amount of resources               | 66<br>8%   | 44<br>9%          | 18<br>7%        | 2<br>4%        | -                 | 2<br>33% |
| Listening                         | 60<br>8%   | 50<br>10%<br>C    | 8<br>3%         | 2<br>4%        | -                 | -        |
| Convenient locations              | 40<br>5%   | 26<br>5%          | 12<br>5%        | 1<br>2%        | 1<br>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.

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)     |
| Good follow-up               | 36<br>4%   | 23<br>5%       | 11<br>5%  | 1<br>2%      | 1<br>5%           | -       |
| Communication                | 27<br>3%   | 18<br>4%       | 7<br>3%   | 2<br>4%      | -                 | -       |
| Comfortable atmosphere       | 27<br>3%   | 20<br>4%       | 7<br>3%   | -            | -                 | -       |
| Other                        | 33<br>4%   | 18<br>4%       | 10<br>4%  | 3<br>6%      | 2<br>9%           | -       |
| Don't know / NA /<br>Refused | 29<br>4%   | 6<br>1%        | 15<br>6%  | 4<br>8%      | 4<br>18%          | -       |
| CHI-SQUARE<br>SIGNIFICANCE   | -----124.763-----<br>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.

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  | 481               | 243            | 48              | 22                | 6        |
| Limited number of sessions                       | 225<br>28%                                       | 163<br>34%<br>CDE | 53<br>22%      | 7<br>15%        | 2<br>9%           | -        |
| Counsellors are not qualified/educated enough    | 89<br>11%  | 21<br>4%          | 39<br>16%<br>B | 19<br>40%<br>BC | 9<br>41%<br>BC    | 1<br>17% |
| No option for clients to choose their counsellor | 74<br>9%   | 33<br>7%          | 28<br>12%<br>B | 9<br>19%<br>B   | 3<br>14%          | 1<br>17% |
| Counsellor could not resolve my issue            | 58<br>7%   | 21<br>4%          | 23<br>9%<br>B  | 8<br>17%<br>B   | 5<br>23%<br>B     | 1<br>17% |
| Not enough time allotted per session             | 44<br>6%   | 31<br>6%          | 11<br>5%       | 2<br>4%         | -                 | -        |
| Not enough counsellors available in my area      | 40<br>5%   | 14<br>3%          | 15<br>6%       | 8<br>17%<br>B   | 3<br>14%          | -        |
| Difficult to reach a counsellor                  | 40<br>5%   | 17<br>4%          | 19<br>8%<br>B  | 3<br>6%         | 1<br>5%           | -        |
| Not enough information provided                  | 38<br>5%   | 13<br>3%          | 16<br>7%<br>B  | 6<br>12%<br>B   | 3<br>14%          | -        |
| Limited number of counsellors                    | 34<br>4%   | 18<br>4%          | 13<br>5%       | 2<br>4%         | 1<br>5%           | -        |
| Slow response times                              | 28<br>4%   | 14<br>3%          | 10<br>4%       | 4<br>8%         | -                 | -        |
| Not enough awareness/publicity                   | 25<br>3%   | 16<br>3%          | 9<br>4%        | -               | -                 | -        |
| Not enough follow-up on clients                  | 23<br>3%   | 6<br>1%           | 13<br>5%<br>B  | 1<br>2%         | 3<br>14%          | -        |

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.



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                        | 71<br>9%   | 38<br>8%          | 25<br>10%       | 5<br>10%     | 2<br>9%           | 1<br>17% |
| None                         | 204<br>26%                                       | 151<br>31%<br>CDE | 46<br>19%<br>DE | 4<br>8%      | 1<br>5%           | 2<br>33% |
| Don't know / NA /<br>Refused | 29<br>4%   | 19<br>4%          | 8<br>3%         | 1<br>2%      | -                 | 1<br>17% |
| CHI-SQUARE<br>SIGNIFICANCE   | <-----195.146-----><br>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.

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  | 481             | 243            | 48              | 22                | 6        |
| More sessions                                      | 185<br>23%                                       | 129<br>27%<br>C | 43<br>18%      | 9<br>19%        | 4<br>18%          | -        |
| More qualified counsellors                         | 104<br>13%                                       | 41<br>9%        | 38<br>16%<br>B | 20<br>42%<br>BC | 5<br>23%          | -        |
| Provide more information (general)                 | 58<br>7%   | 29<br>6%        | 22<br>9%       | 6<br>12%        | 1<br>5%           | -        |
| More publicity                                     | 51<br>6%   | 39<br>8%        | 12<br>5%       | -               | -                 | -        |
| Allow individuals to choose their counsellors      | 47<br>6%   | 24<br>5%        | 15<br>6%       | 7<br>15%        | 1<br>5%           | -        |
| More available locations/offices                   | 41<br>5%   | 16<br>3%        | 18<br>7%<br>B  | 5<br>10%        | 2<br>9%           | -        |
| Easier access to counsellors                       | 36<br>4%   | 17<br>4%        | 13<br>5%       | 2<br>4%         | 4<br>18%          | -        |
| More follow-up on individuals                      | 33<br>4%   | 13<br>3%        | 15<br>6%<br>B  | -               | 4<br>18%          | 1<br>17% |
| Better assessment of individuals                   | 33<br>4%   | 9<br>2%         | 16<br>7%<br>B  | 4<br>8%         | 4<br>18%<br>B     | -        |
| Provide more background information on counsellors | 24<br>3%   | 8<br>2%         | 8<br>3%        | 6<br>12%<br>B   | 2<br>9%           | -        |
| Better screening for qualified counsellors         | 22<br>3%   | 7<br>1%         | 8<br>3%        | 3<br>6%         | 4<br>18%<br>B     | -        |
| More allotted time per session                     | 22<br>3%   | 20<br>4%<br>C   | 1<br>*%        | 1<br>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.

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)            |
| Quicker response times       | 15<br>2%   | 8<br>2%          | 4<br>2%         | 2<br>4%      | 1<br>5%           | -              |
| Greater online presence      | 10<br>1%   | 6<br>1%          | 4<br>2%         | -            | -                 | -              |
| Other                        | 53<br>7%   | 34<br>7%         | 15<br>6%        | 2<br>4%      | 1<br>5%           | 1<br>17%       |
| Don't know / NA /<br>Refused | 275<br>34%                                       | 174<br>36%<br>DE | 88<br>36%<br>DE | 7<br>15%     | 2<br>9%           | 4<br>67%<br>DE |
| CHI-SQUARE<br>SIGNIFICANCE   | <-----173.348-----><br>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.

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  | 481                | 243              | 48              | 22                | 6        |
| Yes                        | 654<br>82%                                       | 443<br>92%<br>CDEF | 183<br>75%<br>DE | 18<br>38%       | 7<br>32%          | 3<br>50% |
| No                         | 106<br>13%                                       | 25<br>5%           | 37<br>15%<br>B   | 28<br>58%<br>BC | 14<br>64%<br>BC   | 2<br>33% |
| Don't know/Refused         | 40<br>5%   | 13<br>3%           | 23<br>9%<br>B    | 2<br>4%         | 1<br>5%           | 1<br>17% |
| CHI-SQUARE<br>SIGNIFICANCE | <-----184.823-----><br>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.

4A. 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                                 | 106  | 25             | 37        | 28           | 14                | 2                 |
| Someone to provide advice/suggestions | 36<br>34%  | 3<br>12%       | 16<br>43% | 12<br>43%    | 4<br>29%          | 1<br>50%          |
| Someone supportive/ understanding     | 21<br>20%  | 4<br>16%       | 9<br>24%  | 5<br>18%     | 3<br>21%          | -                 |
| Better service                        | 20<br>19%  | 4<br>16%       | 5<br>14%  | 5<br>18%     | 4<br>29%          | 2<br>100%<br>BCDE |
| Knowledgeable counsellor              | 17<br>16%  | 2<br>8%        | 6<br>16%  | 6<br>21%     | 2<br>14%          | 1<br>50%          |
| More sessions                         | 15<br>14%  | 6<br>24%       | 5<br>14%  | 3<br>11%     | 1<br>7%           | -                 |
| Good counsellor                       | 13<br>12%  | 1<br>4%        | 3<br>8%   | 4<br>14%     | 4<br>29%          | 1<br>50%          |
| Exceeded my expectation               | 7<br>7%  | 7<br>28%       | -         | -            | -                 | -                 |
| Faster results/ resolution            | 4<br>4%  | 2<br>8%        | 1<br>3%   | 1<br>4%      | -                 | -                 |
| Other                                 | 9<br>8%  | 3<br>12%       | 5<br>14%  | 1<br>4%      | -                 | -                 |
| Don't know / NA / Refused             | 3<br>3%  | 1<br>4%        | 1<br>3%   | 1<br>4%      | -                 | -                 |
| CHI-SQUARE SIGNIFICANCE               | <-----51.569-----><br>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.

5. Which age group do you belong to?  
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  | 481               | 243            | 48             | 22                | 6        |
| 17-19                      | 9<br>1%  | 6<br>1%           | 3<br>1%        | -              | -                 | -        |
| 20-29                      | 92<br>12%  | 47<br>10%         | 33<br>14%      | 6<br>12%       | 5<br>23%          | 1<br>17% |
| 30-39                      | 248<br>31%                                       | 135<br>28%        | 87<br>36%<br>B | 21<br>44%<br>B | 5<br>23%          | -        |
| 40-49                      | 230<br>29%                                       | 141<br>29%        | 65<br>27%      | 13<br>27%      | 9<br>41%          | 2<br>33% |
| 50+                        | 220<br>28%                                       | 152<br>32%<br>CDE | 54<br>22%      | 8<br>17%       | 3<br>14%          | 3<br>50% |
| Prefer not to answer       | 1<br>*%  | -                 | 1<br>*%        | -              | -                 | -        |
| CHI-SQUARE<br>SIGNIFICANCE | <-----27.706-----><br>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.

5A. What is your gender?  
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  | 481            | 243             | 48             | 22                | 6        |
| Male                       | 312<br>39%                                       | 179<br>37%     | 108<br>44%<br>D | 14<br>29%      | 8<br>36%          | 3<br>50% |
| Female                     | 487<br>61%                                       | 301<br>63%     | 135<br>56%      | 34<br>71%<br>C | 14<br>64%         | 3<br>50% |
| Prefer not to answer       | 1<br>*%  | 1<br>*%        | -               | -              | -                 | -        |
| CHI-SQUARE<br>SIGNIFICANCE | <-----6.604-----><br>42%*                        |                |                 |                |                   |          |

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.

5B. Are you part of an Employment Equity Group?  
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  | 481            | 243        | 48           | 22                | 6        |
| Yes                        | 152<br>19%                                       | 91<br>19%      | 43<br>18%  | 14<br>29%    | 3<br>14%          | 1<br>17% |
| No                         | 647<br>81%                                       | 390<br>81%     | 200<br>82% | 34<br>71%    | 18<br>82%         | 5<br>83% |
| Prefer not to answer       | 1<br>*%  | -              | -          | -            | 1<br>5%           | -        |
| CHI-SQUARE<br>SIGNIFICANCE | <-----39.214-----><br>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.



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  | 481            | 243             | 48             | 22                | 6        |
| Appreciate the good service                    | 134<br>17%                                       | 90<br>19%<br>E | 33<br>14%       | 10<br>21%<br>E | 1<br>5%           | -        |
| EAP counselling services were helpful          | 37<br>5%   | 29<br>6%<br>C  | 7<br>3%         | 1<br>2%        | -                 | -        |
| Pleased with my counsellor                     | 36<br>4%   | 33<br>7%<br>C  | 2<br>1%         | -              | 1<br>5%           | -        |
| Would continue using the service               | 23<br>3%   | 14<br>3%       | 6<br>2%         | 1<br>2%        | 1<br>5%           | 1<br>17% |
| Counselling services did not resolve my issues | 15<br>2%   | 3<br>1%        | 4<br>2%         | 7<br>15%<br>BC | 1<br>5%           | -        |
| Would recommend the services to others         | 15<br>2%   | 12<br>2%       | 3<br>1%         | -              | -                 | -        |
| Service should provide more sessions           | 13<br>2%   | 9<br>2%        | 2<br>1%         | 1<br>2%        | 1<br>5%           | -        |
| Not pleased with counsellor                    | 12<br>2%   | 2<br>*%<br>*   | 4<br>2%         | 5<br>10%<br>B  | 1<br>5%           | -        |
| Hope the service continues/isn't cut           | 8<br>1%  | 5<br>1%        | 2<br>1%         | -              | 1<br>5%           | -        |
| Service requires more publicity/ promotion     | 6<br>1%  | 4<br>1%        | 2<br>1%         | -              | -                 | -        |
| Other  | 37<br>5%   | 19<br>4%       | 15<br>6%        | -              | 2<br>9%           | 1<br>17% |
| No/Nothing                                     | 574<br>72%                                       | 332<br>69%     | 189<br>78%<br>B | 32<br>67%      | 17<br>77%         | 4<br>67% |
| CHI-SQUARE SIGNIFICANCE                        | -----124.311-----<br>100%*                       |                |                 |                |                   |          |

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