

SECTION H - OTHER INDICATORS OF ORGANIZATIONAL HEALTH

An analysis of the demographic composition of the work force highlights current and future human resources requirements. However, it is interesting to analyze the health of the organization from other points of view: frequency of leave, filing of grievances, etc.

Short-term leave

In all, Canada-based staff took 4,956 periods of leave. The vast majority of this leave (97%) was short-term, that is, less than 14 days.

Among rotational employees, the average number of short-term leave periods was 1.1 per employee. The frequency of leave use varies from one occupational group to another: the highest frequency was in the CS group, with 3.0 leave periods on average per employee. The CR group had the second-highest frequency, with an average number of leave periods of 2.8 per employee. Employees in the EL and SCY groups came next, with an average of 2.0 leave periods per employee. On the other hand, leave taken by the EX and FS groups was below the average, at 0.4 and 0.7 respectively.

The average frequency of leave use among non-rotational employees was slightly higher than among rotational employees, at 1.3 leave periods per employee. The CR (1.9), AS (1.6) and SCY (1.6) groups had averages above the overall average, while the ES (0.2), EX (0.5) and CO (0.8) groups had averages below the overall average.

Long-term leave In all, Canada-based staff took 154 long-term leave periods (more than 15 days), accounting for 3% of all leave taken. One employee in 10 in the EX, AS, SCY and CS groups took a period of sick leave of more than 15 days.

Employee Assistance Program

The Counselling and Consultation Service (CCS) is available to all departmental employees. Briefly, 511 people used this service, including 434 employees (CBS and LES) and 77 members of employees' families. Sixty-eight percent of the consultations were held in Ottawa and 32% abroad. In all, there were 1,452 sessions, or an average of 2.84 per client. Two thirds (67%) of the clients were women and one third (33%) were men.

Most employees (71%) turned to the service for reasons related to their personal lives. Overall, psychological, emotional and family problems accounted for 86.7% of the consultations for personal reasons. Stress was mentioned in 47.5% of the cases where people used these services for work-related reasons. Interpersonal conflicts were the second most frequent reason for consultation (24.5%).

Harassment complaints

A total of nine harassment complaints involving 10 respondents were received between April 1, 2002 and March 31, 2003. As well, 10 complaints were carried over from the previous year (2001-2002).

Four of this year's complaints were made by women, and five by men. Seven of the respondents were managers, and three were colleagues (one complaint was about two people).

Two complaints were settled through mediation, while four were settled by decision of delegated managers following investigation reports. None of the complaints was found to be substantiated. Three of the files were closed. The complainants turned to other redress measures. No complaint was withdrawn in the period under review.