

5. Employee Assistance Program

4. Referral Distribution

The percentage of management referrals has remained low over the years. This is both good and bad news. The good news is that when self referrals and referrals by other (word of mouth) are high it usually indicates a high degree of trust in the program. The bad news is that when management referrals are low, employees experiencing the most serious personal problems, such as, amongst others, alcohol/drug problems, are not using our services. Indeed, employees experiencing the most serious kinds of personal problems tend to be in various stages of denial and usually need to be actively encouraged by management to use our services.

5. Geographical Distribution

There is a good fit between the departmental profile and our client profile for geographical distribution. We are providing more and more counselling services by telephone to our clients abroad.

6. Employee Status

Even though the percentage of LES using our services has increased over the years, they are still grossly under-represented in our client profile. This could be due to the fact that the EAP counsellors are located at headquarters and, although they do travel regularly on a yearly basis, they are overall less visible and less accessible to LES than to Canada based employees, both in Ottawa and abroad. Canada based employees abroad are more likely to have seen us or met us in Ottawa during briefing/training sessions and therefore more likely to use our services, in person when we visit or by telephone. Also, another possible explanation could be that in certain cultures, the concept of counselling (talking about your problems with a stranger) does not exist or is not acceptable.

7. Occupational Category Distribution

The Administrative Support category is over-represented in our clientele. This has also been the case in past years, to varying degrees. This is probably due to the fact that women are over-represented in this category and women are over-represented in our clientele. Also, most research on stress indicates that control (real or perceived) is the single most important factor in determining our level of stress, and usually, it is considered that the lower one is in the hierarchy, the less control one feels (whether real or perceived).