

5. Employee Assistance Program

1. Counselling Services

During the year 2000, the Employee Assistance Program received 164 clients for a total of 198 sessions.

440 total number of sessions: 1,105: Average number of sessions/client: 2.5

1. Primary Problems:

	<u>2000</u>	<u>1999</u>
Work:	35.4%	36.8%
Interpersonal Problems:	7.7%	8.7%
Job Stress:	18.9 %	15.8%
Career reorientation	3.3%	7 %
Harassment:	5.5%	5.3%

2. Client population

The number of clients has been relatively stable from one year to the other, for the last seven years. The one exception has been 1995-1996, where the number of clients was significantly higher due to major reorganizations in the Department. The average number of sessions per client has been increasing steadily over the years. This is probably the result of an ever increasing number of cutbacks to health care and social programs in general, which has translated into ever longer waiting lists for the services provided by community resources.

These community services are usually free of charge or their fees are proportional to one's income; they are therefore less expensive than services provided by mental health practitioners in private practice. For most of us, the financial situation is tighter than it used to be, making access to the services of a private practitioner more difficult (even when their fees are admissible under the Public Service Health Care Plan, the coverage is limited). Also, a greater number of our clients are teenagers and it takes more time to establish a good working relationship with teenagers than with adults.

The percentage of family members using our services has been fairly constant over the last few years.

3. Gender Distribution

As in past years, women are over-represented in our clientele. This is consistent with statistics related to the use of all types of health services (medical and mental health). Women use them more than men.