

II TRENDS/HIGHLIGHTS (continued)

- ◆ There is a better distribution in our clientele and a better fit with the organizational profile with regards to occupational category, age group and number of years of service with the Department. This means we have done a better job at reaching out to all employees as opposed to only some groups of employees.

- ◆ For additional information on counselling statistics, please refer to the section entitled "Frequency Distribution Analysis for Counselling Clients" on pages 8 to 19.

2. Consultations

The total number of clients (managers/supervisors, assignment and other personnel officers) has increased significantly since last year (from 74 to 102) and consequently, so has the number of sessions (from 88 to 144).

3. Critical Incident Stress Debriefings

This particular activity is reactive in nature as a critical incident must occur in order for us to offer the service. Last year, because of the Gulf War, we conducted 8 sessions for approximately 80 participants (employees and family members evacuated to Ottawa). This year only one session was conducted. It was held abroad during an EAP field trip and 8 employees participated.