



Employee Assistance Services

Services d'aide aux employés

Health Canada's Employee Assistance Services: Overview of Program, Stats and Key Initiatives

2024



Health Canada serves the majority of the Government of Canada

- Health Canada provides Employee Assistance Program (EAP) services to 97 federal departments and agencies
- Client base of 265,000+ federal public service employees and members of the RCMP, as well as Canadian Forces members (approximately 75,000) and veterans (roughly 300,000)
- EAP support is also extended to immediate family members
- Fully accredited and maintains comprehensive quality assurance practices
- In addition to EAP, offer full suite of organizational services and customized support programs



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Short-term Psychological Support: Assessment, Referral, and Follow-up

What?

- Confidential, bilingual services
- 1-800 phone line available 24 hrs/day, 365 days/year or via Chat and TTY



How?

- All Intake Counsellors are bilingual, based in Canada, providing live engagement
- Caller is matched with a network Mental Health Professional who will reach out within 48 business hours and offer an appointment within 5 business days



Who?

- Available to all employees and their immediate families



Why?

- Solution-focussed support to assist in identifying and resolving personal and work-related issues

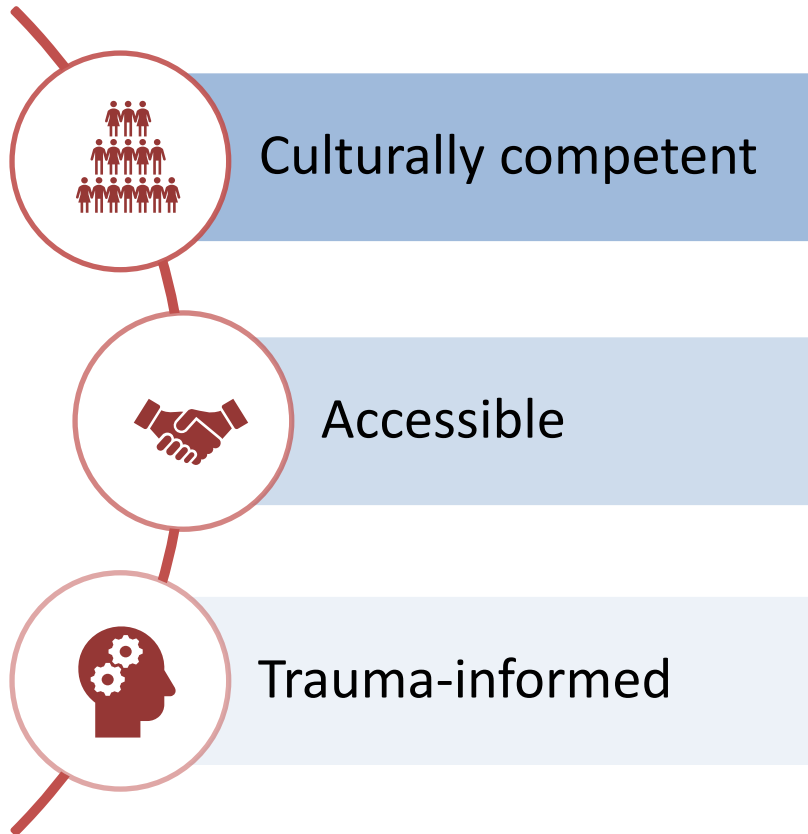


Where?

- With mental health professionals in their community for face-to-face counselling (phone or video available if required or requested)



Intersectionality Lens



- Real-time matching (e.g., intersectional identities; culturally competent and trauma-informed).
- ASL/LSQ available for clients
- Telephone service for individuals with a hearing impairment
- Accessible counselling offices available to accommodate various needs

[*Applying gender-based analysis plus to Employee Assistance Programs: A Canadian perspective](#)

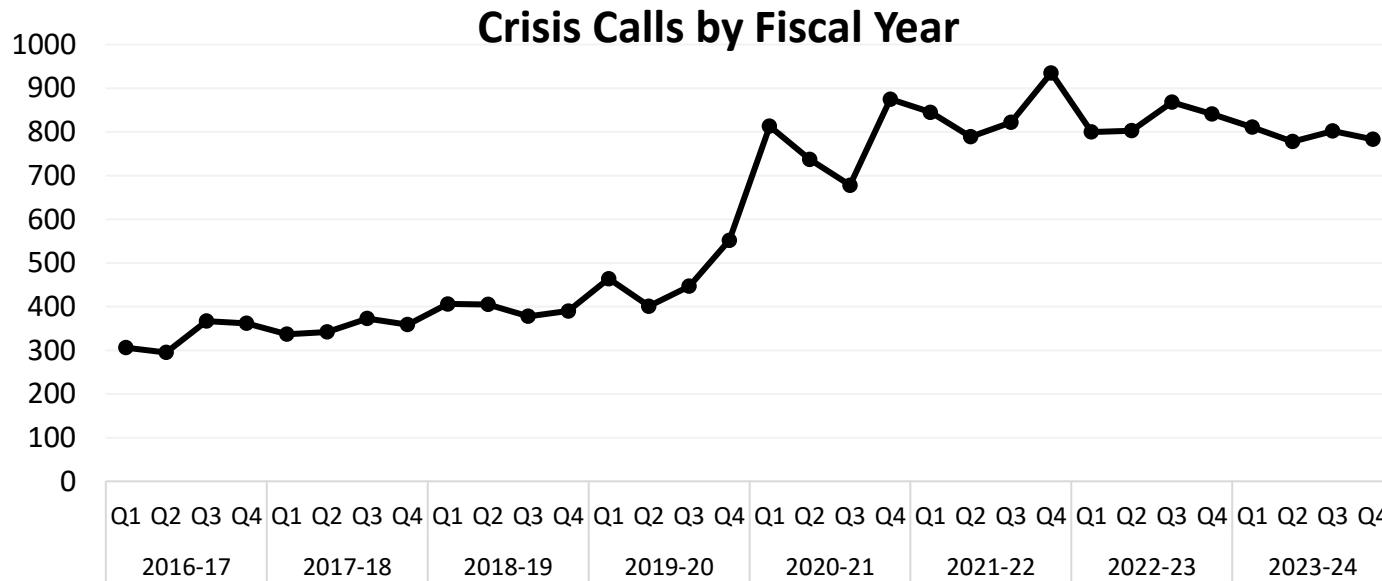
EAP Usage is Increasing

- EAP usage has generally been rising for the last decade
- Following a dip during the first quarter of the pandemic, usage has rebounded to just over pre-pandemic levels
- Positive marker that employees are reaching out to EAP for support

Launch of Live Chat in 2021 facilitates EAP usage

- ~ Literature suggested that Live Chat tends to appeal to younger clients and males
- ~ Helps to address privacy concerns, such as reaching out to EAP from an open office or an environment that might otherwise dissuade someone from contacting EAP by phone
- ~ Number of clients connecting by chat is increasing: 4,301 in 2021-22, 9,993 in 2022-23 and 9,477 in 2023-24

Increased Crisis Calls during the pandemic



- If a client is in crisis, the intervention is offered by the professional who answered the call - no transfer is done.
- The percentage of crisis calls requiring immediate assistance remains significantly higher from March 2020 onward (~70% above pre-pandemic levels)
- This underscores the importance of having fully bilingual Masters' trained counsellors available 24/7 to provide immediate assistance.
- Crisis calls average considerably longer in duration than other intake calls.

EAP Client Journey (2023-24 Data)

Primary reasons for using EAP¹: Psychological Health (47%), Anxiety (13%), Family-related (19%), Work Related (9%), Grief (4%), Various: Relationship, Conflict, Career, Childcare, Eldercare, etc.(9%)

EAP Overall Experience¹

- **89%** rated the quality of EAP services as “excellent” or “good”
- **89%** of clients would contact EAP again if in need of help^{1&2}

Intake & Referral^{2&3}

- **93%** were satisfied with their intake counsellor
- **97%** were promptly offered their first appointment

Short-term Counselling^{2&3}

- **83%** said that EAP helped them deal more effectively with their problems
- **89%** were satisfied with the counsellor’s ability to understand their concerns

Post-Counselling Outcomes¹ (self-reported)

- **52%** reported an improvement in productivity due to mental health issues
- **30%** reported an improvement in absenteeism
- **38%** of participants responding to “Your ability to bounce back quickly after a hard time” indicated “exceptional” or “significant” improvement
- **32%** reported an improvement in work engagement

¹Mid-year data (April-September 2023)

²Survey of randomly-selected sample (n=950) out of a cohort of 4,848 consenting clients who used EAP counselling services between April 2023 and January 2024

³Voluntary feedback surveys of EAP clients in 2023-24 (n=627)

Accessibility

As of the date of publication, this presentation has been verified for accessibility. If you have any issues with this document, please contact the author.