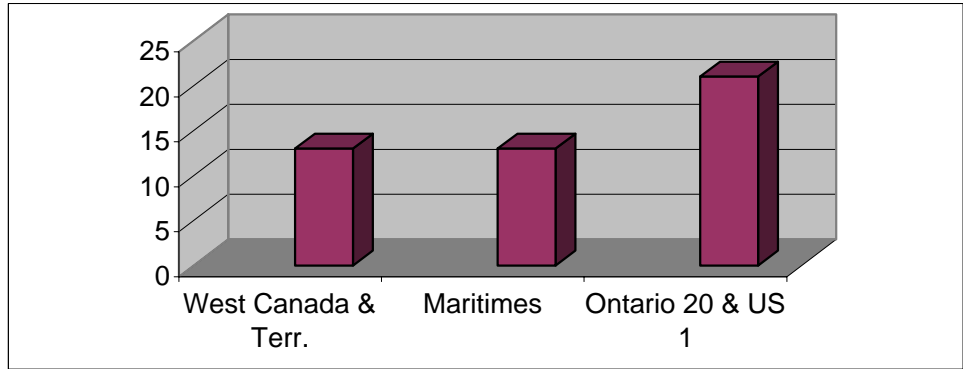


CEAPA TREND SURVEY 2003

This survey was conducted in April of 2003 in connection with the Input 2003 Conference in Ottawa. Thank you to all who participated. Any comments or questions should be directed to Chris Hylton at chris@hylton.ca

1. What city/province or state are you located in?

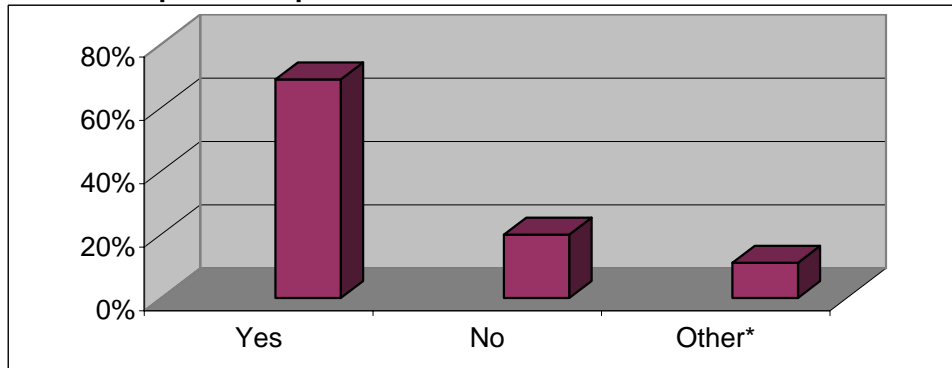
West Canada & Terr.	13
Maritimes	13
Ontario 20 & US 1	21
Total Respondents	45
(skipped this question)	2



2. Are you an Employee Assistance Professional? If you answered no, please skip to Question 6.

Yes	31	68.9%
No	9	20.0%
Other*	5	11.1%

Total Respondents	45
(skipped this question)	2



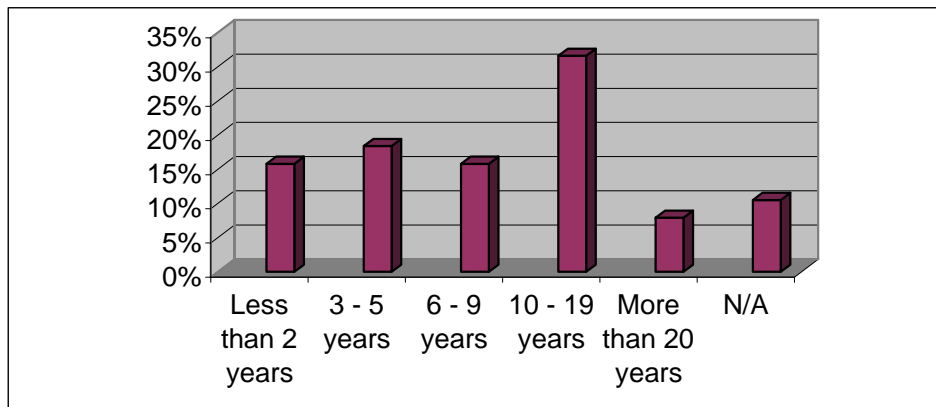
*Most of Other were referral agents

CEAPA TREND SURVEY 2003

3. How long have you been an EAP Professional?

Less than 2 years	6	15.8%
3 - 5 years	7	18.4%
6 - 9 years	6	15.8%
10 - 19 years	12	31.6%
More than 20 years	3	7.9%
N/A	4	10.5%

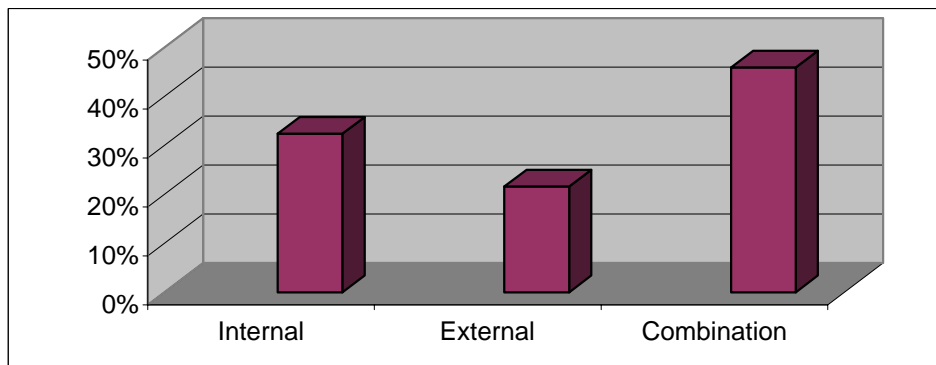
Total Respondents	38
(skipped this question)	9



4. How is your EAP service delivered?

Internal	12	32.4%
External	8	21.6%
Combination	17	45.9%

Total Respondents	37
(skipped this question)	10

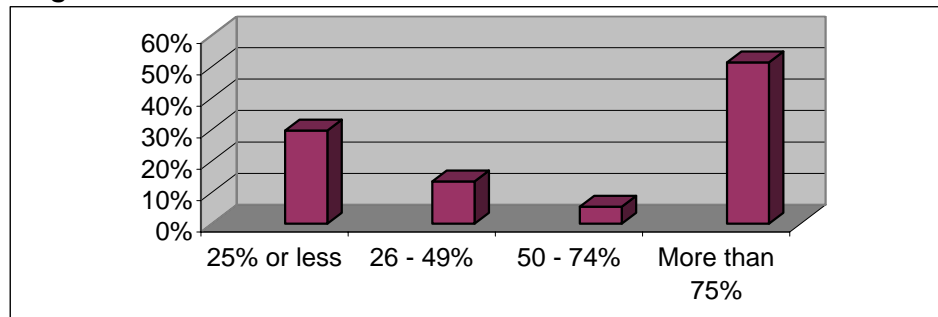


CEAPA TREND SURVEY 2003

5. Approximately what % of your work time do you spend doing EAP work?

25% or less	11	29.7%
26 - 49%	5	13.5%
50 - 74%	2	5.4%
More than 75%	19	51.4%

Total Respondents	37
(skipped this question)	10

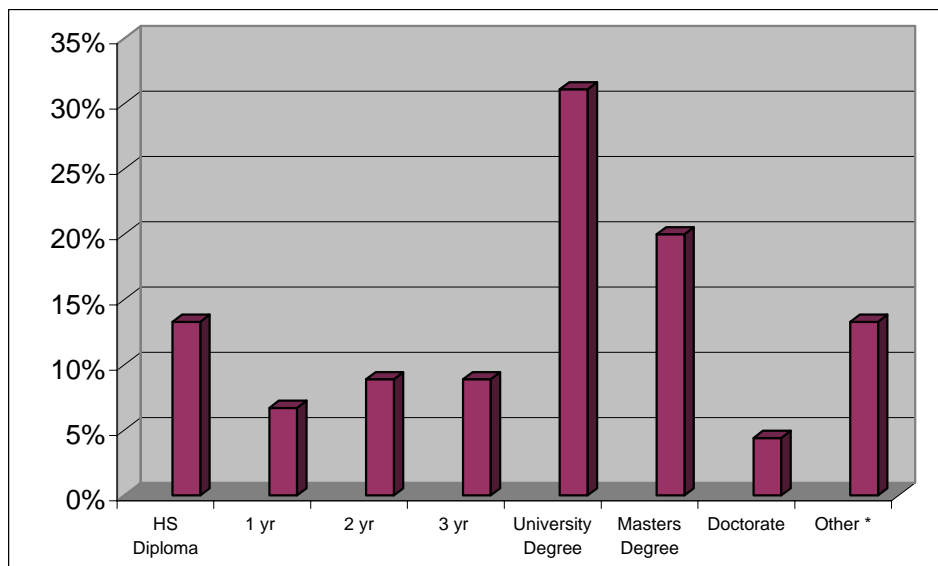


6. What is your highest level of education?

HS Diploma	6	13.3%
1 yr	3	6.7%
2 yr	4	8.9%
3 yr	4	8.9%
University Degree	14	31.1%
Masters Degree	9	20.0%
Doctorate	2	4.4%
Other *	6	13.3%

* Others include: Training courses, current students, some university, RN/RPN

Total Respondents	45
(skipped this question)	2

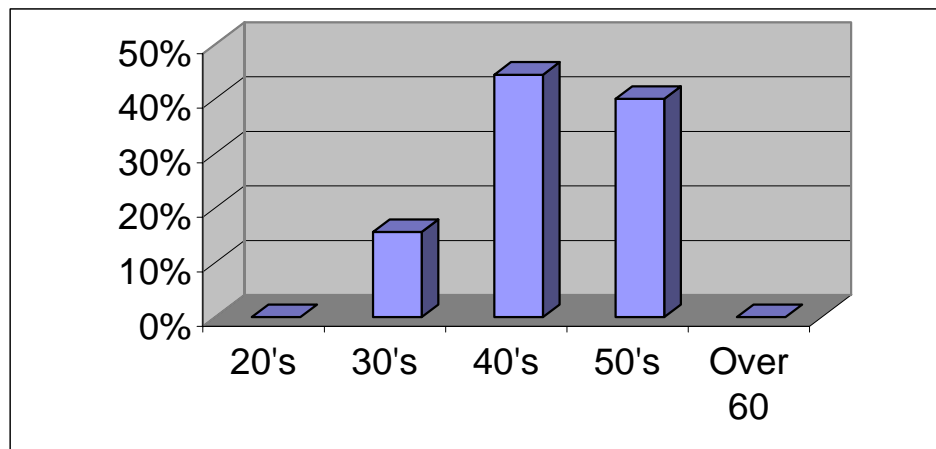


CEAPA TREND SURVEY 2003

7. Age

20's	0	0.0%
30's	7	15.6%
40's	20	44.4%
50's	18	40.0%
Over 60	0	0.0%

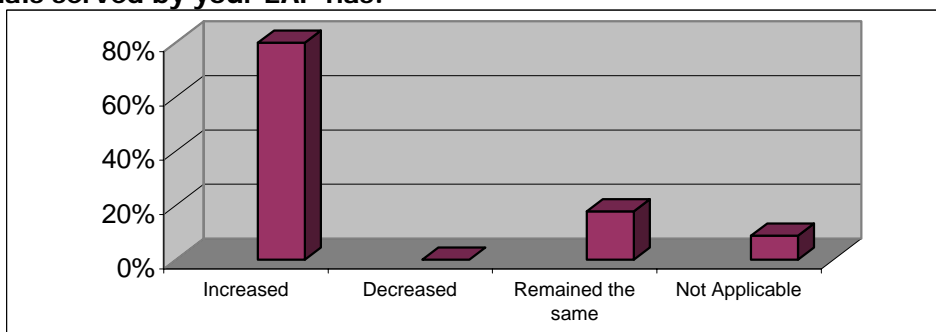
Total Respondents	45
(skipped this question)	2



8. Over the past year, would you say the number of individuals served by your EAP has:

Increased	36	80.0%
Decreased	0	0.0%
Remained the same	8	17.8%
Not Applicable	4	8.9%

Total Respondents	45
(skipped this question)	2

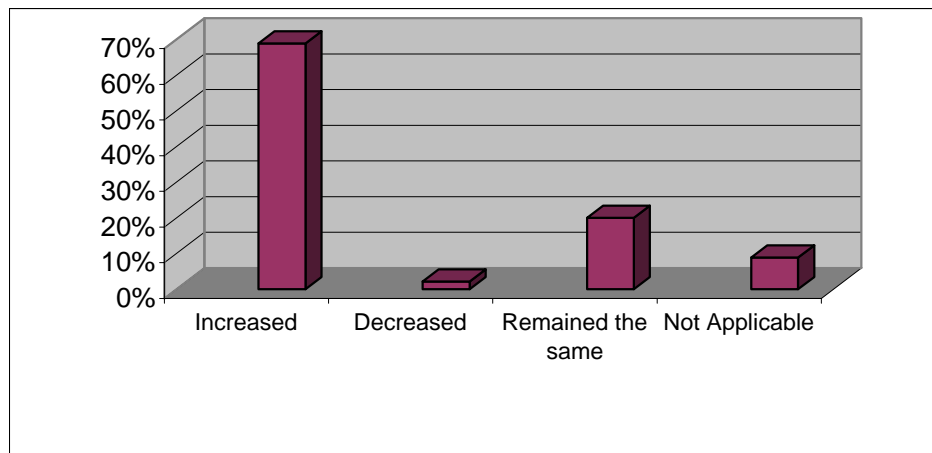


CEAPA TREND SURVEY 2003

9. Over the past year, would you say the amount of face-to-face EAP services you provide has:

Increased	31	68.9%
Decreased	1	2.2%
Remained the same	9	20.0%
Not Applicable	4	8.9%

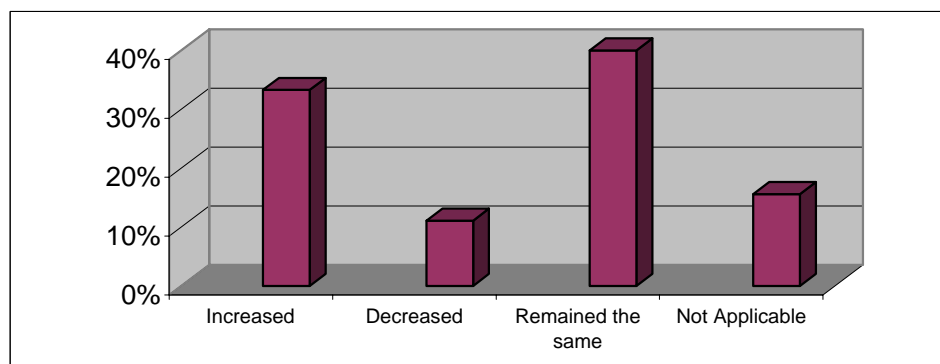
Total Respondents	45
(skipped this question)	2



10. Over the past year, would you say your organization's budget resources per capita to support EAP service has:

Increased	15	33.3%
Decreased	5	11.1%
Remained the same	18	40.0%
Not Applicable	7	15.6%

Total Respondents	45
(skipped this question)	2



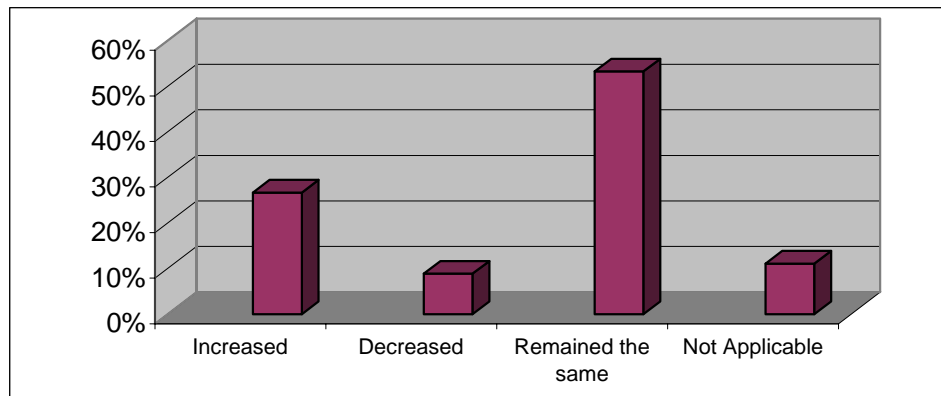
CEAPA TREND SURVEY 2003

11. Over the past year, would you say your organization's staffing resources to support EAP services

has:

Increased	12	26.7%
Decreased	4	8.9%
Remained the same	24	53.3%
Not Applicable	5	11.1%

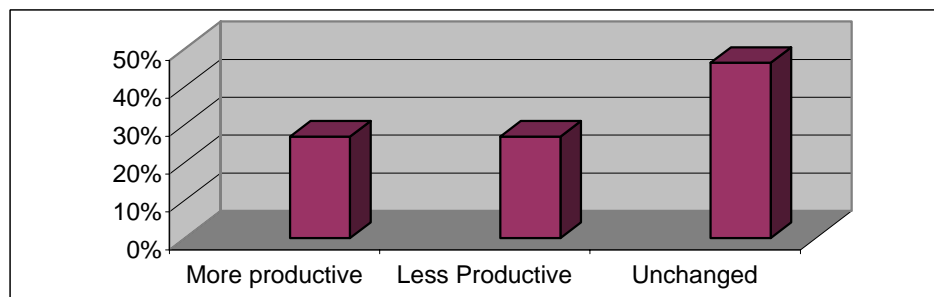
Total Respondents	45
(skipped this question)	2



12. In your personal opinion would you say that over the past year, employees are:

More productive	11	26.8%
Less Productive	11	26.8%
Unchanged	19	46.3%

Total Respondents	41
(skipped this question)	6

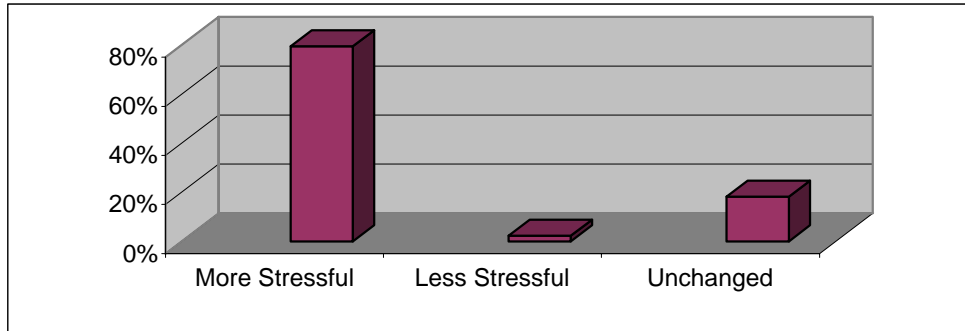


CEAPA TREND SURVEY 2003

13. In your personal opinion would you say that over the past year, the workplace has become:

More Stressful	35	79.5%
Less Stressful	1	2.3%
Unchanged	8	18.2%

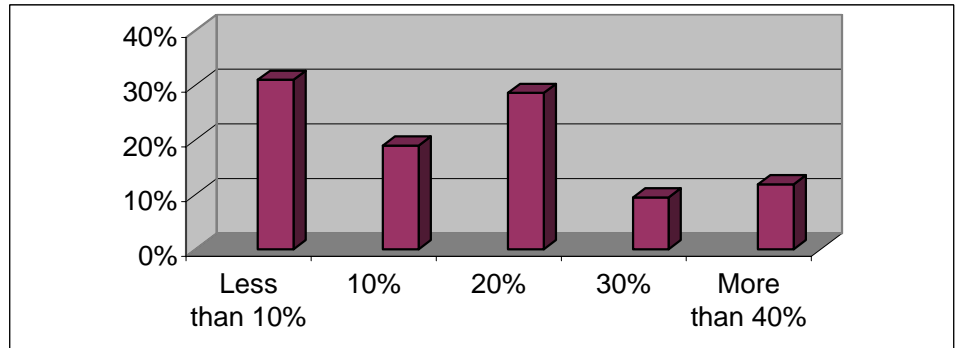
Total Respondents	44
(skipped this question)	3



14. What percentage of referrals deal with workplace conflict?

Less than 10%	13	31.0%
10%	8	19.0%
20%	12	28.6%
30%	4	9.5%
More than 40%	5	11.9%

Total Respondents	42
(skipped this question)	5

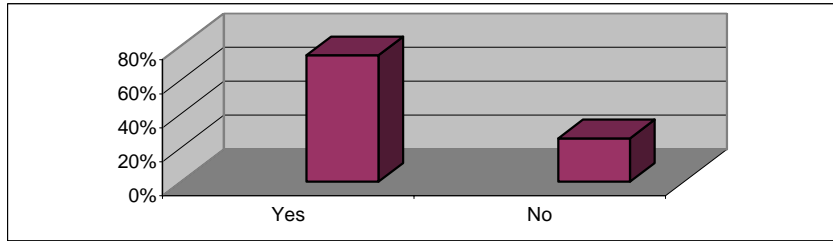


CEAPA TREND SURVEY 2003

15. Does your EAP offer worksite mediation?

Yes	32	74.4%
No	11	25.6%

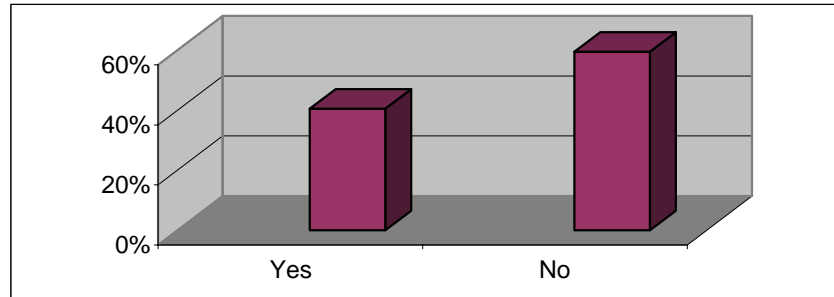
Total Respondents	43
(skipped this question)	4



16. Do your EAP counsellors provide "fit for duty" assessments before employees return to work?

Yes	17	40.5%
No	25	59.5%

Total Respondents	42
(skipped this question)	5

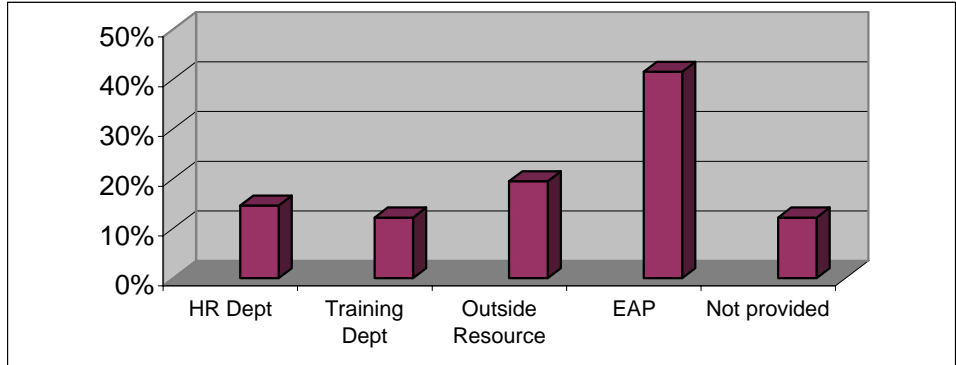


CEAPA TREND SURVEY 2003

17. Who provides Wellness Workshops at your workplace?

HR Dept	6	14.6%
Training Dept	5	12.2%
Outside Resource	8	19.5%
EAP	17	41.5%
Not provided	5	12.2%

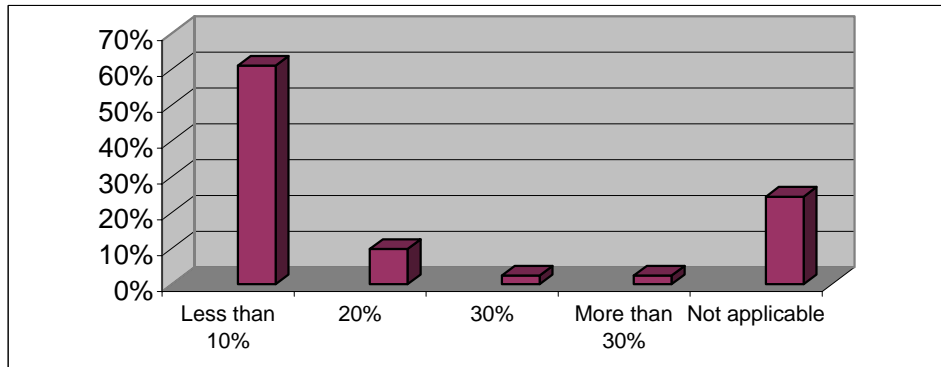
Total Respondents	41
(skipped this question)	6



18. What % of your EAP week is taken up providing workshops?

Less than 10%	25	61.0%
20%	4	9.8%
30%	1	2.4%
More than 30%	1	2.4%
Not applicable	10	24.4%

Total Respondents	41
(skipped this question)	6

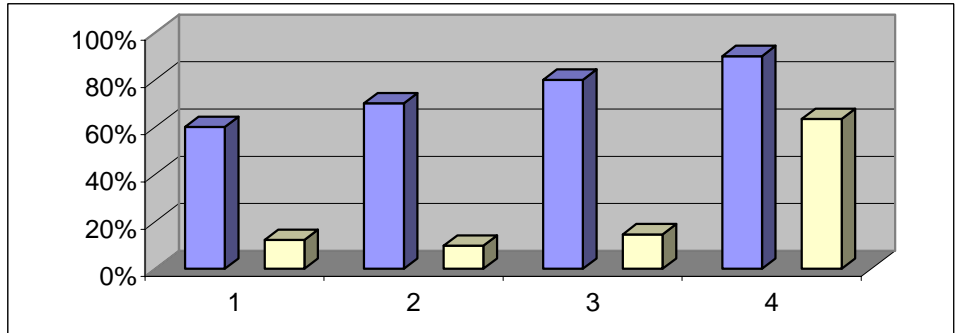


CEAPA TREND SURVEY 2003

19. What % of your EAP clients are voluntary, eg.. self refer?

60%	5	12.2%
70%	4	9.8%
80%	6	14.6%
90%	26	63.4%

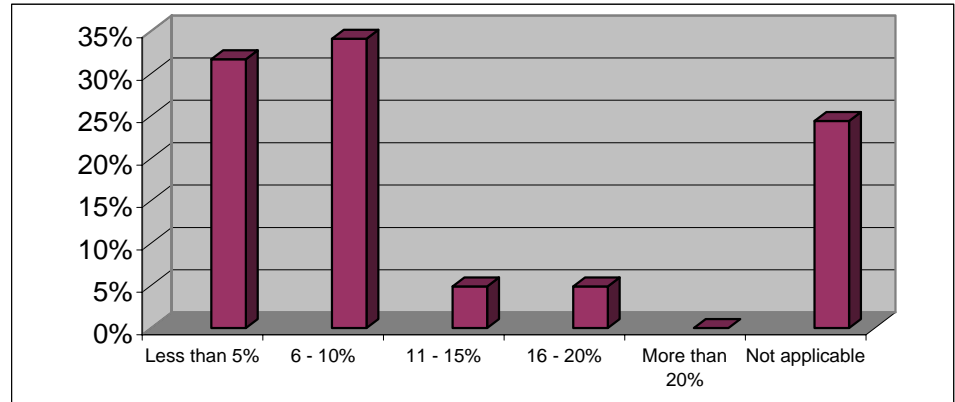
Total Respondents	41
(skipped this question)	6



20. What % of your EAP referrals are "formal supervisory" or "mandatory" type referrals?

Less than 5%	13	31.7%
6 - 10%	14	34.1%
11 - 15%	2	4.9%
16 - 20%	2	4.9%
More than 20%	0	0.0%
Not applicable	10	24.4%

Total Respondents	41
(skipped this question)	6

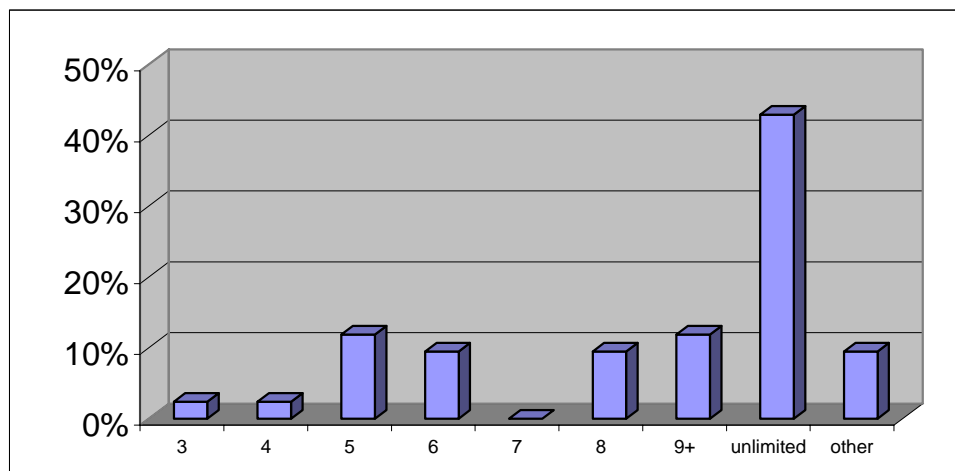


CEAPA TREND SURVEY 2003

21. How many counselling sessions are typically available through your EAP?

3	1	2.4%
4	1	2.4%
5	5	11.9%
6	4	9.5%
7	0	0.0%
8	4	9.5%
9+	5	11.9%
unlimited	18	42.9%
other	4	9.5%

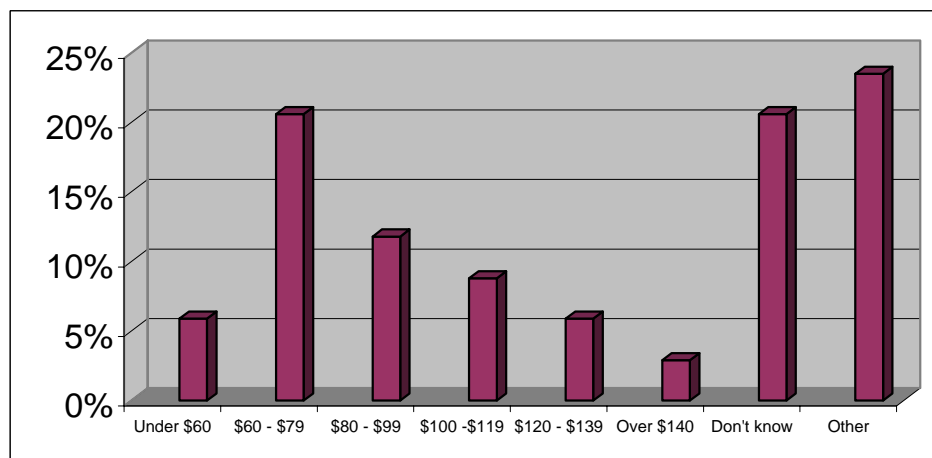
Total Respondents	42
(skipped this question)	5



22. If your EAP services are contracted on an hourly basis, how much do you pay for EAP services?

Under \$60	2	5.9%
\$60 - \$79	7	20.6%
\$80 - \$99	4	11.8%
\$100 - \$119	3	8.8%
\$120 - \$139	2	5.9%
Over \$140	1	2.9%
Don't know	7	20.6%
Other	8	23.5%

Total Respondents	34
(skipped this question)	13

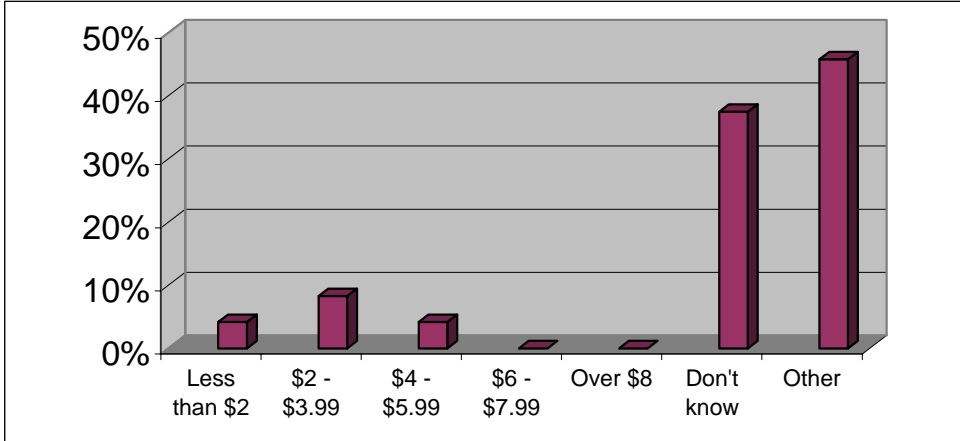


CEAPA TREND SURVEY 2003

23. If your EAP is contracted on a per employee per month basis, what is the fee?

Less than \$2	1	4.2%
\$2 - \$3.99	2	8.3%
\$4 - \$5.99	1	4.2%
\$6 - \$7.99	0	0.0%
Over \$8	0	0.0%
Don't know	9	37.5%
Other	11	45.8%

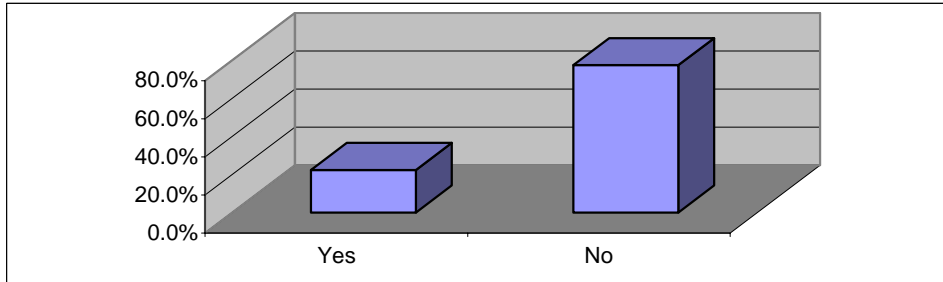
Total Respondents	24
(skipped this question)	22



24. Has your EAP counsellor's) been requested to appear at Arbitrations when employees were terminated?

Yes	9	22.5%
No	31	77.5%

Total Respondents	40
(skipped this question)	7

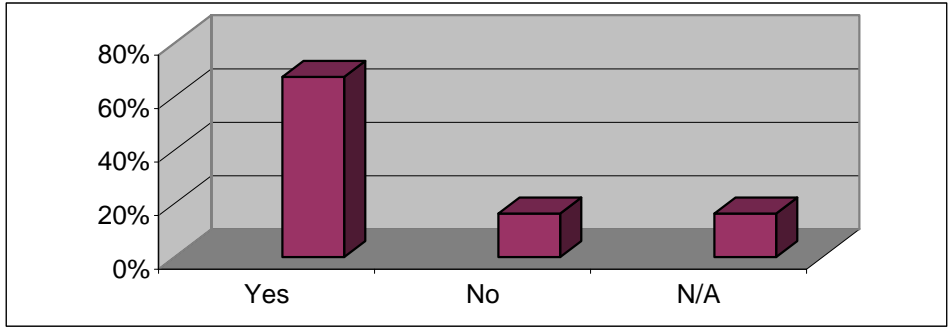


CEAPA TREND SURVEY 2003

25. Do you have an active EAP Advisory Committee make up of management and employee or union reps?

Yes	29	67.4%
No	7	16.3%
N/A	7	16.3%

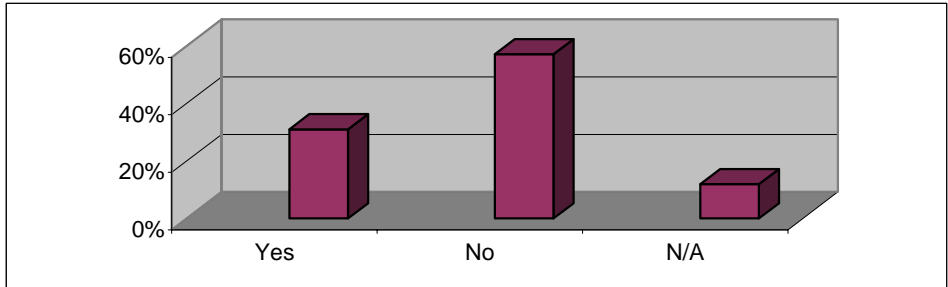
Total Respondents	43
(skipped this question)	4



26. Does your EAP service offer specific training sessions for shift workers?

Yes	13	31.0%
No	24	57.1%
N/A	5	11.9%

Total Respondents	42
(skipped this question)	5

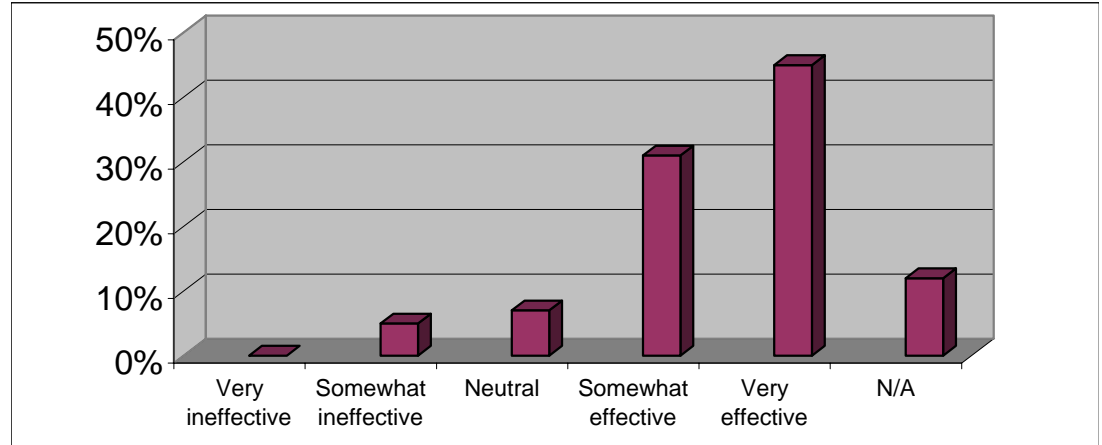


CEAPA TREND SURVEY 2003

27. Rate your EAP's ability to deal with complex return to work issues for an Addicted employee?

Very ineffective	0	0.0%
Somewhat ineffective	2	5.0%
Neutral	3	7.0%
Somewhat effective	13	31.0%
Very effective	19	45.0%
N/A	5	12.0%

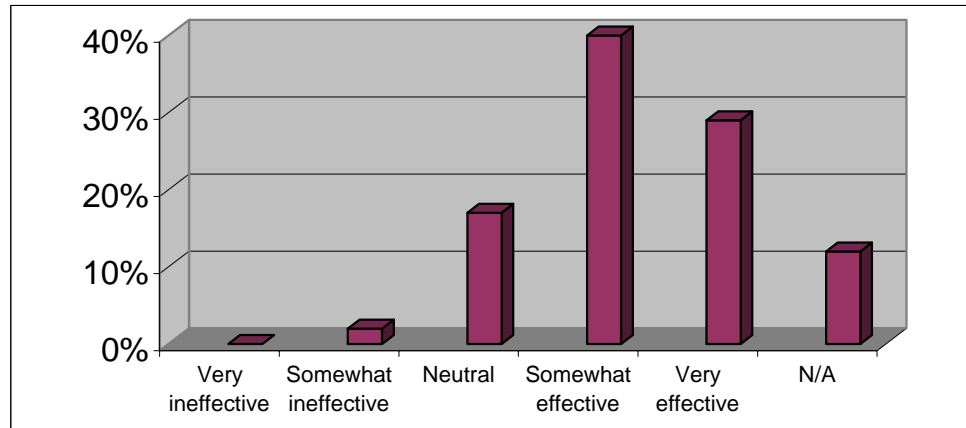
Total Respondents	42
(skipped this question)	5



28. Rate your EAP's ability to deal with complex return to work issues with an employee with a Mental Health issue.

Very ineffective	0	0.0%
Somewhat ineffective	1	2.0%
Neutral	7	17.0%
Somewhat effective	17	40.0%
Very effective	12	29.0%
N/A	5	12.0%

Total Respondents	42
(skipped this question)	5

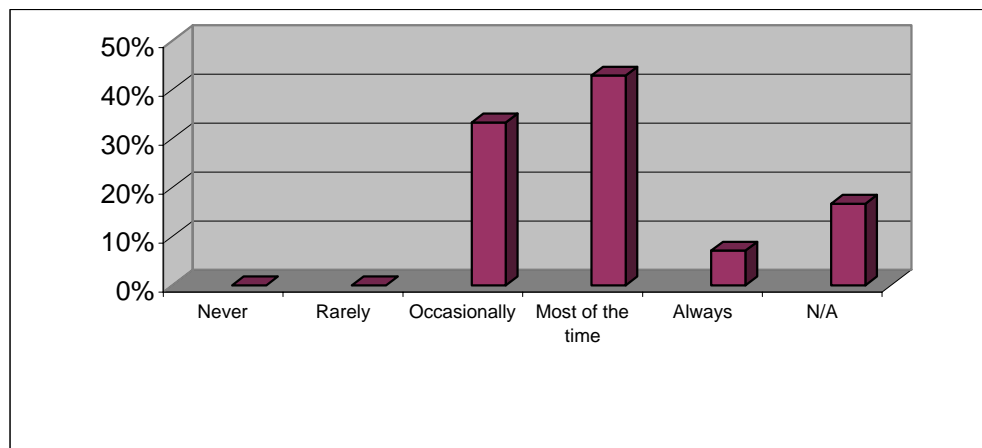


CEAPA TREND SURVEY 2003

29. Are employee Disability Management policies and EAP's on the same page when dealing with troubled employees?

Never	0	0.0%
Rarely	0	0.0%
Occasionally	14	33.3%
Most of the time	18	42.9%
Always	3	7.1%
N/A	7	16.7%

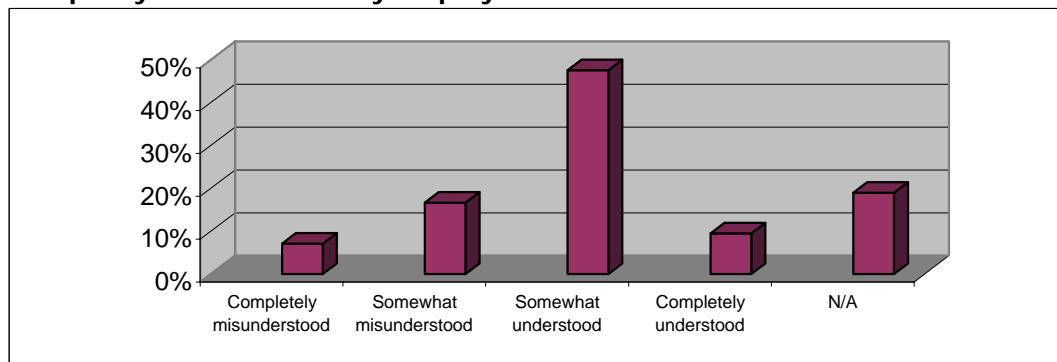
Total Respondents	42
(skipped this question)	5



30. How would you say the employer Drug and Alcohol policy is understood by employees?

Completely misunderstood	3	7.1%
Somewhat misunderstood	7	16.7%
Somewhat understood	20	47.6%
Completely understood	4	9.5%
N/A	8	19.0%

Total Respondents	42
(skipped this question)	5

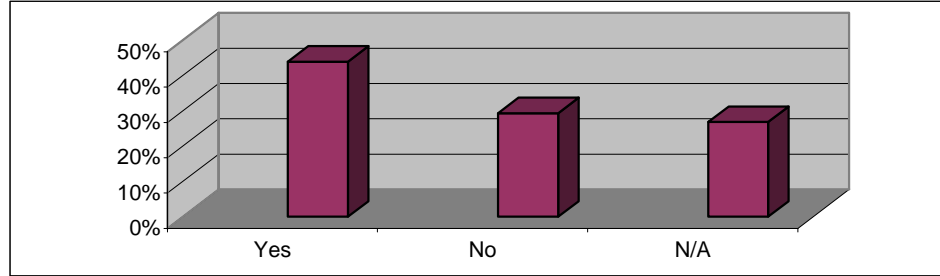


CEAPA TREND SURVEY 2003

31. Is the employer Drug and Alcohol policy integrated into the EAP program?

Yes	18	43.9%
No	12	29.3%
N/A	11	26.8%

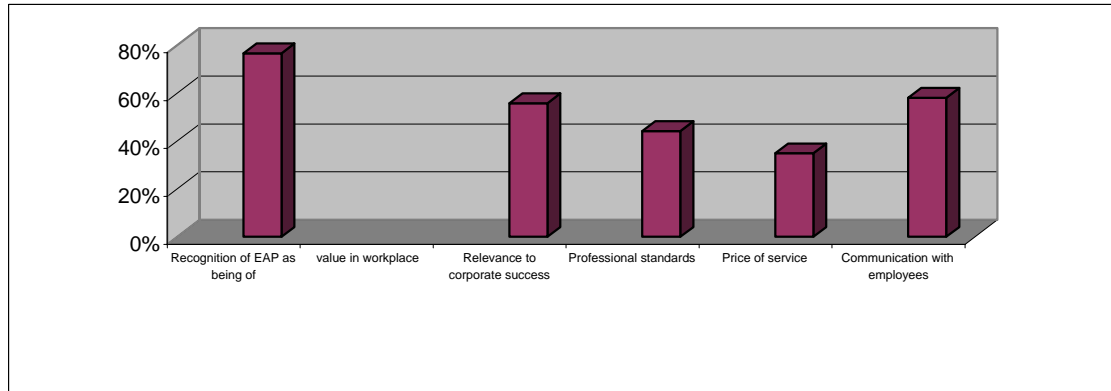
Total Respondents	41
(skipped this question)	6



32. What are the key issues facing EAP's over the next 3 years? (tick all the apply)

Recognition of EAP as being of value in workplace	33	76.7%
Relevance to corporate success	24	55.8%
Professional standards	19	44.2%
Price of service	15	34.9%
Communication with employees	25	58.1%

Total Respondents	43
(skipped this question)	4

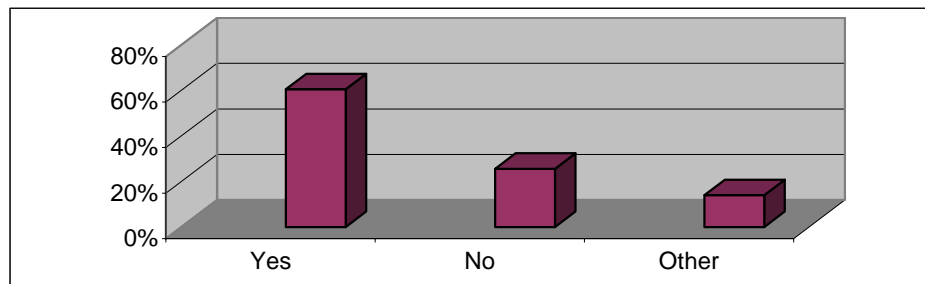


CEAPA TREND SURVEY 2003

33. Do employees believe there is a stigma attached to seeking EAP help?

Yes	26	60.5%
No	11	25.6%
Other	6	14.0%

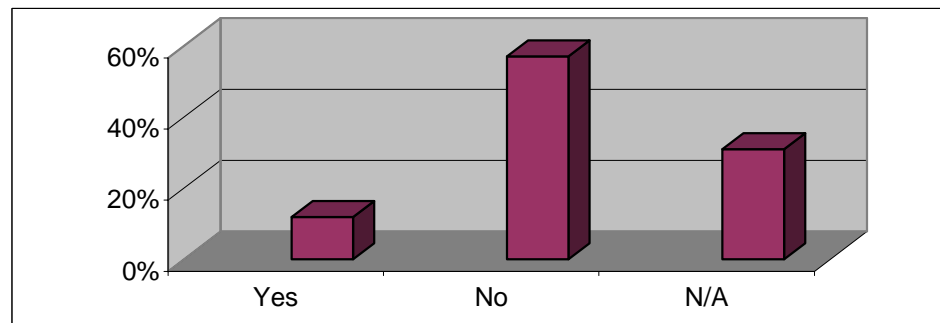
Total Respondents	43
(skipped this question)	4



34. Are you finding you are going to workshops/conferences that you are not interested in, in order to obtain PD (professional development) hours?

Yes	5	11.9%
No	24	57.1%
N/A	13	31.0%

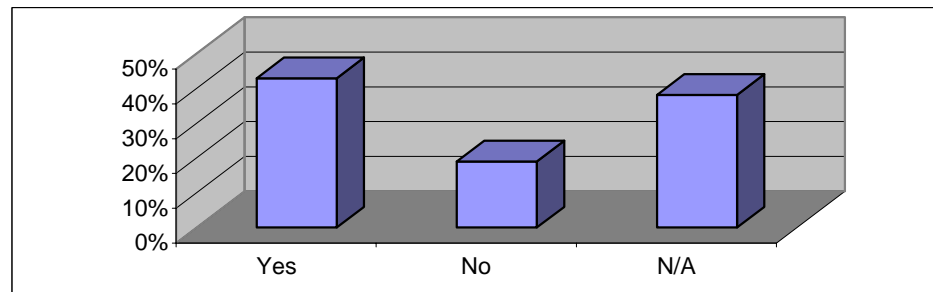
Total Respondents	42
(skipped this question)	5



35. Are you concerned about the cost effectiveness of obtaining PD hours when you have to travel outside of Canada?

Yes	18	42.9%
No	8	19.0%
N/A	16	38.1%

Total Respondents	42
(skipped this question)	5

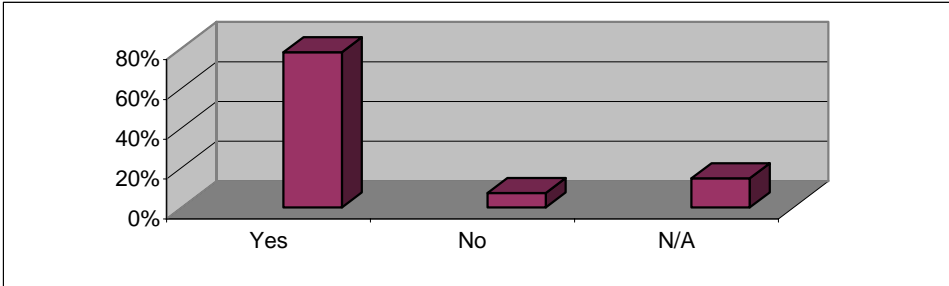


CEAPA TREND SURVEY 2003

36. If CEAPA were to offer moderate cost PD hours in Canada would you be interested?

Yes	32	78.0%
No	3	7.3%
N/A	6	14.6%

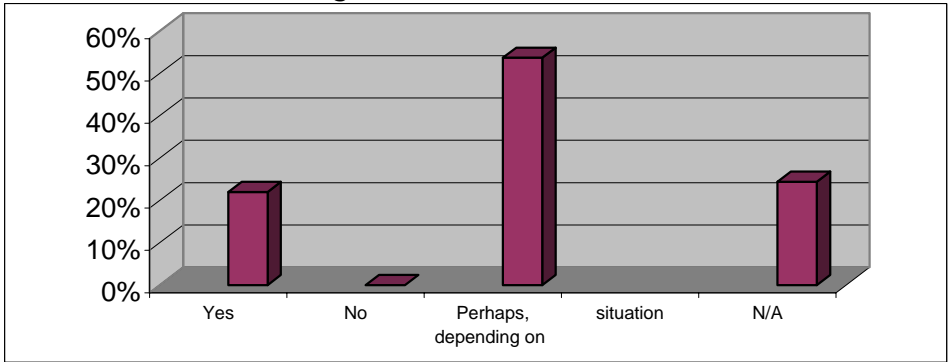
Total Respondents	41
(skipped this question)	6



37. If you have First Nations or Aboriginal clients would you recommend their seeing Elders?

Yes	9	22.0%
No	0	0.0%
Perhaps, depending on situation	22	53.7%
N/A	10	24.4%

Total Respondents	41
(skipped this question)	6

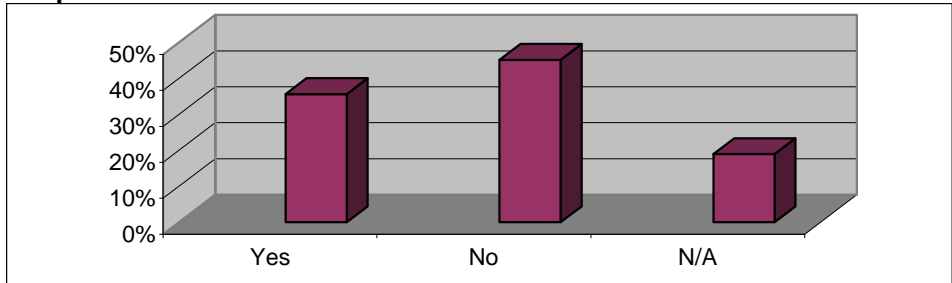


CEAPA TREND SURVEY 2003

38. Have you ever suggested that clients attend alternate therapies like Reiki sessions?

Yes	15	35.7%
No	19	45.2%
N/A	8	19.0%

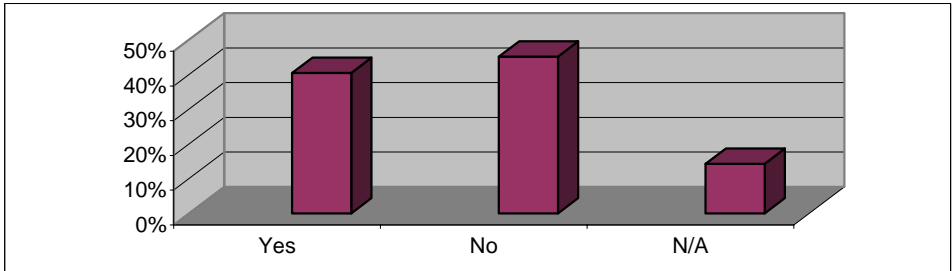
Total Respondents	42
(skipped this question)	5



39. Do you see a shortage of qualified counsellors when baby boomer age clinicians commence retiring?

Yes	17	40.5%
No	19	45.2%
N/A	6	14.3%

Total Respondents	42
(skipped this question)	5



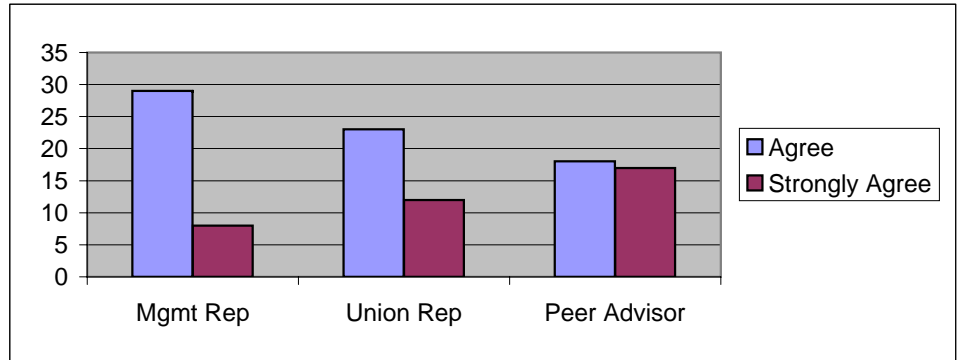
CEAPA TREND SURVEY 2003

40. Would you agree that the following individuals in your workplace are more likely to refer a client to EAP today than they were 3 years ago?

	Mgmt Rep	Union Rep	Peer Adv.
Strongly Disagree	2% (1)	2% (1)	2% (1)
Disagree	5% (2)	5% (2)	2% (1)
Neutral	5% (2)	5% (2)	10% (4)
Agree	69% (29)	58% (23)	44% (18)
Strongly Agree	19% (8)	30% (12)	41% (17)

Total Respondents	42
(skipped this question)	5

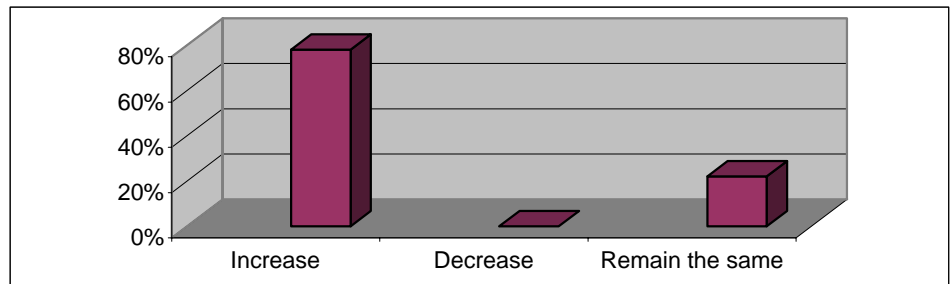
	Agree	Strongly Agree
Mgmt Rep	29	8
Union Rep	23	12
Peer Advisor	18	17



41. Are you seeing employee usage rates:

Increase	32	78.0%
Decrease	0	0.0%
Remain the same	9	22.0%

Total Respondents	41
(skipped this question)	6



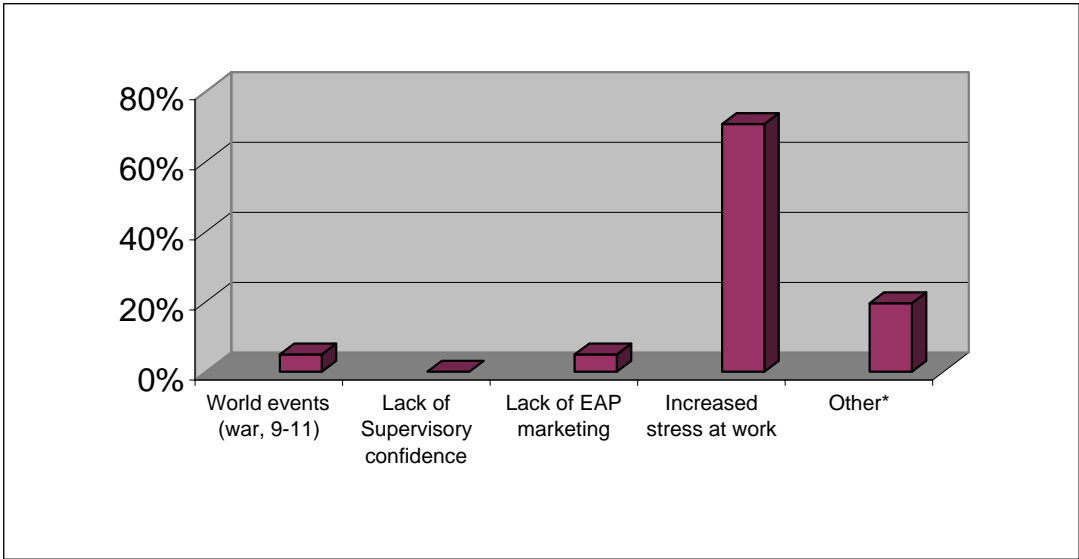
CEAPA TREND SURVEY 2003

42. With respect to employee usage trends, do you feel this is because of:

World events (war, 9-11)	2	4.9%
Lack of Supervisory confidence	0	0.0%
Lack of EAP marketing	2	4.9%
Increased stress at work	29	70.7%
Other*	8	19.5%

Total Respondents	41
(skipped this question)	6

Other*
stress
awareness
improved perception



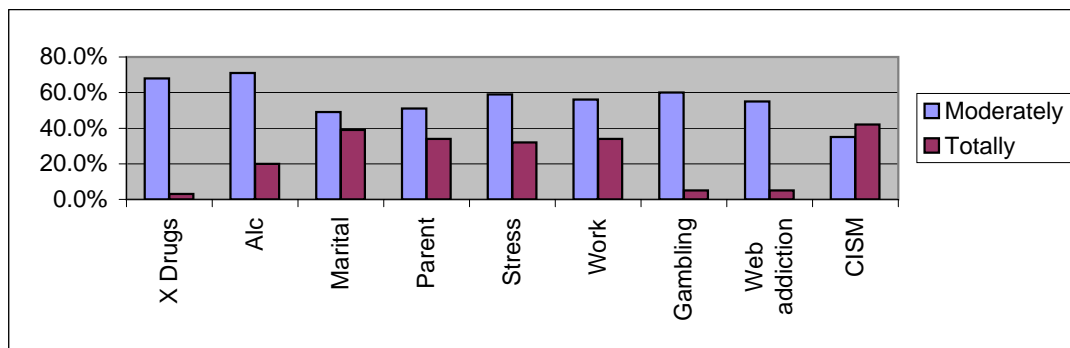
CEAPA TREND SURVEY 2003

43. Rate EAP's ability to deal with:

	Totally Ineffective	Moderately Ineffective	Neutral	Moderately Effective	Totally Effective	Response Average
Illegal Drugs	0	8.0%	21.0%	68.0%	3.0%	3.66
Alcoholism	0	2.0%	7.0%	71.0%	20.0%	4.07
Marital issues	0	0.0%	12.0%	49.0%	39.0%	4.27
Parenting	0	0.0%	15.0%	51.0%	34.0%	4.2
Stress	0	7.0%	2.0%	59.0%	32.0%	4.15
Workplace issues	0	2.0%	7.0%	56.0%	34.0%	4.22
Gambling	0	8.0%	28.0%	60.0%	5.0%	3.63
Internet addiction	0	10.0%	30.0%	55.0%	5.0%	3.55
CISM		2.0%	20.0%	35.0%	42.0%	4.18

Total Respondents	41
(skipped this question)	6

	Moderately	Totally
X Drugs	68.0%	3.0%
Alc	71.0%	20.0%
Marital	49.0%	39.0%
Parent	51.0%	34.0%
Stress	59.0%	32.0%
Work	56.0%	34.0%
Gambling	60.0%	5.0%
Web addiction	55.0%	5.0%
CISM	35.0%	42.0%

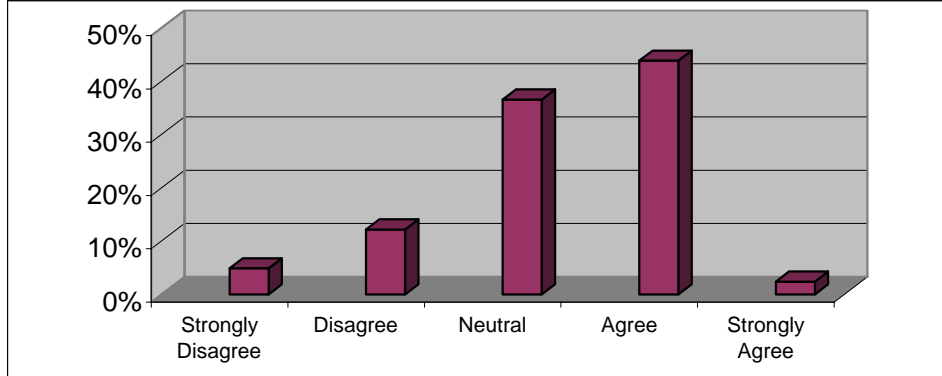


CEAPA TREND SURVEY 2003

44. In your opinion, do you see Employee Assistance and Worklife fields merging to provide integrated mental health services?

Strongly Disagree	2	4.9%
Disagree	5	12.2%
Neutral	15	36.6%
Agree	18	43.9%
Strongly Agree	1	2.4%

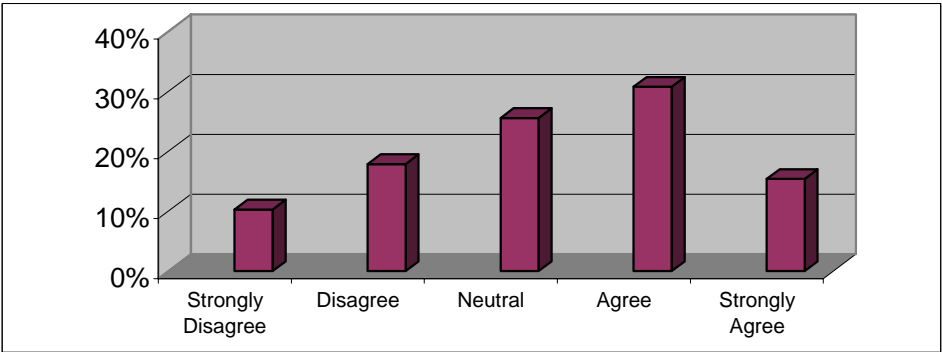
Total Respondents	41
(skipped this question)	6



45. Do you receive ample recognition from the employer's) for the work you do?

Strongly Disagree	4	10.3%
Disagree	7	17.9%
Neutral	10	25.6%
Agree	12	30.8%
Strongly Agree	6	15.4%

Total Respondents	39
(skipped this question)	8

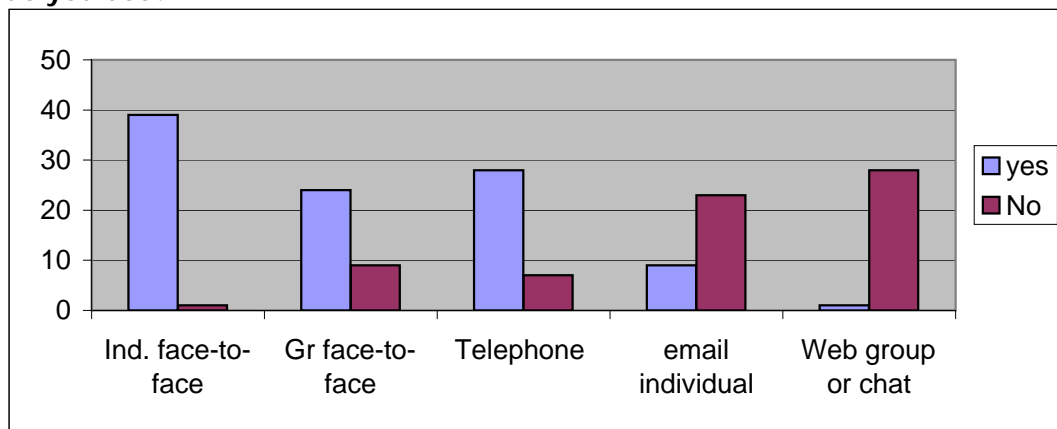


CEAPA TREND SURVEY 2003

46. Which of the following methods of counselling do you use?

	Yes	No
Individual face-to-face	98% (39)	2% (1)
Group face-to-face	73% (24)	27% (9)
Telephone	80% (28)	20% (7)
Internet or email individual	28% (9)	72% (23)
Internet group or chat room	3% (1)	97% (28)

Total Respondents	40	
(skipped this question)	7	
	yes	No
Ind. face-to-face	39	1
Gr face-to-face	24	9
Telephone	28	7
email individual	9	23
Web group or chat	1	28



CEAPA TREND SURVEY 2003

47. What are the major issues you see confronting EAP over the next 3 years?

Standards for EAP providers and the erosion of EAP values due to methods of external providers

Budget cuts

Marketing - lots of people have no idea what EAP is or does

Privacy rights of the employee's versus employers right to know. Alcohol/drug testing/disability issues as an addiction

Education regarding forced retirement

Workplace stress/violence

Stability of the family unit

Accessibility due to shrinkage of affordable treatment facilities

Provider workforce is aging, difficult to find replacements

EAP must continue to demonstrate "workplace" presence

Workplace downsizing

Must develop accreditation process that's affordable or standards will decrease

Marital breakdowns

Ineffective management in workplace

Increasing elder care responsibility for employees

Stress, parenting, finances and marital issues which lead to other issues such as drugs and gambling

Internet addiction

Integration of internal social policies under the umbrella of EAP services: Critical Incidence Stress Debriefing

EAP screening of potential practitioners based upon suitability eg: empathy

Education in the form of self help mechanisms targeting those areas which by cause and effect create most problems for caregivers, eg: meditation, de-stressing techniques, understanding personnel morale issues, dealing with difficult people, etc.

Uniformity in standards and definitions eg: what is a client

External EAP service providers taking over the field totally

Educating workplace about "stress" when employers are moving into control management and disability management programs. Younger managers may have less tolerance for "stressed out" employees

Helping people to understand the concept of balance and how the body reacts when out of balance

In Canada, keeping our service as Canadian

Funding for adequate counselling, eg: limits on sessions on company subsidized EAP programs

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Reduction of support staff

Time constraints on professionals

Lack of professional positions due to money

Cost of services

Professional advancement

Mid-career burnout for employees that are 5 - 10 years from retirement

Client service outcome relative to justification for dollars spent

Fit for duty, accommodation, arbitration requests and LTD

Counsellor burnout

Counsellors being paid less to do more

Reduced quality of EAP care

Unrealistic expectations eg: cure someone in 3 hours

Good volunteers will have to relinquish their positions as EAP RA's as they do not possess the educational requirements to fulfill the duties. It seems that education is valued more than a kind heart and a big ear

Staff development/recruiting

When insurance benefits cover MSW counsellors, and employees go find their own counsellors, there is less incentive for managers to purchase EAP

When benefits offer "free EAP" it is not an equal service, but we can't compete with free

Employers expecting to see a whole umbrella of services eg: legal, financial, eldercare, etc. because it sounds good and EAP's have to offer all to stay competitive

Losing sight of the emphasis on the benefit of immediate, confidential counselling & core EAP service

Lack of research

Total Respondents	29
(skipped this question)	18

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48. How could CEAPA better provide service for you? Tick all that apply.

PD hours or training	27	73.0%
Networking	31	83.8%
Info about MH issues	29	78.4%
Improved web site	18	48.6%
Advocacy for MH issues	18	48.6%
Other*	16.2	6.0%

Total Respondents	37
(skipped this question)	10

Other*

Promotion of internal and external programs

Improved regulation and accreditation for EAP providers

PD hours available online to reduce travel costs

Merger with other associations to strengthen field and voice

Professional ethics issues

Deal with an aging population

