Promoting Mental Health

WPA Transatlantic Conference

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FSEAP—Family Services Employee Assistance Programs

- Founded in 1975, we are the largest National, community-based not-for-profit EAP/MAP provider in Canada

- Social Enterprise – 100% of profits support crucial community programming

- Network of 20 accredited regional FSEAP offices

- 1,828 clinical providers and certified critical incident trauma response specialists
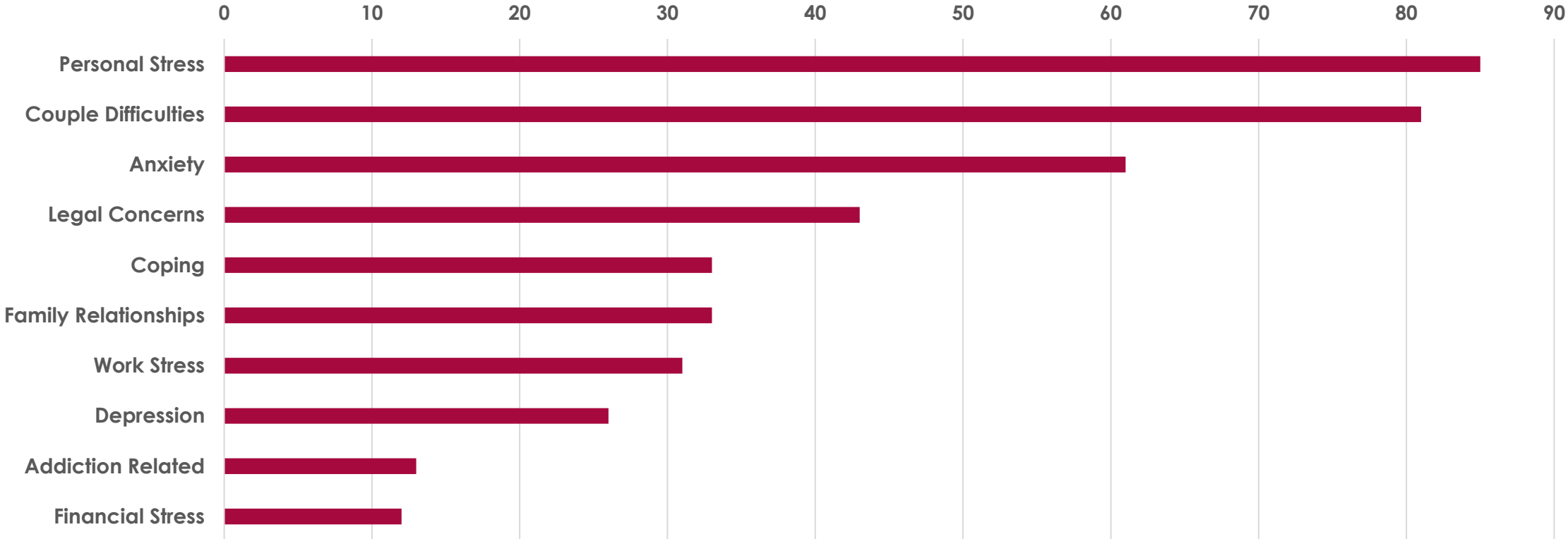
- 445,000 covered lives

FAMILY
service
CANADA

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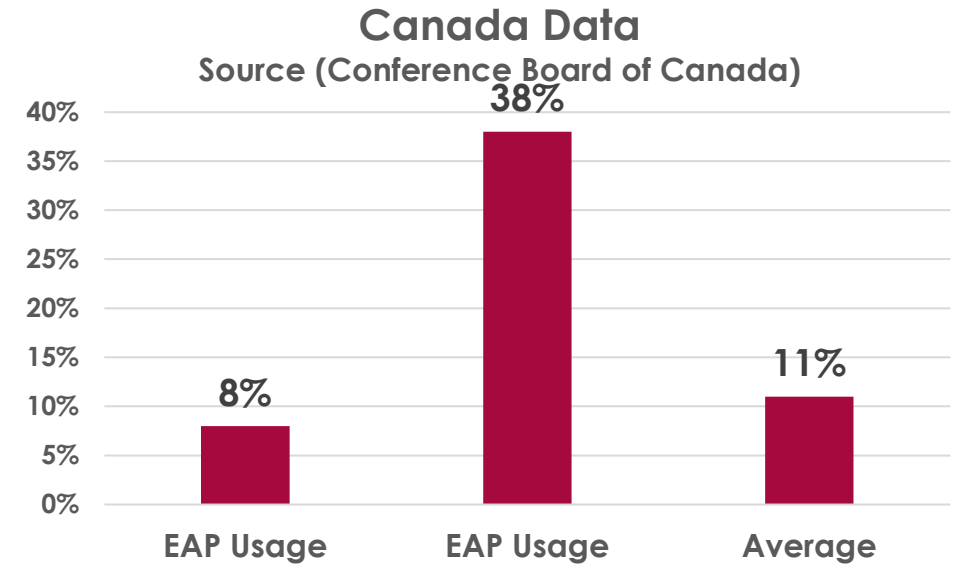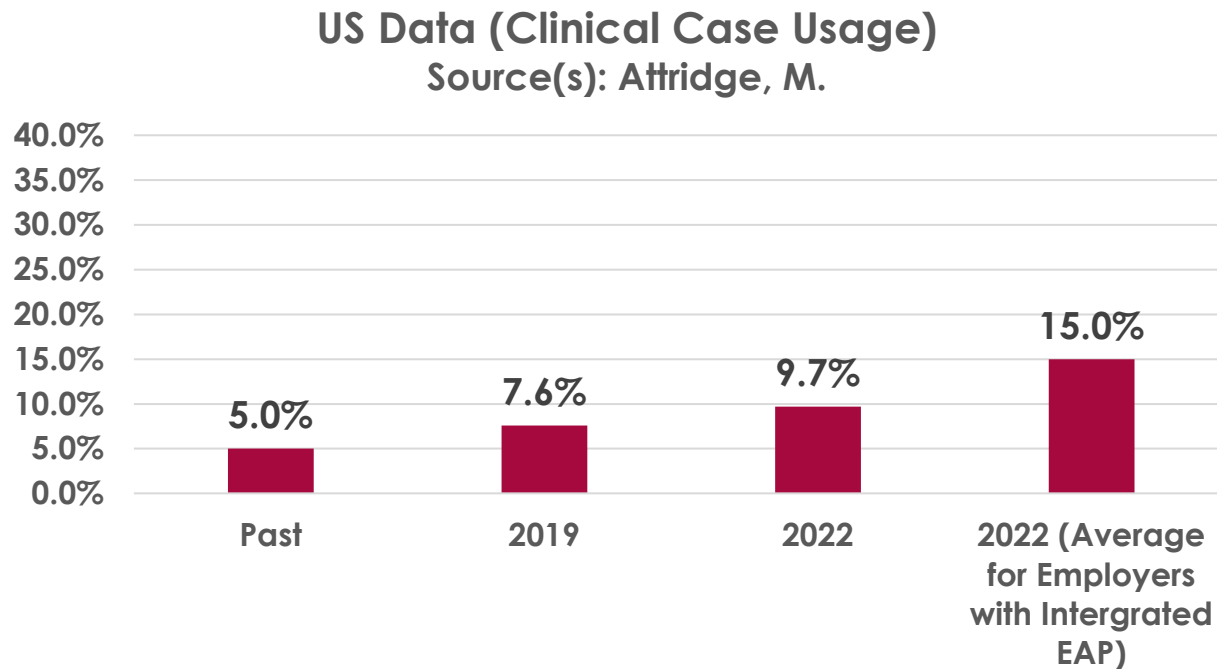
Employee Mental health

- 1 in 5 adults will experience a mental health problem[1]

- 70% of Canadians exposed to at least one traumatic event in their lifetime, 1 in 10 will develop PTSD[2]

- 1 in 5 EAP cases identifies a work-related issue as the reason for using EAP[3]

- Daily negative emotions reported by US/Canadian Employees (Gallup)[4]
  - Daily **worry** = 41%
  - Daily **stress** = 50%
  - Daily **anger** = 18%
  - Daily **sadness** = 22 %

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Top 10 Presenting Issues (reasons for accessing EAP)

Issue	Value
Personal Stress	85
Couple Difficulties	81
Anxiety	61
Legal Concerns	43
Coping	33
Family Relationships	33
Work Stress	31
Depression	26
Addiction Related	13
Financial Stress	12

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EAP Utilization Trends

US Data (Clinical Case Usage)
Source(s): Attridge, M.

Category	Value
Past	5.0%
2019	7.6%
2022	9.7%
2022 (Average for Employers with Intergrated EAP)	15.0%

Canada Data
Source (Conference Board of Canada)

Category	Value
EAP Usage	8%
EAP Usage	38%
Average	11%

Source(s): Attridge, M. Trends in Workplace Mental Health During the Covid-19 Pandemic: Implications for Vendors of EAP Services, 2021.
Attridge, M. The Facts Don't Lie Statistical Truths about the Business Value of EAPs. 52. 26-28, 2022
Conference Board of Canada Survey, 2019.

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Supporting Employee/Member Mental Health & Resiliency

Promote well-being and address a range of issues that can impact employee/plan member mental health and resiliency

Employee and Family Support **+** Mental Health Support **+** Workplace Solutions & Supports **=** Keeping Employees Healthy

EAP's Role in Supporting Employee/Member Mental Health

- Promote well-being and address a range of issues that can impact mental health

  - Counselling and Emotional Support
  - Work-Life Balance Support
  - Crisis Intervention
  - Referral and Resource Navigation
  - Training and Education
  - Prevention Measure and Awareness

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Three Pillars—
Foundation for a
Resilient Workplace
Culture

Mentallly Healthy
Workplace

Respectful,
Connected
Teams

Supportive,
Effective
Leadership

SUPPORT

PROMOTION

PREVENTION

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Integrative Approach

Promotion

- **Objective:** Promotion of positive mental health, well-being, and resiliency

Prevention

- **Objective:** Protection of employee psychological health & safety

Support

- **Objective:** Support for employee well-being & support for employees' living with mental health conditions

Integrative Approach

Promotion

- ☐ Regular, proactive promotion of EFAP to employees and managers
- ☐ Proactive training on mental health, coping & wellness
- ☐ Stigma reducing strategies
- ☐ Mental health awareness

Prevention

- ☐ Do no harm, (Psychological Health & Safety Standards--13 Factors)
- ☐ Burnout prevention through work structure & practices
- ☐ Foster environment of inclusion and respect
- ☐ Embedding positive workplace practices (mental fitness, resiliency, & positive leadership)

Support

- ☐ Access to well-being & mental health supports (EFAP clinical counselling, work/life balance supports, SAPs, Extended Care)
- ☐ Worksite post trauma support
- ☐ Conflict Resolution/Mediation
- ☐ Supportive Management (*The Supportive Workplace Training*)
- ☐ MH Champion/Peer Support Training

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EAP Mental Health + Crisis Support Services

Employee Assistance

- On-demand wellness platform
- 24/7 crisis telephone support
- Short-term professional counselling
- Therapist-guided iCBT
- Work/Life balance supports (child/eldercare, career, nutrition, legal, financial, life/health, fitness coaching and consultation services)

Mental Health

- Extended care
- Substance Abuse Professionals Services

Critical incident Trauma Support

- Immediate telephone support for workplace leaders and affected employees
- Leadership coaching
- Onsite 1-to-1 and group intervention
- Referrals as needed
- Follow-up

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