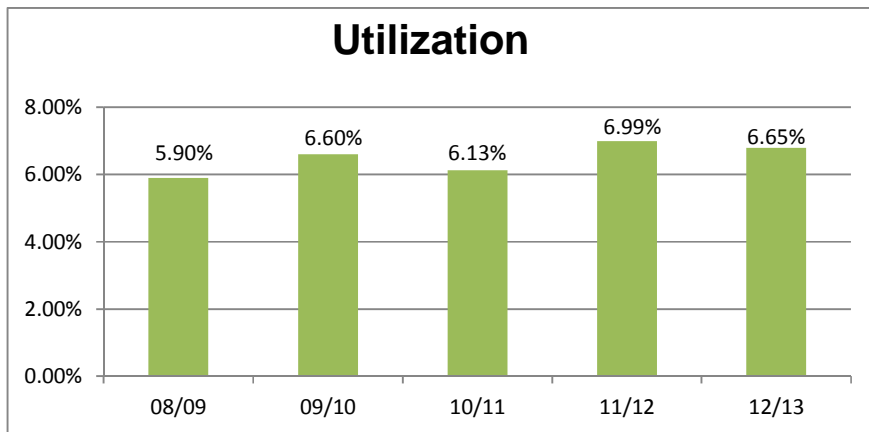


Judges
Counselling
Program
Confidential
assistance for
judges and
their families

JUDGES COUNSELLING PROGRAM Summary of Annual Statistics July 1 2012 to June 30, 2013



Utilization – Utilization by Quarter; page 3 of the annual statistical report

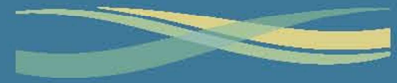
There were 179 cases this program year resulting in a utilization rate of 6.65%.

- 3- year utilization average (2010-2013) for the JCP is 6.59%
- 88% of the cases were for Counselling
- 12% of the cases were for Worklife Services

Top Counselling themes: - *Emerging Issues*; pages 7 & 8 of the annual statistical report

- Personal /Emotional: *Personal Stress, Depression, Anxiety, Grief*
- Family: *Communication, Adolescent Behaviour, Parenting*
- Couple and Relationship: *Communication & Conflict Resolution, Separation & Divorce, Relationship Breakdown, General Relationship Issues*
- Work-related: *Career, Workplace Stress*
- Addictions: *Alcohol, Other's Addiction*

Analysis: Personal Stress and Workplace Stress issues decreased slightly over the previous year while issues related to Depression, Anxiety, Grief and Mental Health increased. Communication issues in the categories of Family as well as Couple/Relationship continue to be prevalent. There was an increase in clients accessing support for Career concerns.



Counselling Service: Method of Delivery – page 8 of the annual statistical report

Counselling is available in the following formats:

- In-person
- Telephonic
- E-Counseling
- Video Counselling
- First Chat (real-time, online consultation with a counsellor)
- Text-based, Self-Directed (print and online)

Analysis: JCP clients continue to access Counselling most often through In-person and Telephonic modalities. There was one JCP case delivered through Video Counselling this past year yet no accesses through First Chat. Video Counselling is ideal for clients who prefer face-to face dialogue and are located in remote areas and/or who have privacy concerns. First Chat appeals to clients who are comfortable with technology and are interested in immediate clinical support. Eligible children of Judges may be interested in learning about First Chat. With their younger age demographic, they may find it an appealing way to reach out for help. Note: users must be 18 years old to use First Chat.

Top Worklife themes were: - *Emerging Issues; pages 10 & 11 of the annual statistical report*

- Personal Health and Well Being : *Nutrition (Healthy Eating, Weight Management, Disease State Management) and Naturopathic Services*
- Financial: *Debt/Credit, Retirement*
- Legal: *Civil Litigation*
- Elder Care: *Community Programs, Elder Care Resources and Information*

Analysis: Clients accessing Nutrition and Naturopathic services increased significantly over the previous program year and accounted for 41% of all Worklife utilization. The Health Coaching service has been well under-utilized to date. Registered Nurse “Health Coaches” are available to provide a series of telephonic personalized support sessions for non-urgent physical health issues and health-related lifestyle choices.

Demographics – *Client Profile; pages 13, 14 & 15 of the annual statistical report*

- 66% of clients identified as Judges
- 58% of clients were Female
- 83% of clients were 50+ years of age or older

Analysis: The number of Dependents accessing the JCP continues to increase each year. There was an increase in the number of Retired Judges accessing service this year but this number is still quite low (less than 10% of Judges). Consistent with previous years, more females access service than males.

OUTCOMES

Closed Counselling Interventions - page 16 of the annual statistical report

There were 148 counselling cases closed this program year with a counselling goal attainment rate of 95%.

Referrals to Outside Resources - page 18 of the annual statistical report

Clients with long-term issues were provided with referrals to *Specialized Counselling, Addiction Service Centres, Community Resources and Family Physicians.*

Pre/Post Counselling Survey Data

Clients are requested to complete a survey pre and post-counselling. Highlights of the results include:

JCP impact on General Health:

- 60% of respondents with self-reported “poor” or “fair” general health reported an improvement after counselling.

JCP impact on Mental Health

- 70% of respondents with self-reported “poor” or “fair” mental health reported an improvement after counselling.

JCP impact on Productivity

- 90% of clients who stated that their issue or problem impacted their productivity at work reported an improvement after counselling.

Client Satisfaction - page 19 of the annual statistical report

Eight client satisfaction surveys were returned. All respondents indicated that they would use the JCP again, recommend the JCP to others, and were satisfied with the program overall.

Workplace Referral Program (WRP)

The Shepell·fqi Workplace Referral Program provides professional assessment and counselling to support Judges who are experiencing performance issues at work that may be related to an underlying emotional, psychological or substance abuse problem. The program provides an important alternative to client-initiated JCP counselling – it is a more intensive and specialized intervention that aims to help resolve issues through a monitored process, which provides ongoing updates and feedback on attendance, management to goals and potential obstacles to success. Referrals into the program are made by (Chief Judge, Designated Regional Senior Judge, and Administrative Judge).

There was one WRP case this program year.