

TO: CITY MANAGER DATE: 2000 MARCH 09

FROM: JOINT EMPLOYEE ASSISTANCE PROGRAM COMMITTEE

SUBJECT: EMPLOYEE ASSISTANCE PROGRAM (E.A.P.)

PURPOSE: To obtain Council's approval for the continued funding of the Employee Assistance Program

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RECOMMENDATIONS:

1. THAT the City of Burnaby continue to retain the services of Brown Crawshaw Inc. to operate our Employee Assistance Program.
2. THAT the Employee Assistance Program be funded for 2000 as outlined in the report.

REPORT

Review of Effectiveness of Program

The Joint Committee continues to closely monitor the costs and services of the Employee Assistance Program (including Critical Incident Stress Debriefing). The program budget is allocated to assessment, referral and aftercare services and expenses are kept to an absolute minimum. A review of budgets of Employee Assistance Programs in other Lower Mainland cities supports that the Burnaby program costs compare favorably with those of other jurisdictions.

We have been advised by CUPE and the IAFF that they continue to have a high level of satisfaction with their respective memberships. A Service Satisfaction Survey completed by 89% of program participants in 1999 also indicates a high level of satisfaction with program confidentiality, response time and quality of service. The overall quality of the program was rated as excellent. Upon consideration of all of the information, the Joint Committee agrees that Brown Crawshaw Inc. are providing an efficient and cost effective service to the City of Burnaby employees.

The aim of the Employee Assistance Program continues to be professional assistance on a voluntary and confidential basis to those employees and members of their families whose personal concerns are affecting their well being or the ability of the employee. The Joint Committee supports that our current provider is meeting expectations and providing a valued service for employees of the City.

The Joint Committee therefore recommends that the City continue with the services of Brown Crawshaw Inc. in 2000. There is no anticipated increase in costs and the budget for the program remains the same.

A copy of the Annual Report covering 1999, prepared by Brown Crawshaw Inc. is available in the Clerk's Office for review by members of Council.



Patricia K. Tennant  
HUMAN RESOURCES DIRECTOR

For: JOINT EMPLOYEE ASSISTANCE PROGRAM COMMITTEE

cc: E.A.P. Joint Committee Members  
Deputy City Manager, Corporate Labour Relations

CITY OF BURNABY  
JOINT EMPLOYEE ASSISTANCE PROGRAM

THIRTEENTH ANNUAL REPORT 1999

**PROPOSED BUDGET 2000**

(January 1 through December 31, 2000)

**Brown Crawshaw Inc.** works solely on a "fee for service" basis according to an approved budget. The Consultants and Associates are paid only for the actual work undertaken and completed, as directed by the Joint Employee Assistance Program Committee.

**I. Program Consultation**

Two meetings with the Joint Committee  
(consultation, materials preparation, report writing, etc.)  
10 hours @ \$110/hour

\$ 1,100

Quarterly and Annual Reports  
7 hours @ \$110/hour

770

1,870

**II. Assessment/Referral/Aftercare**

Anticipated utilization of 118 employees  
U = 118 @ approximately 4.5 hours/referral  
531 hours @ 110/hour

58,410

**III. Expenses (out of pocket) at cost**

Estimate

1220

\$ 61,500

An additional 7% attached on each invoice represents the GST requirement.

