

RA Activity Summary Report

April to September 2012

Total Number of Visits with RAs: 1000

- Atlantic - 426
- Eastern - 75
- NCR - 156
- Ontario - 63
- Prairies - 29
- Pacific - 251

Top 3 problems/issues raised:

1. Work related - **299**
 - Workplace change/transition
 - Problem or conflict with supervisor/manager
 - Problem or conflict with colleague/subordinate
2. Family related - **275**
 - Problem or conflict with spouse/partner
 - Separation/divorce
 - Other family-related
3. Mental/Emotional Health - **252**
 - Anxious (worried, overwhelmed, panicky)
 - Depressed (discouraged, vulnerable, helpless)
 - Angry (annoyed, frustrated, bitter)

Actions taken by RA's to address issues:

- Provided Information
- Active Listening
- Referred to External Resources (e.g.- HC-EAS, community resources)
- Referred to Internal Resources (e.g.- ADR, Ombudsman, Union, HR)