

# Arcora's EAP: The Key to Resilience

Resilience refers to the ability to bounce back or recover from stress, to adapt to difficult circumstances and to remain healthy and functional in the face of significant adversity.<sup>1</sup> Despite being a major focus of behavioural science, medicine and counselling research, little is known about the impact an employee assistance program can have on an individual's level of resilience.

As an employee's level of resilience can have a big impact on their ability to perform their job, and knowing that resilience can be learned and developed, it was important for us to understand the impact that Arcora's Employee Assistance Program (EAP) has on resilience.

Research psychologist, Dr. Marc Milot, designed and independently implemented a pretest-posttest outcome study based on Arcora data that assessed changes in clients' perceived ability to bounce back or recover from stress and adversity, their coping self-efficacy and levels of presenteeism, absenteeism and productivity before and after using Arcora's EAP.

The study used a Resilience Index—an amalgam of scales used to assess an individual's ability to bounce back and cope with adversity—and included all Arcora EAP users, with additional analyses conducted with subgroups of EAP users who screened positive for depression.

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Note that this study was originally published under the previous company name, Arcora/Arcora HR. All results continue to reflect Arcora practices and outcomes for Arcora clients.

<sup>1</sup>Smith, B. W., Dalen, J., Wiggins, K., Tooley, E., Christopher, P., & Bernard, J. (2008). *The brief resilience scale: assessing the ability to bounce back*. International journal of behavioral medicine, 15(3), 194–200.



## ARCORA

# Why Resilience Matters

It's important to note that resilience is a learned skill that can be improved through high-quality counselling like Arcora's EAP.

## For Your Employees

- Resilient employees are better able to cope with life's challenges as they arise.
  - Employees who access Arcora's best-in-class counselling are more able to bounce back and manage challenges, irrespective of their mental well-being when they accessed support or their personal demographic background.

## For Your Business

- Resilient employees are more productive in general, and an increase in resilience after accessing Arcora services leads to improved performance on the job.
- Helping employees build resilience also has long-term benefits, including:
  - helping to maintain high levels of productivity when future life and work challenges arise; and
  - contributing to the personal growth of the whole employee, both at work and at home.

## Resilience Impacts Productivity & Life Satisfaction



**Note:** This illustrates the general correlation between increased resilience and improvements in productivity and life satisfaction. Contact us to read the full report and associated data.

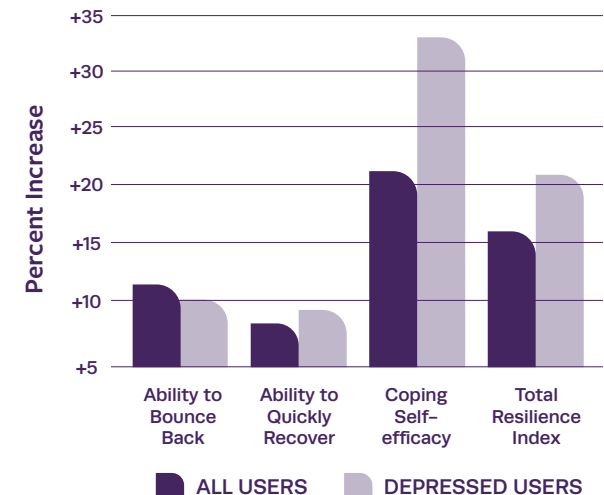


# Arcora's EAP Increases Resilience

- The research study found that after accessing Arcora's EAP:
  - Users reported statistically significant **increases on the resilience index: Average of 16% for all users.**
  - For users who screened positive for probable clinical depression before accessing the EAP (50%), the increase on the resilience index was even greater: **Average of 21% for users with depression.**
- Users who reported a large increase in resilience after counselling also reported greater improvements in productivity and life satisfaction, as well as reduced presenteeism and unplanned absences.
  - Earlier research around productivity showed these boosts in resilience after accessing the EAP translated into **meaningful reductions in employer costs (between \$6,476 – \$15,036 per employee per year).**<sup>2</sup>

<sup>2</sup> Milot, M. (2021). *Arcora Productivity Outcomes Report*.

## Improvements in Resilience After Using Arcora's EAP



## How We Achieve Resilience Through Arcora's EAP

1

### We recruit, support and manage a high-quality network of professionals.

Professionals in the Arcora Network are a natural reflection of our commitment to people, and our belief in the value and impact of counselling. Our high recruitment standards, coupled with our onboarding and ongoing engagement with network clinicians ensures our clients are always connected to high quality, effective and empathetic professionals who are the best fit for their unique needs, and will produce the outcomes our programs are designed to deliver.

2

### We are focused on the quality of the match.

The research showed that clients who reported high levels of therapeutic alliance (connection between the counsellor and client that assists them in achieving their goals) also reported greater increases in resilience. This is why we focus significant resources on the quality of the client/counsellor match, as it's proven to be the single most important factor of a successful counselling journey.

3

### We ensure outcomes are experienced equitably, no matter the demographics of the client.

Benefit equity analysis showed that gender, age, ethnicity, marital status, education and occupation had no impact on the extent of the resilience boost associated with Arcora EAP counselling—a program that works for everyone.





# The Takeaway

**Arcora's EAP produced significant improvements in the user's resilience or ability to manage adversity in their work or personal lives.**

Employees were better equipped to recover from and address the issue or concern they were seeking support for—and more quickly—through accessing Arcora's program. What's more, as a result of this increased resilience, all employees who accessed the EAP—regardless of their demographics—can be expected to better cope and recover when facing future adversity and challenges with fewer negative impacts on their well-being, or loss of time or productivity at work. Arcora's EAP is a critical business investment and resilience-building solution proven to help your employees confidently manage their current stressors, while also leaving them better equipped for future challenges.

