

EAP ASSOCIATION

EXCHANGE

NOVEMBER/DECEMBER 1992 VOL. 22 NO. 11

Face-to-Face
in
Atlanta!



21st
Annual
Conference
in Review

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EDITOR'S COMMENT

Face to Face

AMONG THE MANY REASONS why employee assistance professionals attend EAPA's annual conferences each year—there's probably one that can be cited for each digit on both hands—the most fundamental reason is the opportunity to meet with colleagues face-to-face. That is the message on this month's cover. From October 30-November 3, two thousand two hundred and eighty-nine registrants enthusiastically congregated at the Hyatt Regency in Atlanta for the 21st EAPA Annual Conference. Annual Conference Week stands in stark contrast to the other 11 months and three weeks of the year, when most business and collegial networking is accomplished by phone or letter and, for many EAP people, it happens in relative isolation.

Our post-conference coverage begins on page 18 and, as on the cover, we let photos tell most of the story.

THIS BEING AN EVEN-NUMBERED YEAR, newly elected Board members were inducted during the conference. Please turn to page 6 for an introduction to EAPA's new Executive Committee and coterie of regional representatives who will serve for the 1992-94 term. Committee chairs appointed by President Sandra Turner are also introduced.

LEGAL CHALLENGES TO confidentiality regulations and the Americans With Disabilities Act were presented at a mock hearing held during the Annual Conference. In "high-

noon" courtroom drama, a sitting federal judge and two lawyers elucidated the fine points of law during the two-hour session. For the benefit of all EAPA members, extended excerpts are published beginning on page 23.

Two other features relate to contemporary employee assistance practice. First Union Bank of Florida EAP's disaster response is laid out

in the wake of Hurricane Andrew, the worst natural disaster on record. Also, The Business Page series on building an integrated EAP-managed care program continues with guidelines for establishing a preferred provider network, written by EAP staff at Conoco Inc.

ONE LAST NOTE. Registrants at the Annual Conference received a pencil in their registration packets from new Executive Committee members Sandra Turner, George Cobbs, Tamara Cagney and Madeleine Tramm. An inscription reads, "Thanks so much for your vote. Now...we need your support!" The slightly more terse, implicit message behind the unsharpened pencils was, "It's up to you to get the lead out!" EAPA's leadership and staff look forward to working with you and on your behalf throughout the coming two years.

Rudy M. Yandrick

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Tamara Cagney, Secretary
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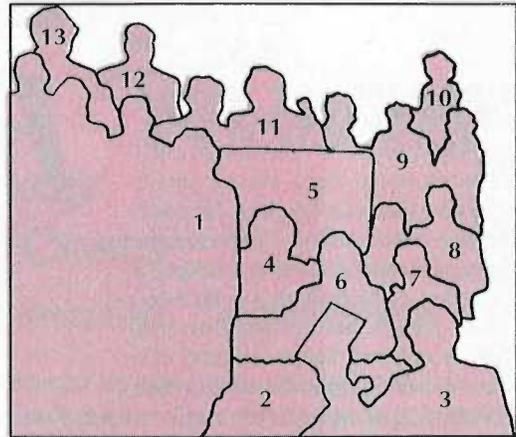
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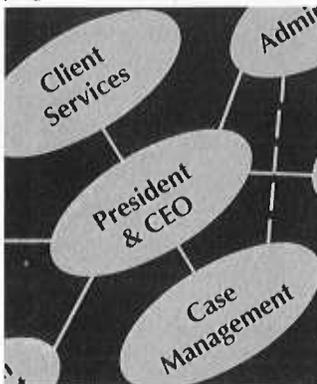
Among the attractions at the 21st Annual Conference were: (1) new Executive Committee members (top to bottom) Tamara Cagney, Madeleine Tramm, George Cobbs and Sandra Turner; (2) the vast sea of attendees; (3) John Ogren; (4) Dr. Marvin Cetron; (5) Dr. Cetron on amplified screen; (6) Coretta Scott King; (7) C.O.O. Michael Benjamin; (8) Carole Stevenson and Tony Aguilar; (9) The Honorable James Trimble (l), Nanette Cagney (c) and Judith Janssen; (10) Mary Morehouse; (11) Jack Dempsey (l) and Jack McCabe; (12) Dan Lanier; and (13) Ed Cleary.



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FROM THE C.O.O.

EAPs and the Aging Agenda

by Michael L. Benjamin
Chief Operating Officer

Before I share with you a few remarks on EAPA and issues involving aging, it is imperative to focus briefly on some exciting and dramatic developments that occurred this November. First, EAPA installed its first female president, Sandra Turner. (Congratulations, Sandra!) Congratulations are also in order for the other members of our newly installed Executive Committee: Vice President George Cobbs, Secretary Tamara Cagney, and Treasurer Madeleine Tramm. Collectively, they are sure to be a dynamic leadership nucleus!

Secondly, the Association published and sent to members their first issue of the *EAPA Journal of Employee Assistance Research*. The Journal was published under the editorship of Dr. Paul M. Roman of the University of Georgia and is dedicated to Dr. Daniel Lanier, Immediate Past President of EAPA, and Thomas Delaney, former Executive Director of EAPA. Thirdly, EAPA completed a successful 21st Annual Conference, with more than 2,300 participants.

There were other significant developments in the United States political arena worthy of mention. In a landslide electoral victory (370-168), Arkansas Governor Bill Clinton won the national election over President Bush; four new female candidates were elected to U.S. Senate seats; and there was a 50% increase in minority representation in the U.S. House and Senate, with 38 seats now filled by African Americans, 16 by Hispanic Americans, and five by Asian Americans. These developments will certainly be grist for the mill during EAPA's 3rd Annual Legislative & Public Policy Conference, which will be held at Loews L'Enfant Plaza Hotel in Washington, DC on February 21-24.

Also announced at the Annual Conference, EAPA, in tandem with the National Association of Area Agen-

cies on Aging (NAAAA), has received a small grant of \$20,000 from the Administration on Aging (AoA) to link EAPs with local area agencies on aging.

"WHY AGING?"

You might ask, "Why aging?" Here are some relevant facts. Almost one in eight Americans over 65 years of age is still working full-time and many of these persons are living up to age 85. The American birth rate is in steady decline. Four-generation families—great grandmother, grandmother, mother and daughter—are becoming more common. As CBS reporter Charles Osgood has said, this is the "Day of the Gray," and there's "Gold in Gray!"

If you attended the Annual Conference's opening session, you heard our keynoter, Dr. Marvin Cetron, forecast that one of the formidable organized groups that will have to be reckoned with in the 21st Century is AARP—the American Association of Retired Persons. Thus, an important consideration for EAPs falls in the aging arena, an example of which is employee caregiving. A 1991 survey of 16,000 employees in Fairfax, Virginia (with a 25% response rate) indicated that 12% are currently providing care for an elderly relative; 12% had in the past five years; and 28% expected to within the next five years.

What is the impact of employee caregiving in the workplace? Sixty percent (60%) of corporate executives responding to a *Fortune* magazine survey taken in 1989 reported that employees are stressed, take unscheduled days off, arrive late, leave early and use the telephone excessively for personal calls.

For employee caregivers, studies show that they can experience emotional stress, anxiety, financial strain and physical fatigue. They are also prone to headaches, weight loss, depression and alcoholism.

What will the AoA grant do? The

goal of this 17-month project will be to increase the awareness of EAPs and their client companies about aging issues, particularly employee caregiving stress. In addition to providing a service to EAPA members, EAPs will benefit by having new products to market their clients, and area agencies on aging will benefit by developing community business forums on aging.

The project initiatives include:

- initiating a process of networking between area agencies on aging (AAAs) and EAPA chapters;
- implementing an eldercare awareness campaign for local employees through a series of community business forums;
- developing a training module for use by EAPs to work with line supervisors on eldercare workplace issues; and
- establishing an ongoing relationship between NAAAA and EAPA to work on joint educational programs.

Chapters that are interested in participating in this project should contact Kathy Young or me at the EAPA Office.

As this is the last issue of the *Exchange* this year, I would like to take this opportunity on behalf of the EAPA staff to say to you—our customers—"thank you" for your support, commitment and dedication during this past year. May the happiness and good fellowship of the Holiday Season be yours throughout the New Year. ❧

