



EXCHANGE

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You should also have received a pamphlet from your employer describing workers' compensation benefits and the procedures to obtain them.

Any person who makes or causes to be made any knowingly false or fraudulent material statement or material representation for the purpose of obtaining or denying workers' compensation benefits or payments is guilty of a felony.

EMPLOYEE:

MENTAL/STRESS

PHYSICAL/MENTAL

1. Name _____ Today's Date _____

2. Home Address _____

3. City _____ State _____ Zip _____

4. Date of Injury _____ Time of Injury _____ a.m. _____ p.m.

5. Address/Place where injury happened _____

6. Describe injury and part of body injured _____

7. Signature of employee _____

EMPLOYER: COMPLETE THIS SECTION AND GIVE TO EMPLOYEE A COPY IMMEDIATELY AS A RECEIPT

8. Name and address of employer _____

9. Policy # _____ Employee's Soc. Sec. # _____

11. Date employer first knew of injury _____

12. Was employee paid full wages for days lost? Yes No _____

13. Date claim form was provided to employer _____ Date employer received claim form _____

15. Name and address of insurance carrier _____ **STATE COMPENSATION INSURANCE FUND**

16. Signature of employer representative _____ Date _____

17. Title _____ 18. Telephone _____

WORKERS' COMP

What's Compensable in Your State?

EMPLOYEE: This form is to be filled out by the employee or a representative who filed the claim with the State Compensation Insurance Fund. It is not a report of injury to your Employer's First Report of Injury to your local State Fund office.

SIGNING THIS FORM IS NOT AN ADMISSION OF LIABILITY



EARN UP TO
16 PDHS!

PRESENTING FIVE CERTIFICATE COURSES IN CONJUNCTION WITH EAPA'S ANNUAL CONFERENCE

EARN UP TO
16 PDHS!

Recognizing that EAP Professionals and others who currently work with EAPs wish to enhance their existing knowledge and skills, EAPA is presenting five separate certificate training courses November 12-13, 1993 in Anaheim, California. Certificates will be awarded to enrollees upon completion of any of the 4 hour or 8 hour courses. **CEAPS CAN EARN UP TO 16 PDHS!**

TOPICS

EAP AS AN ORGANIZATIONAL CONSULTANT November 12, 1993: C.A. 4-4 PDHs

This course will explain the organizational-development roles of EAP to both corporations and labor unions. The focus is on bringing healthy change to the organization.



LABOR ISSUES FOR NON-LABOR PERSONNEL November 12, 1993: C.A. 3-4 PDHs

This course introduces the history and concepts of organized labor in the workplace, with emphasis on correcting the common mistakes made by the non-labor personnel when consulting with organized labor.



ETHICAL ISSUES IN EMPLOYEE ASSISTANCE PRACTICE November 12, 1993: C.A. 3-4 PDHs

This course will explain the potential ethical dilemmas that employee assistance practitioners face, particularly with regard to conflict-of-interest situations and potential organizational and legal liabilities. Also included will be a discussion of conflict between the EAP roles of client advocate and managed care/cost containment.



RECOGNIZING CHEMICAL DEPENDENCY November 13, 1993: C.A. 5-8 PDHs

This course will provide information related to dual disorders, depression, the behavioral concepts and theories of substance abuse, and an introduction to the use of related testing instruments.



COMPONENTS OF A PSYCHOLOGICAL PROBLEM DIAGNOSIS November 12, 1993: C.A. 6-8 PDHs

This course will provide instruction on the recognition and diagnosis of various categories of depression, anxiety, compulsive behaviors and personality disorders, as well as the general testing instruments that can assist in making a diagnosis. Cultural and ethnic issues involved in psychological problem diagnosis as well as sensitivity needed by EAP practitioners to understand diverse populations will be emphasized throughout the workshops.



Unlike anything presented before, the new EAPA-sponsored certificate courses bear the endorsement of EAPA—the premier international association of employee assistance professionals, and the approval of EAPA's Education and Training Committee. EAPA's lamp-of-knowledge emblem is your assurance of a quality educational product representative of the EAP field.



LOCATION

Disneyland Hotel, Anaheim, CA
November 12-13, 1993

For more information on certificate courses...

Send to:



4601 North Fairfax Drive • Suite 1001
Arlington, VA 22203
(703) 522-6272 Fax (703) 522-4585

Name _____

Title _____

Company _____

Address _____

City, State, Zip _____

Phone _____

Fax _____

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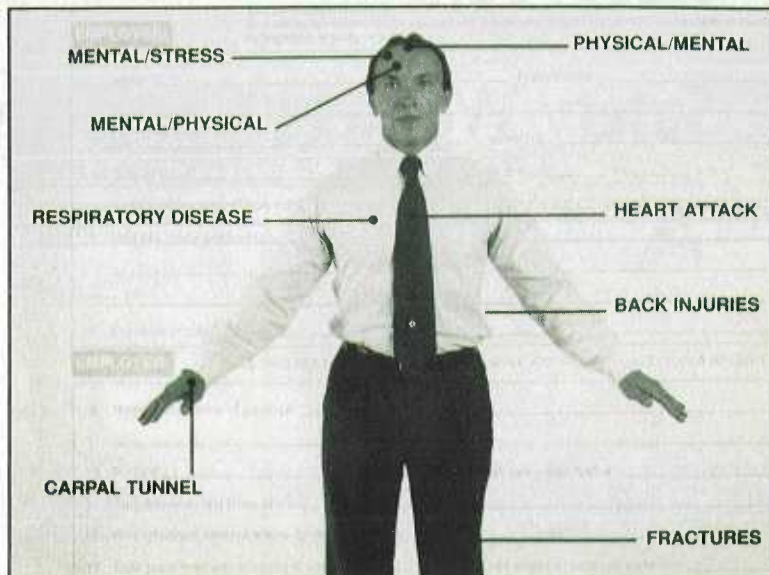
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PRESIDENT'S MESSAGE

Safety, Workers' Compensation and EAPs



As I travel about the country visiting local EAP chapters, more and more members are expressing their outrage about the attention we as an association focus upon managed behavioral healthcare. "That's such a small portion of our practice. What about our expert consultation regarding human factors in the operations of an organization? Our leadership training in times of change? Diversity expertise? Team building?"

Yes, it is true. EAPs are much more than merely counseling and referral services in the workplace. According to the *EAPA Standards for Employee Assistance Programs*, the specific, core activities of EAPs include:

- expert consultation and training to appropriate persons in the identification and resolution of job performance issues related to employee personal concerns;
- confidential, appropriate and timely problem-assessment services;
- referrals for appropriate diagnosis, treatment and assistance;
- the formation of linkages between workplace and community resources that provide such services; and
- follow-up services for employees who use those services.

This issue of the *Exchange* brings forth the first of these core activities as it addresses the issue of workers' compensation.

Typically, 14 percent of employees are involved in 80 percent of workplace accidents and injuries. Traditionally, such human factors have been ignored, avoided, overlooked, minimized. . . by management and unions alike. It is far easier to investigate machines, materials, methods, money and minutes as causes of accidents. These are concrete, objective factors in safety audits. Human factors are far more elusive. They have not been investigated carefully in safety audits. But they will be in the future. Why?

The cost of workers' compensa-

tion claims—medical costs, lost time, monetary settlements, workers' compensation insurance, staff costs, attorneys' fees—are rising at an alarming rate each year. To remain competitive in a global economy, companies must reduce these exorbitant costs.

As you will see in this month's feature articles, EAPs have a significant role to play in an emerging partnership in the workplace among Safety, Workers' Compensation and EAPs. Their goal is to prevent accidents and help control other conditions leading to injury claims.

As a team, they can help to stop the tragic course of events that awaits employees distracted by personal, emotional and/or drug/alcohol problems in the workplace. Certainly we know all about early intervention—we must bring that expertise to this venue.

Many opportunities are emerging for such partnerships. OSHA, for example, will introduce regulations this winter requiring participatory teams for safety in all companies employing 20 or more persons. Who are best suited to coordinate such teams and familiarize members in early intervention techniques? Of course—EAPs.

With all the knowledge and experience of workplaces, workers, unions and management that are at our command, will we lead, or merely react to this workplace crisis? Will we avoid collaborating with workers' compensation because it is an arena fraught with conflict between employees (unions) and companies? Will we step back, as we did with the issue of drug-testing, and deny the tragedy of troubled workers in safety-sensitive positions?

While we stepped back from drug-testing to debate the issue among ourselves, security personnel, risk managers, liability and disability insurers stepped in to support drug-testing and effectively diminished our role as organizational consultants.

In the case of escalating drug de-

pendency and mental health treatment, we stepped back from "blowing the whistle" on high-cost/low-value, unethical treatment providers and outpatient therapists. We did not raise our personal concerns to employers/unions, or the State Insurance Department, or our Congressmen and women. Soon health insurance companies stepped in to regulate (manage) the delivery of mental health/chemical dependency treatment services to our employees and their dependents.

If we step aside again, who will step in to assume our role this time?

EAPs cannot only resolve the problems of individual employee or dependent clients. We must become more cognizant of our role in:

- describing for our organizational clients the trends in human experience in the workplace; and
- identifying problems/opportunities for resolution by employers/unions.

Remember, our first core activity is expert consultation and training to identify and resolve job performance issues related to employee personal concerns. Have you done that today? As you read the *Exchange*, reflect upon your strategy for organization interventions to effect safety in the workplace.

by Sandra Turner, CEAP
EAPA President



FROM THE C.O.O.

Hot Issues Mix with Warm Breezes in Anaheim at Value-Added 22nd EAPA International Conference

The 21st century approaches amidst world-wide economic restructuring and painfully slow recovery from global recession, public and private sector downsizing, or "redesigning," and general consumer malaise. Within this landscape of change, the 22nd EAPA International Conference is a beacon to EAPs as they address challenges in health care, the workplace, higher education and industry.

From November 13-17, the Orange County chapter will host the 1993 conference in Anaheim, California. The magic of Disneyland and the promise of respite from the invasion of winter ensure an enjoyable week for the entire family and the biggest bang for the buck! Program Committee co-chairs Dennis Derr and Linda Stoer-Scaggs, along with Conference Committee co-chairs Sheri Long and Lois Kennedy, are putting the final touches on plans to move 2,000 delegates through an activity-packed five days.

The 22nd annual conference will also be loaded with value for conference participants, with in-depth discussion and analysis of timely issues. Our keynote speaker, Joseph H. Califano, Jr., is President of the Center on Addiction and Substance Abuse at Columbia University, and former Secretary of the U.S. Department of Health, Education and Welfare. Califano will respond to President Clinton's Health Care Reform package; in addition, he will discuss the role his center is taking to address the cost and outcome effectiveness of substance abuse treatment and the mainstream of substance abuse services within the health care system.

The workshops, forums and professional training, listed in the advance program brochure and on page 25 of the *Exchange*, are packed with value. The conference will get off to a running start with six pre-conference courses — The Elements of EAP — and five certificate courses:

- Recognizing Chemical Depen-

gency

- EAP as an Organizational Consultant
- Labor Issues for Non-Labor Personnel
- Components of a Psychological Problem Diagnosis
- Ethical Issues in Employee Assistance Practice.

These courses will be held November 12 - 13 at the Disneyland Hotel.

A mock hearing, a lively and compelling format for examining issues, was introduced last year and earned strong approval from members. This year's hearing will focus on a rapidly escalating workers' comp issue, the "Workers' Compensation Psychiatric Stress Claim." Attendees will be center stage in hearing the opposing psychiatric and legal argu-

ments in the adjudication of a workers' compensation stress claim. Other forums will focus on labor's evolving role in the EAP field, emerging international EAP developments, quickly emerging ethnic diversity in the workplace, effective interventions with the gay/lesbian client, a critique of President Clinton's health care reform package, the linking of EAP and health promotion programs, and the expanding role of EAPs as members of an interdisciplinary medical team.

I think you get the picture. As San Francisco Chapter President Rebecca Stanwyck said succinctly in the Chapter newsletter, "A good conference is a worthwhile investment."

by **Michael L. Benjamin**
Chief Operating Officer



Dedicated to providing quality service, Raytheon Services Nevada is a prime contractor for the U.S. Department of Energy. We currently have the following single status assignment opportunity available for our facility located at Johnston Island, 750 miles southwest of Honolulu.

EAP Coordinator

We are seeking a highly skilled professional to administer employee assistance activities to include clinical, administrative and training responsibilities.

Qualified candidates must possess education and experience in crisis intervention, counseling, and follow-up, and exceptional oral/written communication skills. Requires Graduate degree in Counseling, Social Work, Psychology or other area of human behavior, and certification of CEAP, CADAC, or NBCC. Position also requires 3 years counseling with emphasis on substance abuse and 1-2 years EAP or healthcare administration/training. Experience with government contracts and/or military is desirable.

Competitive benefits offered. Qualified applicants should submit resume in confidence to: P. Caccavale, Raytheon Services Nevada, Dept. EPA1093, P.O. Box 95487, Las Vegas, NV 89193-5487. U.S. Citizenship required. An Equal Opportunity/Affirmative Action Employer. RSN complies with the Drug-Free Workplace Act of 1988.

Raytheon

WE THRIVE ON CHALLENGES