

EAP ASSOCIATION EXCHANGE

AUGUST 1993 VOL. 23 NO. 8



Employers proceed carefully
under the watchful eye
of regulators and the judiciary

ADA Moves
Counter &
moves



EAPA's Self-Study Guides

Invest \$15 and a week's worth of lunch hours, and EAPA will award you 5 Professional Development Hours! Here's how. Self-Study Guides are a convenient way for many Certified Employee Assistance Professionals to accrue PDHs. Each of EAPA's 21 Self-Study Guides is a text on an EAP-related topic. CEAPs read and study the Guide, write a report on the subject matter, and return it to EAPA for review and approval. Self-Study Guides are especially useful to CEAPs who:

- live and work in a remote area and can't get to PDH-approved training on a regular basis.
- learn better in a private setting than a formal training environment.
- can't get away from the office often enough to meet their PDH requirements.

To order Self-Study Guides, follow these simple instructions: (1) place an "x" or "✓" beside the Guides you would like to order using the menu below; (2) write a check or request credit card payment for the total amount—\$15 apiece for EAPA members, \$25 apiece for nonmembers; and (3) mail your order to EAPA at P.O. Box 79343, Baltimore, MD 21279-0343. Advance payment is required, but telephone and fax orders will be accepted if they are billed to American Express, MasterCard or Visa. Phone EAPA at (703) 522-6272 or fax to (703) 522-4585.

TITLE

Content Area 1 Work Organizations

- #1A-92 Organizational Changes and Their Effects on EAP Clients; The Black Adult and the World of Work
- #1B-90 History of American Labor

Content Area 2 Human Resource Management

- #2A-91 Legal Mandates: OSHA
- #2B-91 Supervision: Appraisals
- #2C-91 Legal Mandates: EEO
- #2D-90 Plan for a Drug Free Workplace

Content Area 3/4 EAP Policy & Administration EAP Direct Services

- #3A-90 Employee Assistance Programs (Future Issues & Trends; Health Promotion in the Workplace)
- #3B-92 The Myth of the Troubled Supervisor; Supervisors and Employees' Intentions to Make Referrals to an EAP: An Empirical Analysis; Cost Benefits of Supervisory Referrals
- #3C-90 Employee Assistance Program Standards
- #3D-90 History of a Job-Based Alcoholism Program; The Forerunners of Employee Assistance Programs.
- #3E-90 Designing Employee Assistance Programs
- #3F-90 Integral Steps in the Design and Implementation of Employee Assistance Programs
- #3G-92 The Many Faces of Managed Care; Managing Mental Health Care
- #3H-92 Employee Assistance: A History in Progress; EAP Historical Background
- #3I-92 The Role of Supervisor Training in EAPs: A Preliminary Report; Supervisor Training: A Comparison of Internal and External EAPs
- #3J-92 The Management of Critical Incident Stress and Trauma in the Workplace
- #3K-92 Emergency Response to Crisis; Emergency Medical Services

Content Area 5 Chemical Dependency and Other Addictions

- #5A-90 Understanding Drug Treatment

Content Area 6 Personal and Psychological Problems

- #6A-91 The Microstructure of Daily Role-Related Stress in Married Couples
- #6B-91 Occupational Stress and Marital Support
- #6C-92 Black Family Life and Development; The Black Adolescent

ORDERING INFORMATION

Number of Self-Study Guides ordered

@ \$15 apiece for EAPA members _____
 @ \$25 apiece for nonmembers _____
 Subtotal _____
 Virginia residents add
 4.5% sales tax _____
 TOTAL _____

Please charge to my:

American Express Visa MasterCard

Card No.

Exp. Date:

Name _____

Organization _____

Address _____

Telephone _____

Prices are effective through December 31, 1993.



IN THIS ISSUE

ADA Moves

WHAT CASES OF DISCRIMINATION

under the Americans With Disabilities Act (ADA) have been filed in federal court? What actions have the Equal Employment Opportunity Commission, a regulatory agency, taken with respect to employers and employees? What issues are surfacing under ADA about alcoholism, psychiatric disabilities, drug testing, AIDS, supervisory referrals and health benefit plans that could affect EAP practice? What do EAP offices, as places of commercial activity and public accommodation, need to do to assure they are not exposed to potential ADA litigation?

The ADA is a labyrinthine law whose impact is cutting a wide swath through the social, business and government institutions of the United States. The eight pages of ADA coverage in this issue parcels the information into (1) a general overview of the law's provisions, (2) recent litigation, and (3) specific considerations for EAPs.

HOW MANY IS 3,930? Turn to page 11 for the first of a two-part listing of Certified Employee Assistance Professionals. This is the *Exchange's* first A-Z scroll of members in the employee assistance profession. Included are CEAPs who passed the most recent exam, on May 8th.

Elsewhere in this issue, the exploits of EAPA members Tony Aguilar and Bill Durkin, who ventured to South America in June courtesy of the United States Information

Agency, are disclosed. They made presentations to business audiences about employee assistance, which in the context of foreign relations can be thought of as a means of non-interdictory workplace drug control. On the topic of diversity in the workplace, the *Exchange* in-

terviews Dr. Roosevelt Thomas of the American Institute for Managing Diversity.

LAST MONTH'S ISSUE WAS CHOCKABLOCK with information about this fall's 22nd Annual Conference but, as the article on page 8 explains, the special forums provide one more value-added reason to attend. For your convenience, following the article is a two-page conference registration form. The Program Committee, Conference Committee and EAPA staff look forward to seeing you in Disneyland for an education/entertainment package that only comes, well, once in a lucky person's lifetime!

TO UPDATE YOU ON A STAFF CHANGE, the EAPA Office is currently interviewing candidates for the communications position that will include editorship of the *Exchange*. In the interim, former editor Rudy Yandrick is assisting with production during this transition. You are assured that the *Exchange* will continue to bring you premier coverage of developments in EAPA and the EAP field.

EXECUTIVE OFFICERS

Sandra Turner, President
George Cobbs, Vice President
Tamara Cagney, Secretary
Madeleine Tramm, Treasurer

REGIONAL REPRESENTATIVES

Ann K. Baxter
Eastern Region
James R. O'Hair
Mid-Atlantic Region
Philip A. Hess
Mid-West Region
Jon Christensen
North Central Region
Carole A. Stevenson
Pacific Region
B.R. (Bob) Challenger
Southern Region
Janet Mug
Southwest Region
Robert A. Mines
Western Region
Aroon Shah
Canadian Region
Vaughn Mosher
International Region

EAPA'S BOARD OF DIRECTORS AND STAFF

COMMITTEE CHAIRPERSONS

Irene Simonetti, Advisory to
EAPA Exchange
Bob Tank, Benefits
James M. Oher, Bylaws
Chuck Taylor, Consultants
Carl Tisone, Development
Thomas J. Elliott, Education & Training
Dan Lanier, Ethics
Gary Maltbia, Ethnic & Cultural Concerns
Jack McCabe, Labor
Miriam Aaron, Legislative & Public Policy
William Schleicher, Membership
John Gorman, Program Managers
Terry C. Blum, Research
Bradley Googins, Special Projects
Jane Ollendorff, Standards
John J. Hennessy, Treatment
Joan McCrea, Women's Issues

John Burke, Chairperson
Employee Assistance
Certification Commission

STAFF

Michael L. Benjamin
Chief Operating Officer

Exchange Advertising Representatives

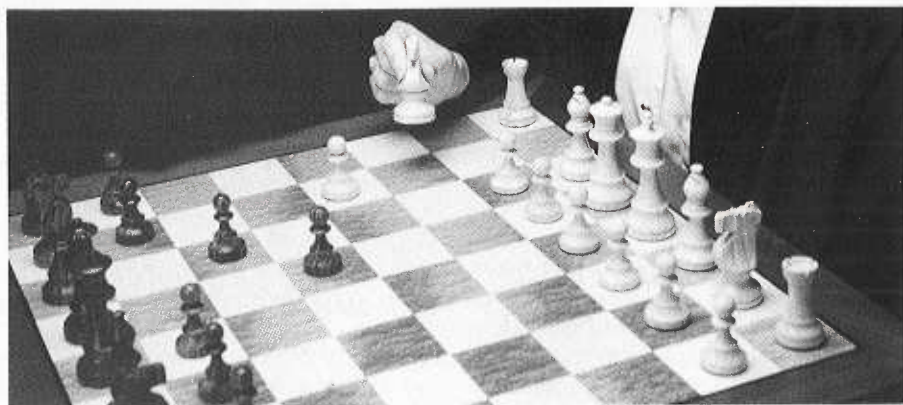
Bill and Lynn Murray
(312) 554-0931

PUBLISHED BY:

The Employee Assistance Professionals
Association, Inc.
4601 N. Fairfax Drive
Suite 1001
Arlington, VA 22203
Telephone (703) 522-6272

© 1993 by Employee Assistance
Professionals Association, Inc.
Reproduction without written
permission is expressly prohibited.
Publication of signed articles does
not constitute endorsement of
personal views of authors.

TABLE OF CONTENTS



FEATURE COVERAGE

- 16** Strategic Moves: Caution is the byword for employers as the returns from court challenges to the Americans With Disabilities Act are coming in

by Rudy M. Yandrick

Obligations of EAPs at places of public accommodation and commercial activity

- 22** Fact and Legal Opinion on the ADA

by Maureen Kerrigan, Esq.

page 24



page 11



OF SPECIAL INTEREST

- 11** Update on Certification

A Total of 3,930 CEAPs Speaks Volumes About Professional Certification

- 24** Work Force Diversity

The Fine Points of Managing Diversity: The *Exchange* interviews Dr. Roosevelt Thomas of the American Institute for Managing Diversity

- 26** International EAP Development

EAPs and a *Different* Drug Control Policy

page 26



DEPARTMENTS

- 3** In this Issue

- 5** From the C.O.O.

- 6** President's Message

- 7** On the Labor Front

- 8** 22nd Annual Conference

including a registration form to attend EAPA's fall classic!

- 29** Film Reviews

- 30** Retractions to Membership Directory

- 32** EAP InfoTracks

- 35** Conferences and Workshops

- 35** Index of Advertisers

FROM THE C.O.O.

Details of the Staff's Workplan

During recent visits to chapters, I have focused my presentations on the Association's two-year staff workplan, updates on the health care reform debate and changes that are talking place within the EAP field. Because of the high degree of interest in these areas by chapter members and the fact that it begins to answer the part, "What is my Association doing for me?," this month's column details the two-year workplan which was adopted by the EAPA Board of Directors at its February 1993 Board meeting.

A brief background: last year, the Board of Directors established a five-year strategic plan that would place EAPA as the authoritative voice of the employee assistance field. Within the context of the Association's strategic plan, the staff is developing a two-year plan to define our accountabilities or goals for EAPA, determine the strategies for reaching these goals, and develop the capacity to evaluate the status of each.

As part of our process, we tied the overall two-year work plan into the initiatives of the Executive Committee: Professional Development, Promotion of Employee Assistance, Contributions and Organizational Effectiveness.

From the strategic plan, we have also produced a vision that will provide guidance in implementing the two-year workplan. EAPA, with the creative involvement of its membership, will develop the leadership, programs and services necessary to assist employee assistance professionals to: 1) meet the challenges of the 21st century; 2) manage rapid change; and 3) achieve a very high level of professionalism and services to clients.

Following are the goals from the strategic plan with accompanying strategies to accomplishing goals over a two-year period. EAPA members are cordially invited to offer their suggestions for improving on this work plan. Your input is appreciated!

GOAL 1. PROFESSIONAL ETHICS: FOSTERING THE HIGHEST ETHICAL PRACTICE AMONG EMPLOYEE ASSISTANCE PROFESSIONALS

Strategy A: Develop a certification-based program to administer and enforce the Code of Professional Conduct for all CEAPs.

Strategy B: Develop a program to administer and enforce a code of ethics for all EAPA members, CEAPs and non-EAPA-member CEAPs.

Strategy C: Develop and promote an ethics seminar for all EAPA members.

Strategy D: Develop and promote a requirement for all CEAPs to attend the EAPA ethics seminar.

GOAL 2. PROFESSIONAL STANDARDS: FOSTER THE HIGHEST LEVEL OF EMPLOYEE ASSISTANCE PROGRAM STANDARDS

Strategy A: Raise the awareness of individuals inside and outside of the EAP field about the process and availability of certification.

Strategy B: Be proactive in efforts to extend the voluntary certification process into practice or title licensure among any or all states, plus Canadian provinces and other countries.

Strategy C: Maintain a certification structure that is sound financially as well as legally defensible within efforts to enhance the competency and qualifications of employee assistance professionals.

Strategy D: Guide the Association in the development of accreditation functions. Explore options for the coordination of activities creating the proper mix of internal and external resources.

GOAL 3. PROFESSIONAL DEVELOPMENT: IDENTIFY THE CHANGING DYNAMICS AND GLOBAL DEVELOPMENT OF THE

EMPLOYEE ASSISTANCE FIELD AND ENHANCE THE COMPETENCY AND QUALIFICATIONS OF EMPLOYEE ASSISTANCE PROFESSIONALS

Strategy A: Maintain the certification and recertification program that reflects current standards and trends.

Strategy B: Develop a policy and program to provide EAPA-sponsored innovative continuing education in employee assistance programming, human resources, management, labor, safety and occupational health issues.

Strategy C: Enhance collegiality, networking and education through high quality EAPA conferences.

Strategy D: Develop a five-year annual conference plan, legislative and district conference plan.

Strategy E: Establish an international EAPA Training Center to meet the ever-changing training and education needs of employee assistance professionals and those striving to become EAPs.

Strategy F: Develop a program to encourage and assist colleges and universities to integrate EAPA-approved core curriculum into academic programs.

GOAL 4. PROMOTION OF EMPLOYEE ASSISTANCE CONTRIBUTION: PROVIDE LEADERSHIP IN PROMOTING THE AWARENESS AND BENEFITS OF EMPLOYEE ASSISTANCE PROGRAMMING

Strategy A: Inform and educate members of EAP related activities and developments.

Strategy B: Inform and educate EAPA members about public policy developments and their impact on the field.

Strategy C: Promote grassroots activities.

Strategy D: Promote the Employee Assistance field through favorable national and state legislation and regulations.

Strategy E: Develop a program to promote employee assistance concepts to allied professionals including insurance carriers, HMOs, benefit consultants, wellness providers, treatment providers, and human resource managers.

Strategy F: Develop a program to work toward the adoption and recognition of EAPA Standards by the public and private sector.

Strategy G: Develop a program to work toward the adoption and recognition of the Certified Employee Assistance Professional by the public and private sector.

GOAL 5. RESEARCH AND INFORMATION: IDENTIFY, COLLECT, ANALYZE AND DISSEMINATE INFORMATION AND SPONSOR RESEARCH ON ISSUES AFFECTING THE PROFESSION AND ITS CONSTITUENTS

Strategy A: Identify existing and new channels of communication.

Strategy B: Collect information from the new and existing channels and develop mechanisms to upgrade existing technology.

Strategy C: Expand on the utilization of *The Journal of Employee Assistance Research*.

Strategy D: Develop a policy governing the manner in which EAPA applies for and receives funds for the purpose of conducting research and education and training through government and private foundation grants and contracts.

Strategy F: Obtain research funding on issues affecting the profession and its constituents.

Strategy G: Establish a Public Affairs Plan at EAPA headquarters.

GOAL 6. ORGANIZATIONAL EFFECTIVENESS: STRENGTHEN EAPA'S ORGANIZATIONAL STRUCTURE TO ENHANCE EAPA'S CAPACITY TO ACHIEVE THE ASSOCIATION'S MISSION AND GOALS

Strategy A: Formalize strategic planning through the development of a five-year business plan.

Strategy B: Maintain short-term financial stability, provide basis for enhancing financial viability.

Strategy C: Create and implement mechanisms for auditing of each achievement of goals and objectives on a timely basis to enable re-definition of objectives and reallocation/re-direction of resources.

Strategy D: Develop mechanisms for upgrading technology throughout the Association's headquarters.

Strategy E: Create organizational and administrative handbook.

Strategy F: Develop a marketing plan to assist chapters in conducting local promotions.

Strategy G: Establish a membership structure to improve membership services.

Strategy H: Establish a structure to improve chapter services and utilization of user products.

Strategy I: Design strategies to help increase membership by increasing new members and retaining current members.

Strategy J: Ensure that Board Committees, Regional Representatives and the EACC are efficiently staffed.

Strategy K: Develop and implement a fundraising plan.

GOAL 7. ACCESS TO EMPLOYEE ASSISTANCE SERVICES: PROMOTE ACCESS TO EMPLOYEE ASSISTANCE SERVICES FOR ALL EMPLOYED PERSONS AND THEIR FAMILIES

Strategy A: Promulgate policies and procedures providing access to prevention, assessment and intervention services.

Strategy B: Develop a program to support the development of innovative models for services delivery, i.e., consortium, small business, members assistance programs, etc.

Strategy C: Develop alliances and legislative initiatives that would promote employee assistance development.