



CHAPTER UPDATE

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FROM THE DESK OF THE PRESIDENT

Bill Heffernan, MS, CEAP



In this, my last article as President of NIEAPA, I am giving myself license to communicate some thoughts and observations that I might not usually share.

We live in interesting times! That ancient saying has the same relevance today as it had thousands of years ago when it was first uttered. As a nation we are engaged in conflicts in Afghanistan and Iraq. Military, National Guard, and Reservists find themselves engaged more frequently and for longer spans of time than they imagined possible. Because of operational mobility, service men and women spend a greater proportion of their time actually in combat or high risk situations.

The marketplace has become global and so, too, has the workforce. Jobs previously done in this country are now being handled by people in other countries—at a substantially lower wage than those paid here. Initially, these jobs were manufacturing in nature; now software, accounting, and even legal work is being moved off shore.

Corporations, nations, and individuals are making plans to live in a warmer world. The climate is changing. There is a little dispute about the fact that change is occurring, although the cause, duration, and severity are still a matter of contention.

We have recently commemorated the fifth anniversary of the attack on the World Trade Center. As an EAP vendor that supported clients who lost employees on 9/11, each anniversary conjures up significant emotions—emotions that are heightened by the fact that the media beats all of us senseless with coverage, remembrances, and hard to forget images for days prior to and on September 11.

So, what's my point? It's simple. Whatever your personal, professional, community, or political interest is—please get involved! The world and all facets of our lives will continue to change and evolve. You can play a role and, by so doing, help set the course. As an employee assistance professional, I hope you will consider being involved in our community of professionals. I do know a few things with certainty, and one of those is that your involvement in any extra activity will reward you in ways that far exceed your investment.

Thank you for all of your support during my term as President of this Chapter. We have had several great successes and accomplishments during the last two years, and I look forward to sharing in the work that must be done in the future to ensure our continued and future success. ■

PLEASE SAVE THESE DATES...

2006 CHAPTER MEETINGS

October 27, December 8

2007 NIEAPA ANNUAL CONFERENCE

Tuesday, June 5, 2007 ♦ The Stonegate ♦ Hoffman Estates, IL

*Are you planning to attend the EAPA Conference in Nashville?
If so, please join us as our Chapter meets for dinner on Friday, October 6
(see the next page for details...)*

2006 ANNUAL WORLD EAP CONFERENCE



Gaylord Opryland
Nashville, Tennessee

JAMMING WITH EAP: EMBRACING THE HARMONY

Conference...October 6-8
Pre-Conference Trainings ...October 4-5

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♪ Tours of the Grand Ole Opry

♪ Live Entertainment...and much more!

See the website for details: www.eapassn.org

NIEAPA CHAPTER DINNER – FRIDAY, OCTOBER 6

If you are attending the Conference in Nashville, please join us as we get together for dinner. The restaurant we tentatively plan on going to is The Aquarium, which is directly across from the Opryland Hotel. If you wish to recommend a different place, please let **Chet Taranowski** know when you RSVP. In any case, we will meet at the Concierge Desk in the Opryland hotel at 7:00 p.m. Please plan to pay your own way.

RSVP to Chet by 5:00 p.m. on Monday, October 2, email preferred: chester_j_taranowski@aon.com, or by phone at 312-381-3218. *This is an excellent way to get to know other Chapter members. We hope you can be there!*



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CONGRATULATIONS TO STEVE HAUGHT, AFSCME Illinois, who has been elected as EAPA District 3 Director

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A MESSAGE FROM THE VICE-PRESIDENT

Chet Taranowski, PhD, LCSW, CEAP

September 11 2006. I am sitting in my office today reflecting on the tragic events of 9/11/01. My employer, Aon Corporation, had several thousand workers in the South Tower of the World Trade Center at the time of the attacks. As part of my getting-ready-for-work ritual, I remember tuning in to CNN that morning. When I saw the pictures of the North Tower burning, I knew this would be no ordinary day. A short time later, America watched another jet strike the South Tower. Soon after, 173 Aon workers would be dead. Some of their remains would never be recovered.

When I arrived at my workplace, I discovered that Aon's downtown office building was closed. I eventually found my way to our site in Glenview. Although we were a thousand miles from New York, Glenview, Illinois, became Aon's U.S. center for disaster response. An 800 line was set up, and New York television broadcasted the number. Within the hour inquiries were coming in at a frantic pace, mostly from desperate family members trying to determine the fates of their relatives. Calls also came from workers reporting that they had, indeed, survived and were now attempting to process what had happened.

We set up an information center to try to assemble the data about who had escaped from the building and who were lost. This was complicated by the fact that some of the surviving employees had reported seeing their co-workers on the first floor, leading us to believe they were still alive. Unfortunately a few of these individuals returned to their offices just as the second plane had struck the South Tower. It took many days to establish the actual identities of the deceased. The calls we took from the survivors were both grotesque descriptions of what they had experienced, and worried inquiries concerning the fates of missing co-workers.

If you have never been in a disaster center you can't imagine the type of urgency and chaos that reigns. I thought I was prepared to react to a workplace crisis, but most of what I knew didn't apply here. I believed we must immediately respond with CISD groups for all involved employees. Unfortunately, we did not have a New York office left and thus we had no place to hold these programs. And even if we did have an appropriate space, there was no chance that our

employees would come back into the city from their far-flung homes in the surrounding area.

As coordinator of the EAP, I was instructed to find 50 grief counselors in the next two days. These therapists were needed to work at our crisis centers, which were being established for the families of the deceased in New Jersey and in several New York locations. I was a thousand miles away, it was almost impossible to reach New York, and the majority of therapists near the city were already delivering crisis services. Amazingly, by contacting other EAP associates and professional organizations, I was able to find the people to staff our centers in time.

From this entire experience, I learned a few valuable lessons about crises. The most important lesson was that it is essential to have someone from the EAP on site to oversee the mental health aspects of crisis response. Office personnel or even HR staff may not be able to accurately advise you about even the most basic conditions relevant to your work, such as the availability and appropriateness of space for consultations.

Mental health professionals and affiliates without strong EAP backgrounds may offer interventions inappropriate for the needs of a workplace. Lacking a trusted representative on site, you are in danger of losing control of your own operation to individuals who know little about your company. At best, these providers are well meaning in offering assistance; at worst they are grandiose, or may be attempting to exploit the crisis for their own financial gain.

Finally, for those of you who might not remember, NIEAPA stepped in to take on the challenge. Several Chicago EAP providers had large accounts in the New York area at the time of the tragedy. September, 2001, happened to be the occasion for one of our regular Chapter Meetings. Rather than conduct the session as planned, the meeting was devoted to a large support group for our membership. **Gary Cohen**, who was President of NIEAPA at that time, appeared on the local PBS TV station to discuss the impact of the event on the workplace. It was the worst of times; but it brought out the best in many of us. ■

NIEAPA EXTENDS A WARM WELCOME TO ITS NEW MEMBERS

Ruth Baker
Ellen Carbonell
Donna Ireland



We are pleased to welcome David Folkes, Central DuPage Hospital, and Douglas LaBelle, Private Practice, to the NIEAPA Board of Directors

DO WE HAVE YOUR CORRECT EMAIL ADDRESS?

Please email it to NIEAPA@comcast.net.

We will be sending you news of interest to supplement our USPS mailings...so please send us your email address today!

CHAPTER UPDATE ADVERTISING

Reach over 750 professionals by placing an ad in the NIEAPA Newsletter. Please contact Essie Landsman, NIEAPA Administrator, 847-998-0929 or at NIEAPA@comcast.net

LAW AND ETHICS IN THE EVERYDAY PRACTICE OF EMPLOYEE ASSISTANCE
Risk Avoidance and Management—Overview and Update

Presented by Sandra Nye, JD, MSW
Friday, November 10, 2006
8:30 am - 4:30 pm

How up-to-date are you—and your organization—on new legal issues that could put you at risk? This seminar will provide a comprehensive overview of the statutes and regulations all EAPs and other clinicians need to know—and fulfill the three-hour Ethics training requirement for social workers.

Overview:

- The concept of contract and legal nature of the EAP's multiple clients
- Ethical practice of employee assistance and other mental health disciplines
- Confidentiality, privacy and privilege
- Malpractice and other liability risks—how to avoid them



Attendees will receive detailed handouts and a CD-ROM that includes key materials, such as the EAP Standards and Code of Ethics, HIPAA privacy regulations, and DOT substance abuse regulations. **Six CEUs and PDHs** have been applied for LCSW, LCPC, HR, LMFT, and IAODAPCA.

Who should attend?

- EAP counselors, account managers, supervisors, and business owners
- Private practitioners
- Managed behavioral health professionals

About the presenter: **Sandra Nye, JD, MSW**, is a nationally recognized expert in the legal issues affecting health and social service providers. She is a long-standing member of NIEAPA and the author of *The Employee Assistance Law Desk Book* as well as numerous articles and chapters on legal issues in human service delivery.

Location: Poplar Creek Country Club, 1400 Poplar Creek Drive, Hoffman Estates, IL
847-884-0219, www.poplarcreekcc.com

Fees:

EAPA Member	\$75.00
Non-EAPA Member	\$95.00
Full-Time Student	\$45.00

Schedule:

8:30 - 9:00 am.	Registration and Continental Breakfast
9:00 am - noon	Morning session
Noon - 1:15 pm	Lunch (included—vegetarian options will be available)
1:15 - 4:15 pm	Afternoon session
4:15 - 4:30 pm	Wrap-up and evaluations

Questions? Contact Laura Adams at 847-230-3581 or Laura.Adams@abbhh.net.

Thank you to Alexian Brothers Behavioral Health Hospital and Linden Oaks at Edward Hospital for their generous support in sponsoring this seminar.

**FOR A REGISTRATION FORM AND WRITTEN DIRECTIONS TO POPLAR CREEK,
PLEASE EMAIL NIEAPA@COMCAST.NET OR CALL 847-998-0929**