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- The Components and Impact of Stigma Associated with EAP
Counseling 1
Ian E. Butterworth

A survey involving two distinctly different organisations was conducted to examine the impact of stigma on the propensity to self-refer for Employee Assistance Program (EAP) counseling. Results indicated that support for EAP counseling 'per se' was high provided it was for someone else! Stigma associations were present across both organisations in varying degrees depending on population demographics. Suggestions for reducing stigma associations are provided via a refinement of EAP educational briefings.

KEYWORDS. EAP counseling, stigma, self-referral

- Persons with HIV/AIDS in the Workplace: Implications
for Employee Assistance Professionals 9
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The economic and social impact of workers with HIV/AIDS on businesses has not waned with the increased public complacency regarding the virus that seems to have marked the 1990s. As we approach the beginning of the third decade of the AIDS pandemic, increasing numbers of businesses can expect to be faced with the reality of infected employees. While many employers will hesitate to provide staff training or develop company policies until after a case has arisen, such reactive

efforts may be largely ineffective or even counterproductive. Employee assistance professionals and industrial social workers are liable to be involved in coordinating a business response to workers with HIV, and must advocate for a proactive approach to the situation. This article provides a general overview of the important issues surrounding HIV-infected persons in the workplace, and provides recommendations for employee assistance professionals concerning both training efforts and the provision of accommodations for persons with HIV/AIDS.

KEYWORDS. HIV/AIDS, Americans with Disabilities Act, accommodations, employee training

Employee Assistance Programs Among Fortune 500 Firms 25

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Since their inception fifty years ago, employee assistance programs (EAPs) have undergone fundamental changes. EAPs have widened the scope and deepened the intensity of the services they offer to employees. Currently many EAPs provide a wider range of counseling. As the number of EAPs has grown, their organizational structure has become increasingly more complex. By reviewing major trends, reporting on EAPs in Fortune 500 firms in 1997, and discussing the implication of the most recent developments, this article sets the stage for considering the EAPs as we move into the twenty-first century.

KEYWORDS. Fortune 500, employee assistance programs, managed care, behavioral health, carve-out contracts

An Examination of a Combined Internal-External Employee Assistance Program: The St. Joseph's Health Centre Employee Counselling Service 37

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Employee Assistance Programs have become integral components of health care institutions throughout North America. Their value in aiding employees and their family members contend with a wide range of work-related personal problems has been widely reported and acknowledged. More recently employee counselling

programs have been called upon to also assist with organizational restructuring, particularly in the Canadian health care sector. This article examines the evolution of a hospital-based counselling service during a turbulent period of economic restructuring in the Canadian health care field. The parallel changes faced by the organization and the changes made by the Employee Assistance Program are discussed to demonstrate the importance of Employee Assistance Programs being linked to the unique needs of an organization, its employees, and their family members.

KEYWORDS. Canadian EAPs, internal-external EAPs, client satisfaction, employee identified AMD problems

The Use of Telephone and On Line Technology in Assessment, Counseling, and Therapy 49

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With the technological explosion has come new ways of providing counseling services. The use of telephone, on line, and video for counseling is increasing at a rapid rate. In the last few years, the need for reducing the costs of providing services to those who are not near counseling centers; those that have time and scheduling restraints; as well as a host of other issues have increased the interest in other approaches besides face-to-face. As a response, the utilization of technology in new and innovative ways has emerged. The telephone and video have become common tools in providing services in the fields of medicine, counseling, and Employee Assistance. With this new technology, ethical questions arise, as well as regulatory and professional issues. A few of the professional organizations have done preliminary work on standards to regulate their members' utilization of the telephone and other technologies. An exploration of the literature gives the reader a panoramic view of the history and the trends of the new technology of telephonics.

KEYWORDS. Telephone, online, telephonics, counseling technology, video counseling

Substance Abuse in the New South Africa: Bitter Irony of a Fledgling Democracy 65

R. Paul Maiden

Over the past eight years South Africa has experienced a political transformation that has riveted world attention. A country once known for its policy of racial separation or apartheid has emerged as a new democracy with a racially integrated government of national unity. South Africa is now one of the most sought after tourist destinations and has attracted foreign investment from every major country around the world. Ironically, it is also emerging as one of the most lucrative countries for drug trafficking, dramatically increasing alcohol and substance abuse, accompanied by a dramatic increase in crime. This article will examine these growing problems in the new South Africa. The social and economic

implications and the demand reduction methods and treatment alternatives will also be explored. Finally, the response of the South African government to deal with these severe alcohol and drug abuse problems will be discussed.

KEYWORDS. South African EAPs, alcohol abuse, drug abuse, drug treatment

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