



## June 2017 Spotlight on Employee Assistance

### Only 3 days left to nominate yourself, a colleague or an organization for an EAPA Award! (Hint: it's easy!)

Each year at the Annual World EAP Conference, the Employee Assistance Professionals Association (EAPA) celebrates the achievement of members, individuals and organizations who have distinguished themselves through their work and leadership in EAPA and the employee assistance profession.

This year, EAPA is accepting nominations for the following juried awards:

- Best Delivery/Innovation in Critical Incident Response
- Best Use of Technology in Employee Assistance
- EAP Quality Award
- EAPA Member of the Year
- EAPA Newcomer Recognition Award
- Excellence in Employee Assistance Business Development
- Lifetime Achievement Award
- Outstanding Branch Award
- Outstanding Chapter Award
- Ross Von Wiegand Award

The nomination process is simple. Only one nomination is required per award. Self-nomination is allowed. Nomination requires completing the online form for that specific award. For more info visit <http://www.eapassn.org/2017Awards>

### Workplace Award Nominees Sought

Registration is now open for the Employee Recommended Workplace Award presented by Morneau Shepell and The Globe and Mail. Is your workplace among the best? The Employee Recommended Workplace Award recognizes workplaces where employees can thrive. Learn more: [employeerecommended.com](http://employeerecommended.com)

### Book Series on Terrorism Planned

The National Consortium for the Study of Terrorism and Responses to Terrorism (START) is partnering with Oxford University Press to sponsor a new book series on the causes, conduct and consequences of terrorism.

Now seeking proposals, the editorial team aim to publish one to two books a year that are theoretically informed, empirically grounded and policy relevant. More information here <http://www.start.umd.edu/news/start-inks-new-book-series-oxford-university-press>

## **EAP can Increase the Effectiveness of FMLA Services**

While there is plenty of information available about the abuses of the Family Medical Leave Act (FMLA) and the remedies thereto, there is less discussion about how offering further assistance can *shorten* the average length of FMLA cases. More info here <https://www.perspectivesltd.com/2017/06/15/want-to-shorten-fmla-leaves-tap-your-eap/>

## **Trauma Workshop Set**

The Utah-based drug and rehabilitation recovery Journey Healing Centers is planning a 6-day workshop dealing with trauma, "After Action: Building Resilience." For more information or to register, call (888) 597-4355 or visit <https://www.journeycenters.com/first-responder/>

## **Sender Retiring, Will Remain in Community**

Alan Sender, who helped to direct Chestnut Health Systems' growth over the past 29 years while responding to community needs, will retire July 7.

Sender, 63, of Normal, Illinois retires from Chestnut as chief operating officer. Before he was hired by Chestnut CEO Russ Hagen in 1988, Sender spent 13 years with WJBC/WBNQ, starting as a reporter and working his way up to news operations manager. He has a bachelor's degree in finance and a master's degree in journalism.

Sender and his wife, retired 11th Judicial Circuit Court Chief Judge Beth Robb, plan to remain involved in the [Bloomington, Normal] community. Read more here [http://www.pantagraph.com/news/local/sender-retiring-will-remain-in-community/article\\_363d82ba-e460-579d-8e19-6cc9cef02b5b.html](http://www.pantagraph.com/news/local/sender-retiring-will-remain-in-community/article_363d82ba-e460-579d-8e19-6cc9cef02b5b.html)

## **International Day of Disaster Reduction**

The United Arab Emirates has organized two panel discussions at the United Nations during its participation in the 10th Conference of State Parties to the Convention on the Rights of Persons with Disabilities, CRPD, in cooperation with Dr. Victor Pineda, President of Pineda Foundation, World Enabled and GAATES.

The discussion focused on gender and disability narratives in humanitarian planning and response, addressing the need for and delivery of services for persons that are most likely to be left behind. Read more here <http://globalaccessibilitynews.com/2017/06/19/uae-emphasises-no-one-is-left-behind-motto-at-cosp/>.

## **EA Professional Spotlight**

### **Name and position**

Saima Ahmad, Doctor of Psychology (Clinical). I manage the Employee Assistance Program and Counselling Services (EAP & CS) for Emirates Airline. I joined this department in 2014. I previously worked within the organization as a clinical/organizational psychologist. I was involved in clinical assessments, executive coaching, team-building workshops, and psychometric assessments.

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### **What do you like best about working in EAP?**

Working in EAP has been a great experience due to the challenges and the rewards associated with the job. Our employee population is unique with 170 nationalities, and as expats the nature of the issues they face are fairly different than what you would encounter in a traditional EAP setting.

Another enjoyable element is working with different groups within the organization, such as individuals, teams, and management, which provides a lot of variety in my role. The changing focus from reactive to preventative support is another exciting aspect of working within an EAP.

### **What was your first EAP job?**

My current role as EAP & CS Manager is my first job in an EAP setting. When I joined EAP I had two job opportunities, one in the area of executive coaching and the second opportunity was EAP. My background is Clinical Psychology, and EAP seemed to be a natural fit. And now, three years into the role I am glad I took up this challenge.

### **What do you find is the most challenging part of your job?**

Being able to manage the expectations of our customers and of internal stakeholders is a constant challenge. At times, the requests that may come to EAP are outside of our role and responsibility. For instance, a manager may expect us to drive a very able employee to a doctor's appointment. Or an employee may want EAP to raise funds to assist with a financial crisis.

As the head of the department, my role is to ensure our service offering matches the need within the organization, and my resources are utilized appropriately. Another challenge is balancing my management role with my psychologist role. On one hand I have the employee's welfare to consider, but at the same time the organizational priorities and demands need to be also kept in mind.

### **What inspires you?**

My roles involves managing our EAP function and our counselling service. I have an excellent team that deal with very difficult and emotionally draining scenarios day in and day out. Their resilience and their commitment to their roles and to employee well-being is very inspirational. At times, our clients and their individual journeys can be a real learning experience.