

17 EMPLOYEE ASSISTANCE PROGRAMS

QUIZ 1 (20 POINTS)

True/False (5 points)

1. Today 85% of Fortune 500 corporations have an EAP.
 - a. true
 - b. false
2. EAPs are effective only if they attract voluntary participants.
 - a. true
 - b. false
3. The EAP staff is not responsible for identifying and evaluating treatment resources in the community. That is the client's job.
 - a. true
 - b. false
4. An EAP needs assessment takes into consideration the size of the work force, but not the number of worksites.
 - a. true
 - b. false
5. CISD tend to be most effective if previously trained volunteers from the work force assist the in the meeting.
 - a. true
 - b. false

Multiple Choice (6 points)

6. The Employee Assistance Society of North America estimates that up to ____ of industrial fatalities can be linked to alcohol abuse.
 - a. 30%
 - b. 35%
 - c. 40%
 - d. 45%
7. An EAP supervisory committee should include representatives from which of the following?
 - a. the human resources department
 - b. all relevant labor unions
 - c. the work force
 - d. all of the above
8. Which of the following is an advantage of an internal EAP?
 - a. Its services can be easily publicized.
 - b. It can employ personnel with greater expertise in EAP.
 - c. It can focus its efforts on providing specialty services
 - d. It offers an enhanced perception of confidentiality.

16. What are the basic services all EAPs offer?

17. What is sometimes the problem with client referrals?

18. What would make employers liable for defamation?

Short Essay (2 points)

19. What is constructive confrontation?

20. DTT Gears is trying to select an external EAP provider. How can it determine whether the provider has an appropriate and adequate network?

QUIZ 2 (20 POINTS TOTAL)

True/False (5 points)

1. Both unions and management need to support an EAP before it can be launched.
 - a. true
 - b. false

2. Not all EAPs need to include supervisory training or a team leader program about the EAP and its use.
 - a. true
 - b. false

3. A blended EAP is the product of a group of smaller companies banding together to jointly contract with an EAP.
 - a. true
 - b. false

4. A client can make a less stressful transition back to the workplace if he or she receives a visit from an EAP staff member while in the hospital.
 - a. true
 - b. false

5. An EAP can coordinate random drug testing as part of its follow-up for chemically dependent clients.
 - a. true
 - b. false

Multiple Choice (6 points)

6. According to estimates, perhaps _____ of workers use alcohol and other drugs on the job.
 - a. 10%
 - b. 13%
 - c. 17%
 - d. 20%

7. The EAPA recommends providing one counselor for each _____ employees.
 - a. 1,000
 - b. 1,500
 - c. 2,000
 - d. 2,500

8. How can an external EAP work to the advantage of the provider and ultimately the EAP itself?
 - a. Its staff has more knowledge of local community resources.
 - b. Its staff has more knowledge of the concerns of employee groups.
 - c. Its staff may receive information more freely from management.
 - d. Its staff is more familiar with the treatment needs of employees.

9. OSHA guidelines for the health and social industry include
 - a. requiring full disclosure of all threats to employees.
 - b. changing the facility to improve safety.
 - c. identifying high-risk clients.
 - d. all of the above

16. Why is confidentiality especially important for an internal EAP?

17. What are two advantages of EAP-provided treatment?

18. What does the general duty clause require employers to provide?

Short Essay (2 points)

19. According to the EAPA, what is the definition of an EAP?

20. What are four benefits of using an EAP? Does an EAP save money for an employer?