Employee Assistance Quarterly

Volume 18
Number 2
2002

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Effects of Voluntary Mediation in the Neighbourhood:
The Dutch Practice
Frans Spierings
Bram Peper

In this article, we will discuss an evaluation study of experiments in the Netherlands with community mediation. The experiments started in 1996, and the research was conducted between 1996 and 1999. The concept that arrived from San Francisco was adjusted to suit the Dutch context. The description of the practice of community mediation in the Netherlands is our next topic. After this description, an analysis of the research follows. The effects of community mediation or mediation in the Netherlands are analysed. In practice, different participants have different expectations of community mediation. The practice of five years of community mediation leads to recommendations as well as several critical comments. We end the article with a look at the future of community mediation in the Netherlands.

KEYWORDS. Mediation, conflict resolution, neighbouring, community participation

Spirituality, Stress and Work
Rick Csiernik
David W. Adams

This study of 154 helping professionals from seven different work environments employed five different measures to examine the impact of stress on spirituality...
and of spirituality on ameliorating workplace stress. Social workers and nurses reported that their workplaces were the most stressful while clergy and those working in pastoral care reported the least amount of workplace stress. Those working in funeral homes and churches reported the greatest negative impact on their spirituality by the stress of their work. It was also discovered that the greater the score on the JAREL spirituality scale the more likely respondents were to report that their workplaces had a more positive emotional climate and produced less stress. Overall, it appeared that for this non-random sample, spirituality contributed to wellness and assisted in counteracting workplace stress.

KEYWORDS. Spirituality, stress, work

Business Ethics and Employee Assistance: A National Survey of Issues and Challenges
David A. Sharar
William White
Rodney Funk

Numerous environmental and financial pressures have created a demand for Employee Assistance Programs (EAPs) to reinvent themselves. Paralleling these pressures is a subjective perception in the field that business ethical dilemmas and violations are on the increase. Given the field's historical focus on its ethical responsibilities to individual employee clients, little is known about the prevalence of ethical concerns related to the business practices of EAPs. This article will present a national field study that describes and analyzes EA professionals' perceptions about (1) the frequency of occurrence of business related ethical problems; and (2) the most significant ethical challenges facing the field. A survey questionnaire was constructed that utilized both scales and open-ended questions, and was sent to a random sample of EA professionals who were selected from each region of the United States. Findings suggest that many EA professionals are feeling pressured to confront increasingly complex ethical business dilemmas, and as times, compromise ethics in order to achieve marketing objectives and financial solvency.

KEYWORDS. Employee Assistance Programs, responsibility to clients/patients, business ethics

The Stroke and Me: Experiences and Recollections of a Patient
Norbert Reinsein

As the aging population increases in size and as medical treatment and rehabilitation advances, the number of people experiencing stroke has grown rapidly. Concurrently, the fears experienced by the family and friends of stroke victims have also multiplied. This article relates the recollections of a stroke victim during recovery. It is the first known commentary of this kind written.

KEYWORDS. Stroke, rehabilitation, client centered assistance and feedback

A Retrospective of Employee Assistance Consortia: Progress, Pitfalls and Opportunities
R. Paul Maiden

Employee Assistance Programs have been adopted by many larger work organizations. However, the vast majority of the American workforce is employed by small businesses, many of which do not offer an EAP to their employees. Consortium development has been shown to be a viable strategy to bring EAP service to small businesses. This article reviews the emergence of the consortium concept, gives a developmental history of several of the more successful EAP consortia that have been operating for a number of years, and discusses some of the pitfalls of consortium development. A case study of five years of development and operation of a consortium established in Illinois is also presented. It concludes with issues to consider when developing an EAP consortium.

KEYWORDS. EAPs, small businesses, consortium

BOOK REVIEWS

Wealth and Democracy: A Political History of the American Rich, by Kevin Phillips
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