



The CEAP Advisor's Handbook

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CEAP Advisor's Handbook

1. Introduction

In order to become a CEAP, each candidate needs a minimum of 12 hours of advisement by a CEAP in good standing. These hours need to be earned within a minimum three-month period. The Advisement process provides value and benefit to both advisee and advisor and allows for the mentoring of new employee assistance professionals in order to ensure quality and consistency of service provision throughout the field.

The partnership between the two parties allows for the continuing development and enrichment of the employee assistance field. It further allows for an expansion of our resources and an opportunity to share real-life examples that illustrate employee assistance standards and practices. The CEAP candidate and his/her adviser have the opportunity to analyze, dialogue and problem solve difficult situations and the often time balance of competing constituencies frequently encountered in EAP work.

The purpose of the CEAP Advisement Handbook is to provide specific and relevant information regarding the process of attaining and maintaining the certification to anyone who is considering becoming an advisor. The goal is to give an overview of requirements, as well as to provide a step-by-step process. The Advisement process has been in place since 1998, and it has become apparent that the success of each Advisement process is dependent on the communication, collaboration and planning of the advisor and the CEAP Candidate. The EACC recognizes that agreeing to be an advisor for someone seeking certification can be both challenging and rewarding. In light of that, this document attempts to answer many questions, provide suggestions and present processes to be considered.

Before you commit to being an advisor for either an individual or a group, there are some things you may want to bear in mind. The following list is some questions to ask yourself:

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- Do I have the time to commit to the advisement and see it through?
 - Am I up to the challenge of teaching employee assistance principles and practices?
 - Do I feel that I have the knowledge needed to be successful or know where to get the information?
 - Do I fully understand the core technology and it was developed?
 - Do I fully understand the history of the Employee Assistance field?
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As you read this document, you may want to write down some ideas you have to discuss with your CEAP candidate. If you have any questions about the process, please call the Certification Director at EAPA at 703-387-1000 ext. 311.

2. Starting the Process

With the foundation of the questions above, it is important to clarify the expectations of the process between yourself and the advisee. Aside from the expectations of the content of your discussions, you may also want to clarify your expectations on meeting times, locations, communication if changes need to be made, and a way to check throughout the process to see if it is meeting expectations on both sides.

Before launching into the process of advising, it is important to understand your advisee, and where his/her strengths and weaknesses lie. Take the time to talk about his/her background and experience. Use the following guide as questions to clarify before you begin:

- Why are you pursuing a CEAP at this time?
- How would you rate your understanding of Employee Assistance?
- With what three areas of Employee Assistance do you feel most comfortable?
- With what three areas of Employee Assistance do you feel you need more work?
- What populations have you worked with in the past?
- Have you had more experience on the client or the administrative side?
- What has been your most challenging experience within Employee Assistance?
- What is the biggest challenge you see with confidentiality and Employee Assistance
- How would you describe the differences between internal and external services?

Add to this a self assessment based on the exam blueprint. Ask the advisee to rate him/herself on his/her knowledge of the various areas. During advisement, refer back to this self assessment and discuss how much progress has or has not been made.

3. What is the difference between Advisement and Supervision?

Advisement and supervision may have some overlap, but the two concepts differ in means, purpose and intent. CEAP advisement is a *mentoring* process whereby an experienced CEAP relays EA knowledge of a broad nature, generally focusing on the general understanding, foundation and philosophy of EA, which can then be applied to EA work. All aspects of competent EA practice should be covered and a suggested topic listing is provided in this handbook, even though some aspects may not be part of a candidate's current job.

By comparison, EA professional supervision relates to job performance and typically addresses the candidate's work in that organization, including issues of concern and specific EAP cases, rather than a broad overview of EA issues in diverse EA models and settings. A supervisor's job includes providing guidance and direction on a particular case, and the supervisor retains responsibility for the EA professional's work performance. The CEAP advisor holds no responsibility for candidate job performance and provides general, rather than specific, work directives. CEAP advisement does not include any clinical or casework supervision.

A candidate's work supervisor who is a CEAP may concurrently provide advisement, with the prior understanding that each of the EA core areas would be discussed during the advisement period. Focusing only on candidate work issues is not advisement, even

though it may happen during what is supposed to be the advisement process. CEAP advisor focus should not be on advising the candidate with respect to his/her current job, but should provide advisement within the board field of EA programming. The mentoring relationship goes beyond concerns of the CEAP candidate in his/her current EA job, and helps to prepare the candidate for the future.

4. Meeting the Advisement Requirement

4.1 Advisement for candidates within the U.S.

The Commission defines Advisement as a formal mentoring relationship between a CEAP candidate and an active CEAP. The relationship exists to assist the candidate with building the skills, knowledge, attitudes, and values necessary for practice of employee assistance programming.

The Advisor and CEAP candidate hold joint responsibility for maximizing the benefits of Advisement and for submitting correct and accurate forms at the time of the candidate's application to take the CEAP examination.

Each CEAP candidate must complete at least 12 advisement hours, **conducted over a minimum three-month period**, and completed prior to a candidate applying for EACC approval to take the CEAP test.

4.2 Advisement for Candidates Outside of the U.S.

Location, language and practice differences, as well as the fact that there are few CEAPs outside of the U.S. to provide advisement can make it difficult for non-U.S. CEAP candidates.

Remember that advisement need not be face-to-face. Long-distance advisement, such as by telephone, email, or televideo, is allowed for all candidates. In addition, outside of the U.S., experienced EA practitioners can be used as peer certification advisors until the country can develop a sufficient core number of CEAPs. Once the country has established a core number of CEAPs (defined as 10 CEAPs per 20 million per country), then the regular advisement guidelines become applicable. International CEAP candidates and potential advisors are encouraged to follow the guidelines below and are required to contact the EACC Certification Department, prior to beginning the advisement process, for approval.

Peer certification advisors must be experienced employee assistance professionals who meet each of the following criteria:

- Minimum four years full-time equivalent and current work experience in an EAP setting in the core competencies of employee assistance work within the past 10 years. Documentation will need to be submitted to the EACC for approval.
- Written recommendation by the local EAPA chapter or, where one doesn't exist, the recommendation of at least two (2) other EAPA members who can attest that the candidate possesses the necessary intellect, knowledge, experience, and personal qualities to successfully act as a peer certification advisor.

- The potential certification advisor and the candidate cannot provide advisement to each other.
- Be a member in good standing of EAPA and any other professional organization to which they belong. The advisor must also be in good standing and not have been found to be in violation of any ethical standards or codes of conduct of any other licensing and/or certification entity which has granted them employee assistance related credentials (e.g. social work, psychology, counseling, nursing, medicine, etc.).
- International peer certification advisors are approved for a period of three years.
- At some point during the three year period, the peer certification advisor is expected to earn their own CEAP credential, which means that future advisement will meet the usual EACC criteria.
- International peer certification advisors can provide advisement individually, in groups, or in some combination, but to no more than 8 in a group.

5. Advisement Specifics

Although the EACC recommends that advisors not charge, it has become clear that the ability to offer the time for advisement has become an issue in some cases. Therefore, advisors are now allowed to charge a “reasonable amount” for advisement. This amount needs to be worked out between the two parties prior to the start of their working relationship.

Advisors do receive compensation in the form of PDHs for providing advisement, at the rate of one PDH for every two hours of advisement, up to a maximum of 12 PDHs per three-year recertification period, regardless of the number of candidates advised. While the advisement process need not be completed when the advisor applies for recertification (and wishes to use accrued PDHs), PDHs may be submitted only for those hours that have been completed at the time of the advisor’s CEAP renewal application.

An Advisor may apply for no more than 12 PDHs obtained by providing Advisement during any renewal period, even if s/he has provided Advisement to more than one candidate during this time. Group advisement counts hour for hour spent with the group regardless of the number of candidates in the group. (If, for instance, an advisor advises a group of 6 candidates for one hour, that counts as one hour of advisement, not six.)

- Candidates participating in any form of advisement must formally contact EACC prior to the commencement of the process.
- All applicants are required to obtain appropriate forms and documentation related to advisement
- At least 12 hours of Advisement must be completed, spread out over at least three months.
- Advisement can occur with an advisor on a one-to-one basis, in groups of no more than eight (8) advisees (unless there is more than one advisor for the group), or by internet televideo, or telephone, or any combination thereof.

- During group advisement, the advisor is expected to ensure each candidate participates in each session. Each session is recorded on the CEAP Advisement Contact Form for each participant in the group.
- Any active CEAP may serve as an Advisor, though a CEAP cannot serve as an Advisor to their spouse, child or other relative.
- A lapsed or otherwise inactive CEAP may not serve as an advisor, nor may a non- CEAP, regardless of background or experience.

6. Advisement Content

It is the responsibility of the advisor to provide coaching that consistently supports and reinforces EACC professional standards and ethics. The advising process assures the development of aspiring and new members of the profession while also allowing them to benefit from the experience and knowledge of those who are well established in the field. The advisement process also allows for timely discussions of actual situations.

Advisement is meant to be flexible, and so there is no set of required topics that must be covered. The subjects covered during advisement will be determined by performing an informal gap analysis that determines what specific areas the candidate needs to learn more about. The first session is generally used to introduce the process and review the content areas with the candidate to determine the focus of the advisement.

As the Advisor and Advisee begin to choose the topics they will cover during the 12 hours that they meet, there needs to be a considerable amount of consideration granted to the Core Technologies as defined by the EAPA Board. The role of the Advisor is to help the candidate apply what they are learning in advisement to the EA work setting, to expand the individual's knowledge of the field and to develop a practical knowledge of all aspects of employee assistance practice.

While working with an advisor may help an advisee prepare for the test, this is not a purpose or function of advisement. As a general guide, suggested EA professional practice areas the CEAP advisor may want to discuss with the candidate are listed below. The Advisor can also reference the CEAP Exam Blueprint for additional topics.

- Organizational Dynamics
- Work Organizations and Organizational Development
- Risk Management
- Supervision
- Labor Relations
- Legal Mandates
- Benchmarking and Performance Management
- Employment Benefits
- General EAP Practice and Principles
- Policy Development
- HR Management
- Supervisory Training
- Supervisory Consultation
- Providing Direct EAP Services

- Special Interventions
- Case Management
- Prevention Education
- Illegal Drugs and Drug Testing
- Legal System (e.g., going to court)
- Confidentiality
- EAP Policy Development
- Mediation and Conflict Resolution
- Chemical dependency Problems
- Non-Chemical Addictions
- Work-Life
- Diversity
- Mental Health Diagnosis
- EAP Management

7. Documenting Advisement

Completed Advisement is documented on the CEAP Contact Form, which must be filed with the candidate's exam application when applying to EACC for approval to take the CEAP test. Candidates submitting an altered, unsigned, incomplete or questionable Advisement Form will be denied eligibility to take the test.

7.1 CEAP Forms (*all forms are available on the EAPA website*)

- The CEAP Advisement Documentation Form, must be filed with EACC prior to the start of Advisement. It is signed by both the CEAP candidate and his/her Advisor, and then returned to EACC. (*Receipt of the form is acknowledged by EACC e-mail.*)
- The Advisor Attestation, must be filed with EACC with the Documentation Form prior to the start of Advisement.
- The Advisement Contact Form, initialed by both parties after each Advisement session, must be included with the candidate's application to EACC to verify that the Advisement requirement has been completed—at least 12 hours over a minimum three-month period.

8. Frequently Asked Questions about Advisement

Q. How do I find an advisor?

A. Finding an Advisor can sometimes be difficult. Attending EAPA chapter meetings is a good place to start, as is contacting local chapter officers. Chapter information is available on the EAPA website at: <http://www.eapa.info/ChaptBranch/chaplocate.htm>.

Candidates still experiencing difficulty locating an advisor are encouraged to contact the EACC (703-387-1000 X 311 for names of CEAPs willing to provide long-distance advisement. A directory of potential CEAP advisors will also be available by January 2008 on EAPA's website, www.eap-association.org.

Q. Do advisors charge for providing advisement?

A. Some CEAP advisors may charge a candidate a reasonable rate for providing advisement, as well as any expenses, such as for long-distance telephone calls, as long as this was agreed to prior to the start of advisement.

Q. Can any active CEAP serve as an advisor?

A. Yes, with the exception of current EACC Commissioners, current EAPA Board members, and individuals related to the CEAP. Work associates, including supervisors, may provide advisement.

Q. Can an advisor handle more than one CEAP candidate for advisement?

A. Yes, an advisor may mentor up to four candidates at one time. Group advisement, where more than one candidate is mentored in a group setting, is also permitted, as long as the maximum number of CEAP candidates in the group does not exceed eight (8).

Q. I've reviewed the advisement topic list. How can I cover everything in just 12 hours of advisement?

A. You don't have to. Remember that the purpose of Advisement is to help the advisee become a knowledgeable, well rounded professional. The will likely come to the advisor with a considerable amount of knowledge about the field. While CEAP candidates should be knowledgeable about all the topics in order to pass the CEAP examination, it is the candidate's responsibility to find articles, books and workshops to fill in major gaps in their knowledge. Advisement content is designed to be flexible, and reflect each candidate's individual needs.

Q. Is group advisement permitted?

A. Yes. EACC has approved group advisement with eight (8) as the maximum allowable number in a group at any given time. It is the advisor's responsibility to ensure that each CEAP candidate in the group participates and that the individual needs of each candidate are considered when the curriculum is determined.

Q. Does advisement have to be face-to-face?

A. No, advisement can use any communication medium that the advisor and candidate agree to, for all or just a portion of the advisement. While in-person advisement is most common, the process can successfully occur via telephone, e-mail and/or video conferencing.

Q. Does the same advisor have to provide the entire 12 hours of advisement?

A. No. While it is strongly suggested that the same advisor work with a candidate in the interest of maintaining continuity, things happen and changes may be necessary. The candidate must inform EACC of the change and provide the new advisor's name by submitting another dually signed Advisement Documentation Form and Advisor Attestation Form. The advisement hours conducted under the first advisor are counted

toward meeting the requisite 12 advisement hours. The same Advisement Contact Form can be used for both the new and the former Advisor. Where group advisement is conducted, there is often more than one advisor. In these instances, one person should be the Advisor of record to minimize confusion.

Q. As a CEAP advisor, am I responsible in any way for candidate competency and practice, whether during or after Advisement?

A. No. While EACC recommends that advisors carry professional liability insurance, you are not accepting any supervisory responsibility for the candidate's work behavior or decisions. The Advisor's role is to guide the candidate toward the appropriate information and to facilitate discussion and exploration of this information.

Q. A while back, I met a CEAP at a chapter meeting and we've been talking about EAP and practice issues for several months. If I start advisement with that person, how many advisement hours from the past few months can be credited toward the required 12 hours?

A. None. Advisement is a formal process with an agreed upon agenda and defined content areas. Advisement begins after EACC is formally notified by the filing of the signed Advisement Documentation Form and Advisor Attestation Form. Credit for prior informal sessions is not given.

Q. How do PDHs get approved when held overseas? By an EAPA in the US?

A. They get approved through the regular process by applying to the Certification Director at EAPA US. The process is quite simple and many have been approved already (Ireland, Japan and Australia)

Q. Can you offer one or two books or resources that prospective CEAPs should read to help them during advisement and their preparation for the CEAP exam?

A. At the end of this document is an addendum of suggested readings. This list does not imply that reading these selections will guarantee passing the CEAP exam.

Q. How does one volunteer to become an advisor?

A. Many local chapters maintain a list of individuals who are interested and available to provide advisement. You may also call the Certification Director at EAPA (703-387-1000 X 311) to have your name added to the list of volunteer advisors.

Q. Where do I find the curriculum to use as an Advisor?

Although each Advisor is responsible for developing the curriculum, you can get some samples from the EAPA website as well as from many local chapters. You may also want to review the content area of this document and then discuss with your candidate what their specific needs are.

Q. Are any alternative pathways to the CEAP being considered?

Not at this time.

Q. What manuals or training materials have been prepared for those taking the exam?

A.

- The Exam study guide from EAPA is available to order from the Online Store, <http://www.eapassn.org/Store/>.
- Refer to the Suggested Reading list attached to this document.
- Some chapters have put together white papers that are available on their websites.

Q. Why doesn't the EACC offer training for Advisors at the annual conference.

A. The EACC is prohibited from providing training for either Advisors or candidates. It would represent a conflict of interest to do so. EAPA is currently considering developing an Advisement Training.

Q. How can candidates find advisors who speak their primary language?

A. Start with the local EAPA chapter or branch.

Q. I don't live in the US and English is not my primary language. Even if I find an Advisor who speaks my language, is the exam available in different languages?

A. The exam is currently available in English and Japanese. Other translations of the exam questions are being discussed.

Suggested Readings for CEAP Candidates and Advisors

Please Note: The references listed in this section are intended as a guide to information that may be helpful in the study of employee assistance. The EACC is not endorsing this material nor suggesting that other resources would not be equally useful. Studying this material in no way guarantees that a candidate will be successful in passing the CEAP examination.

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