Personnel pRIde

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USE OR ABUSE? — DIAGNOSING DEPENDENCY

Dependence on alcohol or other drugs is a widespread problem. Many times, people don't recognize it. Chemical dependency is simply the inability to control the use of some physical substance — not being able to quit, and not being able to limit how much is used. If you have a dependency problem, recognizing it can help you to move towards a happier and healthier life.

Myths

You might think of a chemically dependent person as someone who can't live without alcohol or drugs, who is often drunk or stoned, who uses drugs or alcohol every day, or is irresponsible, immoral, weak-willed or even evil. The fact is, a person can be chemically dependent without showing such obvious signs, and dependency can cause serious problems in a person's life. We are gradually beginning to realize that a person's genetic makeup may affect his or her chances of becoming dependent, and that dependency is often a physical condition that cannot be cured by willpower alone.

Symptoms of Dependency

Here are some signs that might indicate a chemical dependency problem in you or someone you love:

- Trying to cut down or to quit using some substance, and failing at it.
- "Blackouts," or lapses or memory, after use.
- Using the substance while alone, or hiding the evidence of use.
- Using the substance to forget about problems or worries.
- Doing things while "under the influence" that cause regret afterwards.
- Not being able to enjoy an event without the substance.
- Using much more than other people in a social gathering.
- Neglecting responsibilities in order to use the substance.
- Family, friends, or employer expressing concern about substance use.
- Being willing to do almost anything to get the substance.
- Financial or legal problems from using the substance.

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DEA EXPANDS ELDER CARE PROGRAM

The Rhode Island Department of Elderly Affairs has expanded its Elder Care Program to help older Rhode Islanders remain independent and in their own home. Elder Care is a component of the "Nursing Home Without Walls" initiative which also includes homemaker services, adult day care, and a project which returns nursing home patients to their homes with support services.

"Sometimes an older person needs a helping hand," observed DEA director Adelaide Luber. "In many cases seniors and their families don't know where to being to look for assistance. An Elder Care case manager will determine what support services are needed and help arrange for them," she continued.

The DEA is distributing $120,000 to seven community agencies to operate Elder Care programs which serve all of Rhode Island.

Elder Care began in 1989 as a $60,000 pilot program in Kent County and the Blackstone Valley. The success of these pilot projects led to the program's expansion. Funding for the pilot program was provided by the General Assembly under legislation proposed by Rep. Thomas A. Lamb (D) of West Warwick.

Elder Care services include pre-screening and assessment of client needs, providing the client with a suggested care plan, assistance in arranging services, and monitoring of the care plan, as well as training and education services for family caregivers. The Elder Care Program provides a case manager for the client, but the initiative does not provide direct care services.

"For example, a case manager might suggest that a client get Meals on Wheels, a Senior Companion, or a home health aide," Luber stated. "The case manager might also suggest that a client apply for pharmacy or energy assistance," she added. "Our idea is to make the client and their families aware of what is available and help them to arrange the support services they desire," Luber declared.

Any Rhode Island resident 65 and older, or a victim of Alzheimer's disease (at any age) is eligible for the Elder Care Program. The primary requirement for Elder Care is that an older person would not be able to stay at home without support services.

The Elder Care Program has no income eligibility. The services of a case manager are available to all qualifying persons regard-

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Season's Greetings

USE OR ABUSE

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Problems Caused by Dependency

Chemically dependent people often act unwisely or inappropriately while under the influence of their drug. They may act in ways that will embarrass them later, such as by telling dirty jokes at a party. They may endanger their health and lives, and the lives of others, by having unsafe sex, or by driving while intoxicated. They may lose their jobs or families as people around them are hurt by their actions.

What to Do

Recognizing that there is a problem is the first step towards recovering from chemical dependency. If you think you might have a problem of this type, here are some steps you can take:

- Acknowledge the problem openly.
- Limit time spent with people who encourage drug use, or who believe that dependency is a problem of weak will.
- Seek professional help from the Rhode Island Employee Assistance Program (RIEAP). This is a free service available to all State employees and their dependents. It is a highly confidential, professional source of help for persons needing information, assessment and referral to counseling or treatment resources throughout the State.
- Seek out the support of people who are recovering themselves. RIEAP can help you find these and other helpful resources.

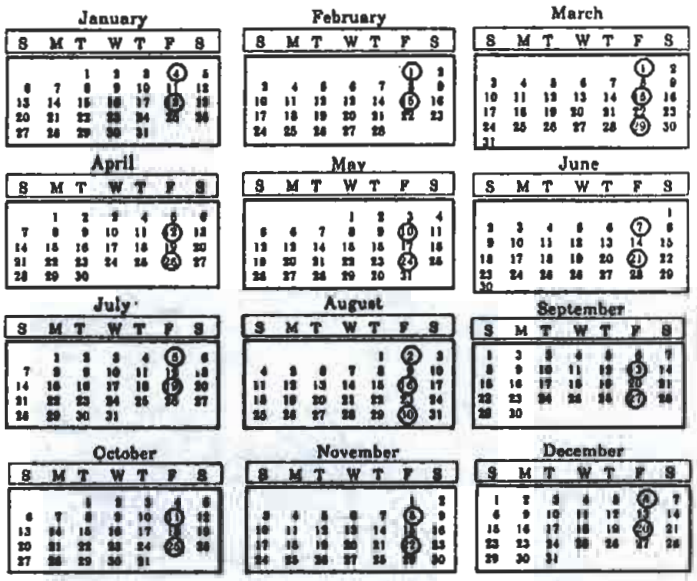
(Be sure to read the companion article "Fit for Duty: The Effects of Substance Abuse on Employee Performance").

CLIP 'N' SAVE

This calendar is brought to you by

THE RHODE ISLAND OFFICE OF PERSONNEL ADMINISTRATION

1991



1991 STATE HOLIDAY CELEBRATIONS

New Year's Day	Tuesday, January 1
Dr. Martin Luther King Jr.'s Birthday	Monday, January 21
Memorial Day	Monday, May 27
Independence Day	Thursday, July 4
Victory Day	Monday, August 12
Labor Day	Monday, September 2
Columbus Day	Monday, October 14
Veteran's Day	Monday, November 11
Thanksgiving Day	Thursday, November 28
Christmas Day	Wednesday, December 25

CIRCLED DAYS INDICATE PAY DAY FOR STATE EMPLOYEES

FIT FOR DUTY: THE EFFECTS OF SUBSTANCE ABUSE ON EMPLOYEE PERFORMANCE

Though we may not like to admit it, there is a direct correlation between the use of alcohol and other drugs by employees and less than efficient worker performance. For example, it has been observed that substance abuse can have the following adverse effects:

It can reduce how productive a worker is. Workers who use alcohol and other drugs are likely to exceed the average number of employee sick days. Their poor sense of motivation and their decreased efficiency due to the effects of substance abuse can combine to result in a reduction of the amount of work completed.

Substance abuse also affects the quality of work. Workers whose skills are impaired and who have a bad attitude are more likely to be satisfied with less than quality performance. This becomes especially true as substance abusers become more and more concerned about getting and staying "high" and less and less concerned with doing a good job. Also, quality is jeopardized because of the effects of alcohol and other drugs on a workers' concentration and judgment.

Substance abuse can greatly interfere with the feeling of team spirit and cooperation that a group of employees who work together generally feel. And employees who need to support a drug habit may resort to unscrupulous ways of increasing their income, such as through employee theft.

Unquestionably, substance abuse can have serious, negative consequences for the abusers, employers and fellow employees. Abusers stand to lose a sizable amount financially through sick days, loss of the opportunity for raises and promotions, possible suspension from their job, and even loss of employment altogether. Employers may incur losses as productivity declines, and costs rise to cover increased accidents, sick days, higher insurance premiums and employee theft. Substance abuse is costly for everyone!

HELPLINE! CALL RIEAP AT 828-9560 OR TOLL FREE 1-800-445-1195

The R.I. Employee Assistance Program (RIEAP), a *free* service available to all State employees and their dependents, is a highly *confidential*, professional source of help for persons needing information, assessment and referral to counseling or treatment resources throughout Rhode Island.

If you or a member of your family has a drug problem, we urge you to contact RIEAP. If a co-worker is using illicit drugs, we urge you to encourage him/her to call RIEAP. Lets all do our part to achieve a drug-free workplace in Rhode Island State Government. Thousands have sought and received help from RIEAP. This service is for YOU and your dependents. If you need help, call the Helpline listed above or visit a RIEAP office at one of the following locations:

- 33 College Hill Road, Warwick
- 8 Summer Street, Pawtucket
- Marquette Plaza Building, Woonsocket
- Aquidneck Medical Center, Newport

WORKERS' COMPENSATION LAWS REVAMPED

The 1990 R.I. General Assembly passed several new laws that radically change the method by which Workers' Compensation is administered. Here are some of the major changes.

- The Hearing Unit of the Department of Workers' Compensation has been eliminated. It will however continue its present caseload until the end of the year.
- The Workers' Compensation Commission has been renamed the Workers' Compensation Court. It is now hearing cases for workers injured on or after September 1, 1990.
- Cost of living increases for *all* totally disabled workers become effective May 1, 1991.

Other changes include:

- A competitive state insurance fund and a new anti-fraud law. Also, partially disabled workers have new incentives to return to work.
- Minimum wages increase from $4.25 to $4.45 per hour on April 1, 1991.

Concerning arbitration of matters relating to the disciplining of employees, the new law gives abitrators:

- Fraud laws now make it a felony to fraudulently collect workers' compensation.
- Discrimination against union members in employment matters, including hiring, is now prohibited by the new law.

WHAT TO DO IF YOU ARE INJURED ON THE JOB UNDER THE NEW WORKERS' COMPENSATION LAW

- Notify your employer of the on-the-job injury and the parts of your body that were injured. Be sure to report all injuries to your employer or supervisor. Your failure to do so may prevent you from receiving Workers' Compensation benefits, should you later become disabled and not able to perform your regular job duties.
- Be sure to remind your employer to fill out, with your cooperation, "The Employer's First Report of Injury Form." You are entitled to a copy.
- Get necessary and proper medical care. Getting proper medical care not only benefits your physical and mental well-being, but it also documents your work-related injury. Documentation of medical care is a *crucial* step in obtaining Workers' Compensation benefits.
- If your Workers' Compensation benefits are not received within 21 days from the date of your injury, or the date you could not work, then you will need to seek legal counsel. An attorney will assist you in obtaining your benefits by filing a petition to the Workers' Compensation Court. Upon your counsel's filing, the Workers' Compensation Court will conduct a pretrial conference within 21 days.
- In some instances, you may receive your Workers' Compensation benefits prior to 21 days from the date of your injury, or the date you could not work. Be sure to check the documentation that you receive with your benefit check. If this documentation states at the top that it is "Non-Prejudicial" or "Without Prejudice Agreement" then your employer has not conceded that your injuries are work-related and they are only paying you temporarily up to a maximum of 13 weeks while they are investigating your claim.
- If you return to work during this 13 week period, it is advisable that you consult an attorney for further information concerning your rights and obligation under the new Workers' Compensation System.

FROM THE OFFICE OF THE GOVERNOR

Executive Orders

No.	Date	Subject
90-14	6-12-90	Establishes the Rhode Island Government Review Commission as a project of the R.I. Public Expenditure Council, to review the operations of state government; to identify ways to streamline operating procedures and system; improve utilization of physical resources; increase productivity; determine if alternative means can be used to provide services; and identify service delivery and financing innovations pioneered by others. A budget for the commission will be obtained by private donation. The commission shall submit its report and final recommendations to the Governor and General Assembly on or about February 1, 1991.
90-19	7-30-90	Reorganizes Central Food Services from MHRH to the Department of Administration.
90-20	8-29-90	Establishes the Veterans Memorial Auditorium Commission.
90-21	8-30-90	Reorganizes the Department for Children and Their Families (DCF).
90-23	10-2-90	Establishes a Commission to Study the Entire Area of Land Use, Preservation, Development Regulation.
90-24	10-3-90	Establishes the Governor's Education 1999 Task Force to recommend policies and plans to ensure that RI will achieve the national goals for education adopted by the National Governor's Conference.
90-25	10-3-90	Amends EO 90-21 Reorganization of the Department for Children and Their Families (DCF).
90-26	10-10-90	Amends EO 90-20 regarding the Veterans Memorial Auditorium Commission.
90-27	10-10-90	Establishes a Defense Industry Reduction Task Force.
90-28	10-23-90	Establishes a Year 2000 Health Objectives Task Force.
90-29	10-25-90	Establishes a Beyond Ladd Task Force.

For more information or copies of Executive Orders, contact the Office of the Governor's Legal Counsel, Room 320, State House 277-2080.

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SECRETARIAL/CLERICAL

Self-Assessment Techniques for Job Development

Designed specifically for secretarial and clerical employees, this 15-hour course will teach techniques of self-evaluation and how to apply those techniques to make life and career choices based on realistic assessments of your abilities, motivations and limitations. Topics include information evaluation (how others see you and how you see yourself in your daily performance), job perceptions, methods of evaluation, and practical use of results.
January 23, 30 and February 6, 13, 20, 1991; 9:00 a.m.-12 noon
Instructor: Dorothy Zimmering, M.Ed. ..... $ 69

MANAGEMENT/SUPERVISORY

Effective Time Management Strategies

Designed for supervisors, this course will provide:

- specific techniques for managing precious time, including how to do realistic goal setting and prioritization
- delegation techniques which aid in managing time
- a framework for the reduction of stress utilizing strategies which enhance the use of time.

Specific concerns generated by participants will also be discussed.
Monday, January 28, 1991; 9:00 a.m.-12 noon.
Instructor: Susan Jacobs Reidy, A.C.S.W. ..... $ 15

COMPUTER

Lotus 1-2-3

A 15-hour course introducing participants to this popular spreadsheet program. You will learn how to create, organize, and manipulate the Lotus spreadsheet, perform calculations, develop formulae and print detailed reports. You will learn how to make use of the "what if" capabilities of this powerful program and have the advantage of hands-on learning in each class. All activities and exercises are designed for individuals with little or no experience with spreadsheet programs. You will also learn the basics of microcomputer operations, disk care, and have a general understanding of DOS (disk operating system). Emphasis will be placed on proper backup procedures and on maintaining data integrity.
Course 1: Feb. 8, 15, 22, Mar. 1, 8, 1991; 9:00 a.m.-12 noon
Course 2: Mar. 15, 22, 29, Apr. 5, 12, 1991; 9:00 a.m.-12 noon
Course 3: Apr. 26, May 3, 10, 17, 24, 1991; 9:00 a.m.-12 noon
Instructors: James Kenny, Ph.D., and Michael Hughes $97

Intermediate Lotus 1-2-3

This 15-hour program is designed to be a continuation of our Using Lotus 1-2-3 course. It will feature more in-depth coverage of Database Usage, Macros, Lookup Tables, @ Functions and other related topics. It will be a practical continuation of our introductory Lotus course.
Course 1: Jan. 31, Feb. 7, 14, 21, 28, 1991; 9:00 a.m.-12 noon
Course 2: Mar. 7, 21, 28, Apr. 4, 11, 1991; 9:00 a.m.-12 noon
Course 3: Apr. 25, May 2, 9, 16, 23, 1991; 9:00 a.m.-12 noon
Instructors: James Kenny, Ph.D., and Michael Hughes .... $ 97

Introduction to the Macintosh

This introductory course will give participants an understanding of the Macintosh graphic interface that makes using this computer easier than using others. It will include familiarization with the Macintosh desktop, and an introduction to word processing, database, spreadsheets, and graphics on the Mac.
Jan. 30, Feb. 6, 13, 20, 27, 1991; 9:00 a.m.-12 noon
Instructors: James Kenny, Ph.D., and Michael Hughes .... $ 97

Desktop Publishing

The Macintosh's graphical interface makes it an ideal desktop publishing tool. Using such programs as Pagemaker, participants will learn the basics of combining graphics, text, and style to prepare single-page and multi-page documents.
Mar. 25, Apr. 1, 8, 15, 22, 1991; 9:00 a.m.-12 noon
Instructors: James Kenny, Ph.D., and Michael Hughes .... $ 97

Introduction to Word Processing

This 15-hour course is specifically designed for those who have little or no computer experience and who want hands-on word processing training. Participants will become familiar with the Apple IIGS computer system and learn to compose, edit and print correspondence using the PFS:WRITE work processing program. Participants will spend the last session learning to transfer newly acquired PFS:WRITE program skills to the IBM comptuer system. All members of this class will have their own workstation during each session.
Feb. 1, 18, 15, 9:00 a.m.-12 noon *and*
Feb. 22, 1991; 9:00 a.m.-4 p.m.
Instructors: Jim Davis, Ed.D., and Tina Rosa ..... $ 97

Word Perfect (4.2)

In this 15-hour course, participants will learn how to use the popular and powerful word processing program, Word Perfect, version 4.2. Those who have completed our Introduction to Word Processing course as well as those familiar with the IBM-PC system are welcome. Members of this class will have their own IBM computer workstation during each session.
Jan. 29, Feb. 5, 12, 19, 26, 1991; 9:00 a.m.-12 noon
Instructors: Jim Davis, Ed.D., and Tina Rosa ..... $ 97

LOOK FOR OUR SPRING CATALOG COMING SOON!

ELDER CARE PROGRAM

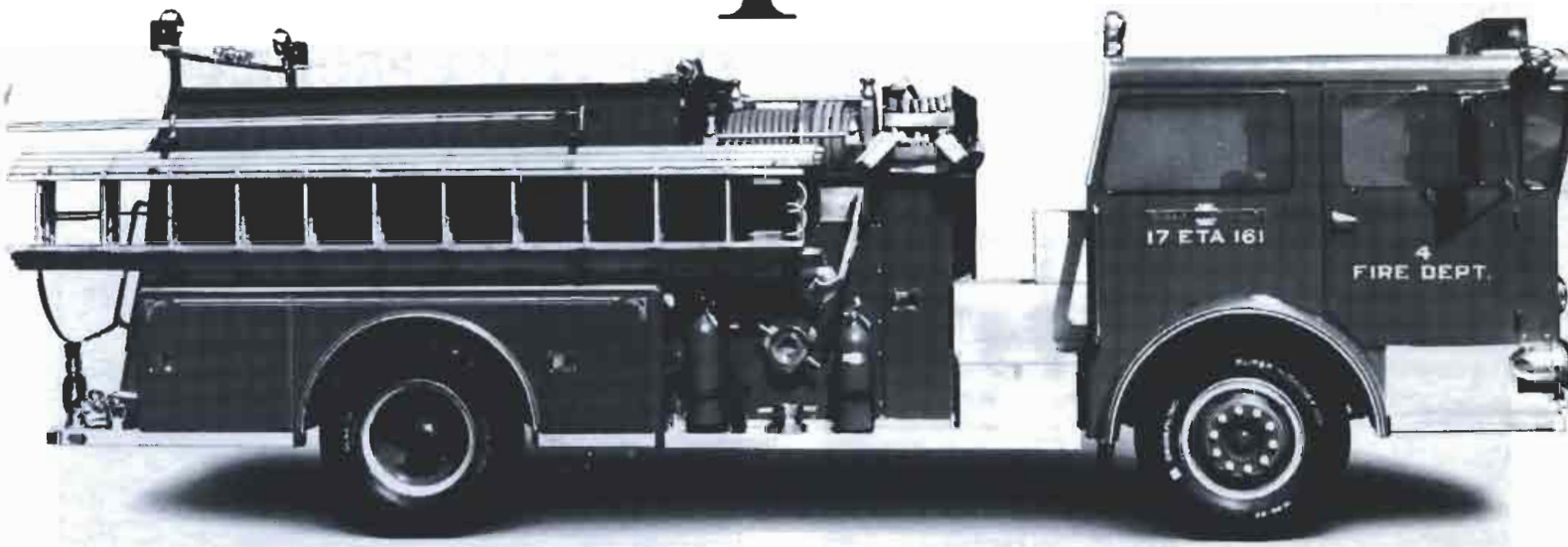
(continued from page 1)

less of income. Under Elder Care, the client must pay for the services needed in the home, but some financial assistance for services may be available based on the older client's income.

For additional information on Elder Care in your community, call:

Providence 941-1001
Cranston, Coventry, Foster & Scituate 946-3359
Central Falls, Johnston, North Providence, Pawtucket & Smithfield 725-8580
Burrillville, Cumberland, Glocester, Lincoln, North Smithfield & Woonsocket 766-3770
Barrington, Bristol, East Providence, Little Compton, Middletown, Newport, Portsmouth, Tiverton & Warren ..... 437-1000 or 1-800-829-1003
East Greenwich, Warwick, West Greenwich & West Warwick 885-1655
Charlestown, Exeter, Hopkinton, Jamestown, Narragansett, New Shoreham, North Kingstown, Richmond, South Kingstown & Westerly 1-800-640-8434

A health care company should be no less responsive.



There are some things in life everyone has to depend on in times of need. A good health insurance plan is one of them. And at Blue Cross & Blue Shield, we're working hard to respond to you. Whether the situation is alarming or not.

Blue Cross
Blue Shield
of Rhode Island

No one protects you better.

Making Blue Cross Customer Service Work For You

Three years ago Blue Cross & Blue Shield of Rhode Island created a "Dedicated Unit" within our Customer Service Department. This specially-trained unit responds promptly to calls for the State of Rhode Island employees and retirees. The staff not only assists you, but also reminds you of your benefits—whether they are Classic Blue, HealthMate, Plan 65 or Delta Dental.

You can help get your questions answered more quickly and accurately by doing the following:

1. Use the special telephone number.
2. Have your identification number available.
3. Have your documents or bills in front of you along with your question.

The Dedicated Unit takes calls Monday through Friday, from 8:00 am—6:00 pm, and on Saturday, 9:00 am—12:00 noon. The local telephone number is 831-6550, toll-free 1-800-327-6152, or if you have Voice/TDD, our number is 831-2202. It's important to use these numbers so that the representatives can answer any specific questions you may have concerning the State's coverage.

Another important point to remember is, when filing *any* claims, be sure you use the blue envelope designed especially for the State of Rhode Island. Whether you have Classic or HealthMate this is the only form you'll need. You can obtain these from your Health Benefits Office/Personnel or by calling the Blue Cross Customer Service Representative for a supply.

We at Blue Cross & Blue Shield are doing our best to help you make the most of your healthcare coverage.

Remember: If you are a Classic Blue or a HealthMate Plan Member, you *must* obtain a second surgical opinion from the Managed Benefits Hotline (272-5670 or 1-800-635-2477; these numbers can be found on the back of your ID card) *before* receiving any of the 15 specific surgical procedures:

- Back
- Cataract (Eye) w/wo lens implant
- Foot
- Gall Bladder
- Heart
- Hernia
- Hip
- Hysterectomy/Oophorectomy (Ovary Removal)
- Knee (Including Arthroscopy)
- Myringotomy (Ear) w/wo tubes
- Nasal
- Prostate
- Thyroid
- Tonsillectomy & Adenoidectomy
- Varicose Vein

Don't forget: with HealthMate, pre-authorization is required for *any* inpatient admission to a hospital, skilled nursing facility and substance abuse rehabilitation center. Pre-authorization is also required for other benefits including: Home Health Care/Visiting Nurses, Hospice Services, Outpatient Speech Therapy, Psychiatric Day Care and Private Duty Nursing.