

Introducing Your Personal Assistant!

It's no secret that multi-tasking has become commonplace in today's world. In fact, Dr. Charles N. Darrah of San Jose State University and two colleagues have pinpointed **busyness** as the dominant characteristic of 21st century living. The following passage from their publication, *Busier Than Ever!* (Stanford University Press) sums up it up this way:

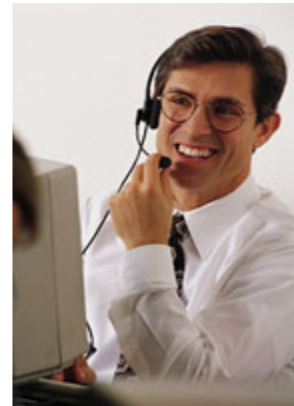
"Busyness is so deeply engrained in many of today's families that people often take it for granted. It may seem so obvious as hardly to be worth analyzing. The activities that make up busyness may seem unimportant, but the phenomenon of busyness is anything but trivial. It consumes the lives of countless families. It is transforming America."

As a result, we have collectively embarked on a mission to find ways of streamlining our hectic lives. As the researchers observe, "Many of us put considerable effort into managing our many commitments, and we try to create buffers of technology and people, which we hope will help us cope. All of this coping and buffering creates hidden work, which we do in addition to everything else."

Your Employee Assistance Program is pleased to offer help with your unique "busyness" challenges via the **Personal Assistant** component for which you and your immediate family members are eligible. But isn't the EAP all about behavioral counseling? Certainly, one of the primary functions of your EAP is to offer direct access to the finest professional counseling services 24/7 to address the full range of individual and family difficulties. But over the years we have continually added service components to assist our members with other sorts of assistance including financial, legal, eldercare, child care and cyber-safety, to name but a few. The Personal Assistant component is yet another enhancement to the overall menu of EAP services.

Your personal assistant will research specific questions and get back to you. Recent requests for helpful information have included:

- Locating a medical provider within plan
- Researching specific consumer rights
- Determining landlord responsibilities
- Locating summer camp options
- Researching "pet friendly" motels
- Exploring higher education funding options
- Locating the best gas prices along one's route
- Researching appropriate care options for an elderly family member



Contacting your personal assistant is easy! Simply log on to the EAP Information Resources site www.theEAP.com and click on **Contact A Personal Assistant** on the bottom left hand side. This will open up to a field where you can submit a question and describe your need in detail. Or you may dial up the EAP using the toll-free numbers at the bottom of this newsletter between 8AM and 5PM EST Monday through Friday and select option #1.

Dr. Darrah and his colleagues note that "busyness" can often result from "the accumulation of many small demands on time, which collectively can prove overwhelming." We invite you to contact your EAP personal assistant when you have the need for concise, accurate information but lack the time or resources to conduct your own research.