



ALLEN  
HOSPITAL

The heart of your healthcare

## EMPLOYEE ASSISTANCE PROGRAM

# EAPWorks

1st Quarter 2003

*A Newsletter to Promote Employee Health in the Workplace*

### *What does Allen EAP offer?*

Allen Employee Assistance Program (EAP) services are a free benefit provided by your employer to help you and your family deal with life's problems and the stress caused by these problems.

You can talk to an EAP counselor about:

- Job stress
- Depression or anxiety
- Family or marital conflicts
- Alcohol or drug abuse
- Relationship difficulties
- Grief & loss issues
- Gambling concerns
- Parenting issues
- Financial problems



### *When should I call Allen EAP?*

Does a problem occupy a lot of your time? Does it interfere with your normal activities at work or at home? Have symptoms persisted for more than two weeks? If the answer to any of these questions is yes, it's time to get help.



### *How do I make an appointment with Allen EAP?*

To schedule a confidential appointment, call (319) 235-3550 or toll-free at 1-800-303-9996, Monday - Friday, from 8:00 a.m. to 4:30 p.m. Identify yourself as part of your company's Employee Assistance Program. We'll schedule an appointment to meet your needs. Evening appointments are available.



### *What if it's an Emergency?*

If a personal crisis occurs when our office is closed, call (319) 235-HELP or toll-free at 1-800-303-9996. An EAP counselor will contact you within one hour of your call to help you stabilize the situation.



## *March Madness*

**W**ith March Madness just around the corner, the spotlight is on the excitement of basketball competition. But March Madness

may also usher in a time of stress for people who gamble excessively on sports. With so many games being played and statistics to keep track of, some people get caught up and out of control in placing bets on games. Their gambling becomes an addiction as powerful as a drug addiction.

### **Sports gambling becomes a problem when a person:**

- — Can't enjoy a normal activity (golf, watching a sporting event) without betting on it.
- — Life centers around gambling (getting money for, talking about, reading about, planning for, or spending time at placing bets).
- — Owes a lot of money to a lot of sources, is behind in monthly bills, and has multiple loans that can't be repaid.
- — May have written "hot" or forged checks or improperly used credit cards.
- — Unreasonably optimistic - no matter how much money is lost, believes it can be won back on the next game bet.
- — Relies on others to get out of debt.
- — Has frequent mood swings - is restless/irritable when not gambling, but outgoing when in action.
- — Gambles with more money to gain a higher level of excitement.
- — Risks loss of job, education, or relationship to continue gambling.

**If you, or someone you know, are concerned that  
a gambling problem may exist, call  
Allen EAP at 235-3550**

**or**

**1-800-303-9996**

**for help or more information.**

## *Eight Rules of Thumb for Managing Change*

**1. View change as a challenge.**

Every change, even if it is negative, presents an opportunity. Change can be an ally — if you take advantage of it.

**2. Know when to control and when to let go.**

Undercontrollers panic when challenge strikes. Rather than leading when necessary, overcontrollers try to do it all. The key is balance.

**3. Deal with your setbacks.**

The only people who do not have problems are dead. In times of trouble, allow yourself to experience negative emotions, deal with them, and move on.

**4. Be optimistic.** To boost your ability to deal with change, concentrate on what's going right.

**5. Use humor to deal with change.** Humor is not a cure-all, but it is a help-all. When stress strikes, take yourself lightly.

**6. Learn from mistakes.** Mistakes provide important information to help us deal with changes in our lives. Every time you make a mistake and learn from it, you build strength and character.

**7. Maintain perspective.** When work becomes intense, your

vision can become clouded. Take time to be alone. Personal examination is essential for maintaining perspective.

**8. Tune the body.** Structure exercise into your everyday life. Studies have shown a powerful link between physical fitness and mental alertness.

*Source: Erik Olesen, "Mastering Change"*



### *How Healthy Is Your Home?*

All kids deserve to live in a good home. Several common characteristics can be observed in healthy homes:

- The family has fun together, eats together, and works together.
- Family members feel appreciated, with emphasis on positive accomplishments.
- Parents "practice what they preach" and are good role models.
- The family has good communication skills and is adaptable in meeting everyone's needs.
- There is a commitment to spend the time and energy necessary to solve problems.
- Parents are reasonable and consistent with discipline, and the kids know their parents mean what they say.
- While there is a strong family bonding, there is also a healthy amount of separateness and outside interests.
- Parents are aware of how much money their kids have, and how they spend it.
- Differences are acceptable and children are encouraged to think independently.
- Parents set a good example in problem solving and in dealing with a crisis.
- Parents do not rescue their kids from the consequences of their mistakes.

*Source: Freeman: How to Drug-Proof Kids*

### *The six steps to becoming a better listener form a ladder*

L: Look at the person speaking to you.

A: Ask questions.

D: Don't interrupt.

D: Don't change the subject.

E: Empathize.

R: Respond verbally and nonverbally.



### *Something Bugging You?*

Are you irritable, impatient and can't seem to catch up on your sleep? Are you just stressed out or is it something more? Do not try to diagnose and treat yourself. Contact your Employee Assistance Program to discuss what is happening in your life. They can assist you in an objective look at what is going on and try to help.

For assistance, please call Allen EAP at 235-3550.



#### NEGATIVE

We've never done it before .....  
 It will never work .....  
 No one communicates .....  
 Let somebody else deal with it .....  
 Our customers won't buy it .....



#### NEGATIVE-FREE

..... We have the opportunity to be first  
 ..... We'll give it a try  
 ..... Let's open the channels  
 ..... I'm ready to learn something new  
 ..... We'll do better at educating them