



ALLEN
HOSPITAL

IOWA HEALTH SYSTEM

The heart of your healthcare

EMPLOYEE ASSISTANCE PROGRAM

EAPWorks

4th Quarter 2006

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.



MYTH or FACT?

The Truth about Gambling.

Chances are, you have strong beliefs about gambling. Maybe it's how to beat the house. Which games have the best odds. Or even a system that "can't lose." But how much of what you know about gambling is actually true? Before you place another bet, test yourself and find out if you know what's fact about gambling. And what's myth.

Don't worry about losing streaks. If you play long enough, you'll win your money back.

Fact: In gambling, time is not on your side. The odds are set up so the longer you play, the more likely you will lose by an amount called the house advantage. It's simple and it always favors the gaming industry.

If a slot hasn't hit a jackpot in a long time, it's due.

Fact: Slots don't have a memory. The probability of a jackpot is exactly the same on every spin.

I always win when I wear my lucky shirt.

Fact: People want to believe in lucky charms. And sometimes they seem to work. Unfortunately, more often, they don't. It's an illusion.

I just know the week I don't play the lottery, my numbers will win.

Fact: Lotteries are the worst expected value of any legal wager - with an average 50% house advantage. So if you want to skip buying a ticket for a week (or more), you won't be missing anything.

Casinos loosen the slot machines at the entrance to attract players.

Fact: This is an urban myth. All modern slot machines are state-of-the art and controlled by sophisticated computer chips that are programmed according to state law, local custom and the basic bet size.

DON'T BELIEVE THE MYTHS...

The house builds a mathematical advantage into every bet. In the long run they win, you lose. Which is fine, as long as you realize that gambling is like other forms of entertainment. The more you play, the more you pay. So budget an amount you can afford to "spend" on gambling - and then stick to the plan.

For more information regarding social or problem gambling, call your EAP at 319-235-3550 or 1-800-BETS-OFF.

(Source: 1-800-BETTS-OFF)

Feeling Good About Each Other



Building a good life together is a continuous process. Many issues - money, in-laws, sex, parenting, substance abuse, jobs or retirement - are common causes of communication breakdown. All of these issues are loaded with strong emotions.

Talking to your partner in an honest, direct way can be a challenge. For example, the simple habit of starting a conversation with a "why" question can put your partner on the defensive. Here are some tips from happy couples that helped them to build positive communication and stronger relationships.

COMMUNICATE CLEARLY

- 1) Be honest. Start with "I feel..."
- 2) Be aware that you might be misunderstood. Ask.
- 3) Be open. Your feelings can draw out your partner.
- 4) Be creative. Use laughter to tackle tough talk.
- 5) Be specific. Your partner may not understand.
- 6) Be patient. Interruptions can be irritating.
- 7) Be attentive. Offer reassurances that you are interested.
- 8) Be fair. Avoid sore spots that end conversation.

ENJOY VERBAL INTIMACY

- 1) Use "I" instead of "You" to express feeling.
- 2) Use a friendly, soft tone.
- 3) Be physically close when talking.

ARGUE SUCCESSFULLY

- 1) Say what's bothering you by being specific. "I feel upset when you..."
- 2) Be positive. "I appreciate it when you call if you're going to be late..."
- 3) Listen without being defensive or giving advice.
- 4) Discuss present details. Avoid past issues.
- 5) Negotiate to agreement, even if it's to disagree.
- 6) Be ready to be wrong or equally guilty.
- 7) Assume your partner wants you to be happy.
- 8) Put yourself in your partner's shoes.
- 9) Take 10 minute breathers.
- 10) Remember why you like each other.

GOOD COMMUNICATION
can be the glue that keeps
you growing together in
positive ways.

**For more information on building
stronger relationships,
contact your EAP.**

(Source: Parlay International)

COPING WITH CHANGE

Change is the one constant in life. Whether a new baby or the loss of a loved one, a promotion at work or a downsizing announcement, good and bad changes are an inevitable part of being human.

When an unwelcome change occurs, it is normal to feel nostalgic about "the good old days" or to want good times to last. It's also common to feel emotionally and even physically unsettled by a shift in life's circumstances. You can't stop change from happening, but you can learn how to make it less stressful for you.



To Make Changes Easier...

- **Be positive:** As much as possible, view change as a challenge, not an obstacle or a defeat.
- **Focus on the right things:** Address what you can control, and let go of those things that are beyond your influence.
- **Look forward:** Take advantage of any new opportunities created by change.
- **Don't go it alone:** Seek support from your friends, family, and co-workers.
- **Manage your stress:** Exercise, eat healthy, avoid alcohol or drugs, and take time to relax and have fun.

Though change is often difficult, it can also provide a unique opportunity to learn more about yourself and what you want from life. *However, if you are feeling overwhelmed by change, your Employee Assistance Program (EAP) can help you get back on track. Call 319-235-3550 or 1-800-303-9996 for further assistance.*

(Source: NEAS)