

EAP NEWS



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*The EAP is a **free** service for you and your eligible family members.*

*All EAP services are **completely confidential**.*

One Year Later....

With the first anniversary of 9/11 approaching, there will be massive media coverage from all directions. The events will be rerun over and over, interviews will be held, commentators will comment and predictions will be made for the future. All of us will again identify with the victims, the survivors and their families. We will once again vicariously experience the trauma of that day.

In addition many of us are experiencing financial problems and watching our nest eggs rapidly shrink. Employment is at an all time low and the primary indicators of recession continue to be upon us. The ongoing uncertainty about the security of our country is always in the back of our minds.

This is a lot to manage. All of us deal with these issues in different ways and experience emotional reactions to a greater or lesser degree. The question becomes: how does one establish a "sense of well-being" in the face of these chronic, on-going stressors? Resiliency is a concept that provides us with the resources to cope in these stressful times.

We define resilience as the process of bouncing back from adversity. The concept is a paradox that encompasses the emotional distress and the enduring strength that can result from struggling with hardship. In an encounter with hardship, people can, and do, develop strengths, or resilience. However, no one is able to escape unscathed.

At the same time, few people are completely vulnerable. Most have the capacity on their own behalf – to learn and to grow in the fight to prevail. Think of resilience as the well-deserved feeling of accomplishment that comes from prevailing against hardship and adversity. It is a bittersweet mixture of pain and triumph when overcoming difficult circumstances. The paradox is we learn resilience as a result of hardship. ○



Terrorist attacks can shake the foundations of our biggest buildings, but they cannot touch the foundation of America. These acts shatter steel, but they cannot dent the steel of American resolve.

--George W. Bush Address to the US after hijack attacks on the US World Trade Centers and Pentagon, September 11, 2001--



Doctors: Walking Remains Best Exercise

There's a growing agreement among exercise researchers

that the vigorous activities of most health clubs are not the best path to overall health.

Walking is better. At a vigorous pace of 3 to 4 mph, walking for half an hour five or six times a week could be the perfect exercise. It is one of the safest activities, and it's easy on your body.

Doctors at Harvard's Brigham and Women's Hospital say that if everyone were to walk briskly for 30 minutes a day, we could cut the incidence of many chronic diseases by 30 or 40 percent.

What's more, new studies suggest that walking briskly in 10-minute intervals provides just about the same benefits as walking for 30 minutes does.

It's almost a magic bullet. Walking helps to prevent heart disease, stroke, diabetes, osteoporosis, arthritis, and depression, among its better known benefits.

And it makes you look better by aiding in weight control and weight loss. The older you get, the harder it is to maintain your weight by restricting calories. But vigorously walking for half an hour burns 200 calories and makes your body burn calories faster for the rest of the day! ○

Walking helps prevent heart disease, stroke, diabetes, osteoporosis, arthritis and depression.

Personal Safety Experts Give Advice on Protecting Yourself From Crime

You're suspicious of a man on the elevator. Or you notice someone standing in the shadows in the parking garage. Many situations can make you feel uneasy. The Chicago Police Department says:

- Crime can happen to anyone anywhere. It's up to you to keep yourself from becoming a victim.
- Criminals look for an easy target. A purse snatcher will find a woman who has her shoulder bag loosely hanging from a shoulder and protruding behind her body. She's an easier target than the one who has it strapped across her body.
- They look for someone who appears to be vulnerable. Keep your head up. Make a disinterested look across a suspect's face and look over his shoulder as if someone is there. Always be aware of what's going on around you. The sooner you see something wrong, the more time you have to react, say experts

writing in *Family Safety and Health*.

- Try not to walk alone. Walk with a group of people. If you think you're being followed, drive to a police station, gas station, or anywhere there are people. If you're on foot, cross the street. If he follows you, walk down the middle of the street.
- Follow your hunches. Get an escort to your vehicle in a parking garage if you think it's wise. Don't like who's on the elevator? Don't get on. If you don't like who gets on, get off.
- Don't worry about offending anyone. Your safety is more important. If you think there's danger, get out of there now. ○



For more information on safety visit the National Crime Prevention website:
www.ncpc.org/ncpc1.htm

Bosses say Communication Skills are the Key to Building a Good Reputation at Work

Bosses say communication skills are the key to building a good reputation at work. What you say and how you say it can make or break your image at work, according to a new survey of bosses.

Nearly half of those polled said a person's communication style has the greatest impact on his or her professional reputation. The survey was developed by OfficeTeam and done by an independent research firm.

Almost half of those surveyed said communication style was most important for building a good reputation, and 31 percent said what a person does when the boss isn't around was most important.

Skilled communicators, according to OfficeTeam, build rapport with co-workers which can help move projects forward. They are more likely to know who to ask for assistance and are good at resolving conflicts and building

consensus among team members. They give this advice for effective communication:

- Be brief. Make your comments short and meaningful, whether they are given face to face, in an e-mail, or in a voice mail. People want you to get to the point.
- Say please and thank you. Give help when help is needed, and others will be more likely to return the favor.
- Be careful with written messages so they are not more severe than you intended. Reread e-mails twice and be sure to spell check.
- Give people your undivided attention. Listen to and consider what others have to say rather than thinking of how you will respond. People respect those who listen to them. ○

Listen to and consider what others have to say rather than thinking of how you will respond.



Flu Shots: Decide Now to Have a More Pleasant Winter

It's not the flu season yet, but it is time to think about a vaccination to prevent it. The flu can mean more than feeling lousy for a few days. It can become far more serious, possibly allowing pneumonia to develop. Consequences can be serious.

The Centers for Disease Control and Prevention estimates that 10 to 20 percent of the U.S. population is infected with influenza each year and more than 10,000 people die from complications. Who is at risk? Everybody, though some people are more likely targets.

At greater risk are those with heart or lung disease, including asthma, anyone

whose immune system is in a weakened state, and people over age 65.

The practical question is: What is it worth to you to decrease your risk of being sick for a week or more?

Flu vaccine works the same way other vaccines do. A safe form of the virus is injected into the body so white blood cells can produce antibodies. If you are exposed, the immune system fights off the infection. ○

*To find sites nearest you administering the flu vaccination visit the National Immunization Information Hotline:
www.vaccines.ashstd.org/states/OR.html*





Assessing Anger

Expressing anger sometimes makes it worse, health authorities now say. An angry outburst not only makes situations deteriorate, it's a serious risk to your health. Being angry and doing nothing about it is just as bad when it comes to health risk. Suppressing anger is like putting your foot on the brake while you drive, say doctors at Duke University Medical Center.

- Ask yourself: Is it important? Is my anger appropriate? Is it worth taking action? This self assessment converts your anger into rational thought and it is then under your control.
- Imagine various responses, even funny ones. This will calm you down and give you a new perspective.
- Develop an immediate response technique. Consider slow deep breathing and focusing on the situation rather than your feelings about being insulted or ignored.
- Later, organize your thoughts in writing to develop a businesslike way to handle the issue. Consider what steps you could take. Decide whether addressing the situation will get you anywhere. Deciding to let it go is not the same as suppressing anger. ○

If you feel that your anger is really out of control, if it is having an impact on your relationships and on important parts of your life, you might consider counseling to learn how to handle it better. A psychologist or other mental health professional can work with you in developing a range of techniques for changing your thinking and behavior when it comes to controlling your anger.
excerpt from APA ONLINE—Controlling Anger Before it Controls You

How to Use Your EAP

When help is needed call the 800 number. The intake coordinator will ask for your name, employer and a brief description of your presenting concern. If an emergency exists you will be given immediate assistance. If your situation is not an emergency, you will be offered telephone assistance and/or in-person sessions to complete an assessment and make a referral for treatment if needed.



Meetings with your counselor are completely confidential. Your employer will not know you have used the EAP. No one will be provided any information about you without your written consent. Exceptions would occur only in the event of you being considered dangerous to yourself or someone else.

At the first appointment you should be prepared to give the counselor some background information to assist in formulating an action plan. Many people find it helpful to prepare a list of things they wish to discuss at each session. ○



PORTLAND:
503-639-3009

SALEM:
503-588-0777

CORVALLIS:
541-757-3013

If you live outside the Portland/Willamette Valley areas, call the toll free number listed below. You will be referred to a mental health provider in your area.

1-800-433-2320

www.cascadecenter.com

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