

# EAP REACHING OUT



**HELP FOR YOUR FAMILY AND YOU**  
**518-793-9768**

## Mental Health Risk at Work



**L**ike physical risk, psychological risk can also exist at work. Almost anything that causes stress, anxiety, depression, or other mental health issues qualifies as a “safety hazard.” Safety hazards include unresolved conflicts, isolation, overwork, lack of work-life balance, and even an unclear job role. Not all hazards have easy answers, but many do, and your EAP is ready to help by working with you to find the right intervention strategy. The United Nations has a strong interest in workplace mental health and has offered a research-based list of mental health hazards at work. Find it here at [[www.who.int/news-room/fact-sheets/detail/mental-health-at-work](http://www.who.int/news-room/fact-sheets/detail/mental-health-at-work)]. And turn to your EAP for help for intervening in risks that affect you.

## Unplug and Connect with What Matters

**T**echnology devices can get in the way of quality family time. Could a “device-free zone” (or two) be good for your family? The idea is to have loved ones, especially children, learn to value face-to-face interactions, which are crucial for emotional well-being. If you want to try implementing the concept, here are tips: Start the tradition early to maximize the impact on young children and its value for their developmental psychology as it grows over time. Also, get agreement and commitment from household members to adhere to the rules set for your device-free zone(s).



Learn more by going to [resources.uknowkids.com/blog/what-are-tech-free-zones-and-are-they-right-for-my-family](https://resources.uknowkids.com/blog/what-are-tech-free-zones-and-are-they-right-for-my-family).

## Fight Stress with Healthier Eating



**S**ome foods can play a positive role in managing stress. Berries reduce inflammation and oxidative stress in the body. Nuts—including almonds, walnuts, and pistachios—have healthy fats and fiber that can stabilize blood sugar while giving sustained energy. Dark chocolate with more than 70% cocoa may reduce stress hormones and release endorphins, which are natural mood lifters. Yogurt is a probiotic-rich food that supports gut health, which can positively influence mood and reduce stress. Leafy greens—including spinach, kale, and Swiss chard—can help regulate cortisol, a stress hormone, because of their magnesium content, and their folate content may help with mood regulation.

<https://health.clevelandclinic.org/eat-these-foods-to-reduce-stress-and-anxiety/>

## Customer Service and Emotional Resilience



**E**motional resilience as it applies to customer service is the ability to cope with, adapt to, or bounce back from the challenges of difficult customer interactions. Build these resilience skills by:

- 1) practicing asking yourself “What am I feeling right now?” This simple exercise creates reflexes for self-awareness and allows you to choose your reaction to inordinate stress.
- 2) Discover and then implement mini strategies to calm yourself when you are under stress. (Your EAP can help.)
- 3) Maintain a social support network that you can turn to when things do get tough.
- 4) Be optimistic and believe you can master the customer service challenge. It’s a special job that imparts tremendous skills you’ll apply throughout your life.

Learn more by reading “Unshakeable at Work: Build Resilience for Customer Service” by Sue Anderson (2020).



## ADIRONDACK EAP Service to our Community

**R**eaching Out is a publication of Adirondack Employee Assistance Program to provide relevant information you can use.

EAP is an employer-sponsored benefit provided at no cost to you and your household members.

EAP offers professional, qualified resources to assist you in resolving all types of personal or family related concerns.

All contacts with the EAP are strictly confidential to the fullest degree allowed by law, so your complete privacy is assured.

Our professional support team remains available to you 24/7 by phone or video so you will not experience any disruption in support during the current health restrictions.

**We always welcome feedback from our members.**

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## Reflecting on Your Drinking Pattern?

**T**here's an adage in the recovering alcoholic community: "If you wonder whether you have a drinking problem, then you probably do." This is called reflecting on one's drinking pattern. It's typically a first step toward self-diagnosis and acceptance of substance use disorder. If you have been reflecting on your drinking pattern, take the next step—an assessment if any of these discoveries are true:



- 1) Noticing a pattern of increased alcohol consumption over time.
- 2) Making unsuccessful attempts to cut down on the amount or frequency of your drinking.
- 3) Increasing the frequency of using alcohol to manage pain, anxiety, depression, or other psychological conditions.
- 4) Thinking about a drink at day's end, and looking more forward to drinking.
- 5) Experiencing more frequent adverse consequences of any kind related to drinking.
- 6) Drinking more to get the effect you want from alcohol than you did in the past.

## Bullying Prevention Month: Documentation Tips

**W**orkplace bullying remains a serious issue, and surveys show it may have worsened since the advent of hybrid workforces. Intervening early is key, and how the bullying is documented is crucial. Bullying behavior can be shadowy and vague, so consider these tips:



1. Don't delay documenting an incident. As time passes, recall of details can become fuzzy.
2. Document date, time, location, those involved, and witnesses.
3. Document details of what happened, what was said or done, tone of voice, and actions. Avoid opinions, analysis, or interpretation of the bully's behavior. (Example, "She/he is jealous of me.") Do document how you felt—fearful, intimidated, isolated, etc.
4. Document the effect of the bullying on productivity, personal health (headaches, gastrointestinal distress, etc.), well-being at home, concentration, quantity or quality of work, etc.
5. Save evidence such as sticky notes, emails, or text messages related to the bullying behavior.
6. Follow your manager's or organization's policy or the human resources professionals' instructions for reporting.
7. Bullying is often recurring, so document each incident in the same way. This helps demonstrate a pattern.
8. Stay professional in your documentation. Don't vent emotions in it. Stick to what, when, who, where, and how.
9. Your company's EAP is a go-to resource for emotional support. Use it to process difficult feelings, and feel empowered so you can address the bullying issue more effectively through proper channels.

<https://workplacebullying.org/wp-content/uploads/2021/04/2021-Full-Report.pdf>

## Supporting a Coworker in Chronic Pain

**T**ens of millions of employees experience chronic pain, so the chances of having a coworker affected by this condition are high. You can't take the pain away, but you can make a big difference. Most appreciated is empathy—willingness to listen, stopping for moment, and offering understanding if your coworker mentions what they are experiencing. Employees with chronic pain typically have good days and bad days. They strategize how to minimize discomfort, but they may worry about job security, being judged, and how they are perceived by others. People are working more years than in the past, which will increase the number of chronic pain sufferers. Model patience, be encouraging, and consider helping with a small task that will bring relief and appreciation beyond words.

