

EAP REACHING OUT

HELP FOR YOUR FAMILY AND YOU



ADIRONDACK EAP Service to Community

Reaching 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.

We always welcome feedback from our members.
518-793-9768

My Secure Advantage

Adirondack EAP is excited to announce our upgraded package of services with My Secure Advantage.

Please see the flyer included with this newsletter for more information.

Credit/Identity Theft Tips

Identify theft happens when someone uses your personal information—like your name, Social Security number, or credit card details—without permission to commit fraud or other crimes. Victims often spend months or years trying to repair costly damage to their credit and reputation. If you suspect identity theft, contact one of the three major credit bureaus to place a fraud alert on your credit file—not just your bank or credit card company. That bureau will notify the other two. A fraud alert requires creditors to verify your identity before opening new accounts or changing existing ones. Each bureau will send you a free credit report. You can also request a “security freeze,” which prevents new accounts from being opened in your name until you lift it.



Learn more: consumer.ftc.gov (search “what’s in your credit report”).

Beat Heat Exhaustion

If you work in summer heat—rooftops, roads, landscaping, construction sites—you know how brutal hot, humid days can be. Staying hydrated is essential, but you need to do more to prevent heat illness. Hydration and “powering through” won’t prevent heat exhaustion, which can leave you weak and tired, and even lying down at day’s end offers little relief. Don’t be fooled—even if you’re young and fit, heat exhaustion stresses organs and may increase your risk for cardiovascular or kidney issues later. Here are OSHA’s tips for avoiding heat exhaustion:



- 1) Let your body build heat tolerance by gradually increasing your exposure over several days.
- 2) Drink water every 15–20 minutes, not just when you’re thirsty. Avoid caffeine, which dehydrates you faster.
- 3) Schedule breaks out of the sun and find ways to cool off. The hotter it is, the more frequent the breaks should be.
- 4) Know the symptoms of heat illness and watch coworkers for signs of dizziness, heavy sweating, nausea, or confusion.

Source: osha.gov/sites/default/files/publications/3431_wksiteposter_en.pdf

Personal Wellness Matters in Customer Service

There's a connection between personal wellness and your ability to deliver great customer service. In turn, a positive customer service experience helps you feel more excited and motivated to do your job. Taking care of your mental health and well-being is key to job satisfaction, and it makes you more resilient when coping with difficult customers. Here's the point: See personal wellness as a professional responsibility with big payoffs—not just for giving you more energy, but also for handling workplace challenges. Much lip service is given to wellness, but it influences how well you focus, respond emotionally, stay patient, listen better, avoid burnout, and act professionally in tense situations. This includes not just external customers, but also coworkers and the teams you support—your internal customers. Ready to be more intentional about wellness? Focus on these five areas: mental and emotional wellness—managing stress and nurturing a positive mindset; physical wellness—getting enough sleep, ensuring hydration, and eating well; social wellness—building support and positive relationships; work-life balance—creating boundaries between energy spent on your job and personal time; and values alignment—clarifying goals and direction based on where you are now and where you want to go.



The Power of Decisiveness

Being decisive means you can make a decision, but also be timely and confident about it. Decisiveness is a soft skill that can be honed, and the more decisiveness you practice, the less wavering you will experience. Effective leaders are noted for their decisiveness. Decisive employees reduce delays, take action, model positive behaviors for peers, and tend to excel at seeking clarity, which means better decisions. It's easier to be more decisive if you intervene when there are roadblocks like fear of failure, overthinking, perfectionism, and fear of not getting recognition. Self-awareness is key. Simply examining these roadblocks weakens their grip. Naming these culprits puts you in control. Remember, no decision is without risk and uncertainty—you may not know or guess what will happen. Learning to tolerate this is part of the journey, even for the greatest leaders. Need help? Talk to the EAP.



Avoid Five Missteps with Workers' Compensation

Your company's workers' compensation (WC) program is a key benefit if you're injured on the job. It can be a lifeline during recovery, but making the most of it requires following a few important steps. Conflicts or delays can arise when communication breaks down or when procedures aren't followed properly. Avoid these common mistakes:

- 1) Delaying reporting a work-related injury or illness.
- 2) Ignoring your doctor's advice, missing appointments, or not following treatment plans.
- 3) Withholding details about the injury or failing to respond to necessary questions.
- 4) Resisting return-to-work efforts or not cooperating with those helping you transition back.
- 5) Overlooking emotional support if overwhelmed, depressed, or dealing with family tension during time off. Disruption is common after a workplace injury. Bottom line: Staying proactive, informed, and responsive helps ensure a smoother recovery and better outcome—exactly what you want.



Micro-breaks Stress Management in 30 Seconds

Micro-breaks are short, intentional pauses in your work lasting 30 seconds to 5 minutes. They interrupt the buildup of physical and mental stress. Take them throughout the day to reset focus, lower tension, and improve performance. Stretch, stand, walk, breathe deeply, or sip water. It sounds simple, but many skip micro-breaks because they are caught up in the intensity of their work. Being in "go mode" reduces awareness of your need to recharge. Mini-breaks help prevent burnout and boost productivity. Set a phone timer if needed, or take a break when you notice mental fog, forgetfulness, irritability, impatience, eyestrain, body tension, slumping, or dozing off.





Realize Financial Well-being. Live Happier.

MSA (My Secure Advantage®) is your financial benefit. You can be confident about your finances in each stage of life – be it managing student loans, buying a home, growing a family, paying down debt, or planning your retirement.



Personal Money Coach

Finally, a mentor for your finances! Coaches don't sell products. Their mission is to help you create, manage and achieve your financial goals.



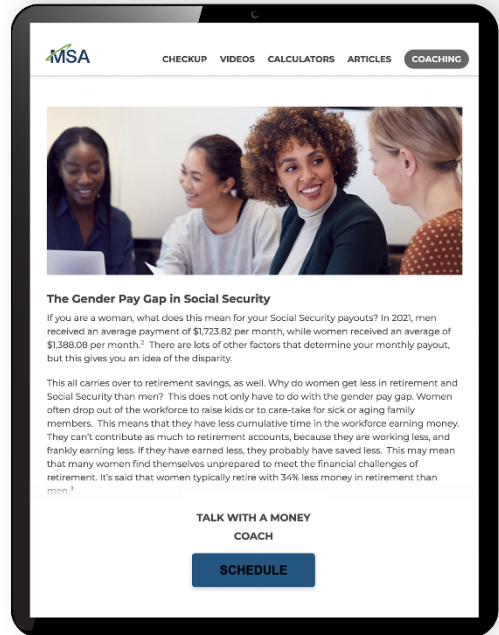
Tax Consultation

Consult with a tax professional to address tax questions or discuss tax savings strategies. Additionally, tax preparation services are available at a discounted rate.



Website Resources

Access to financial articles, guides, and financial calculators with topics that include savings goals, retirement planning, homeownership, car affordability and more.



It turned out to be one of the best phone calls I've ever made. Not only should we have made this call five years ago, I wish I would have known about [MSA] when we were first married 22 years ago. Sounds cheesy, but absolutely true... Because of [MSA], we feel like there's a light at the end of the tunnel. And because of [MSA], we feel better prepared to handle our financial situation and better positioned for the future.

– MSA Member

Call your EAP today!



Employee Assistance Program

518-793-9768

This testimonial was provided by a member of MSA. They did not receive compensation of any kind for their statement.



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Call your EAP at 518-793-9768

Community Events:



**Join us for
CHALK IT OUT!**

**Saturday, August 9th
10:00AM - 12:00PM
Adirondack Folk School
51 Main St, Lake Luzerne, NY 12846**

BRAIN STORM
CELEBRATING BRAIN HEALTH,
MENTAL WELLNESS, AND
RECOVERY

WALK FOR WAIT HOUSE

Supporting Youth, Building Futures

Saturday, August 9
9:00 AM - 12:00 PM
Glens Falls High School Track
10 Quade Street, Glens Falls, NY



Virtual Walkers are Welcome

We will be live on Facebook!
We can send you your T-shirt
before the event and you can
send us pictures to display!

What to Expect:

- Field day with games and prizes for all ages!
- All-ages community walk (walk at your own pace)
- Coach's Corner Food Truck

Sponsorships

are still available with benefits but T-shirts with logos have already been submitted

Register to Walk





