



A Healthy Horizon

Your Connection to a Healthier Life

Spring 2008

[HEALTHY LIVING]

Coping With Disabilities

Disabilities in America are on the rise. Some are born with disabilities. Others become disabled because of ailing health or injury caused by accidents. In the news today, we hear about how war veterans are returning from IRAQ with physical and mental limitations by the thousands.

It's very likely you or someone you know lives with a physically or mentally disabled person. You may experience added responsibilities because of these relationships, as well as the stress that goes along with coping with those responsibilities. You may find it stressful to care for yourself while caring for those with disabilities. Your EAP is here to help you cope.

Finding Balance

- 1** Understanding the disability you encounter helps to better understand that person's physical and mental needs.
- 2** See the person and not just the disability. Respect and caring cultivate a nurturing environment for both the disabled and their caretakers.
- 3** Establish a routine. This will ease the stress level for both you and the disabled when you both know what to expect from your daily activities.



4 Learn to ask for help. It's okay to be assertive.

5 Try to divide your time equally among family members. Share responsibilities and explain that if family members help that you will have more quality time with them too.

6 Seek help through support groups. Join web-sites or clubs that can provide you with ongoing educational information, activities and resources for the particular disability you are coping with.

7 Avoid burnout. It's easy to feel like you have to "do it all", but you can easily become drained if you take on too much of the responsibility.

8 Volunteer. Volunteering with your disabled family member allows them to see that they're not alone. It also makes them feel like they can contribute in a way they thought maybe they couldn't. If you aren't dealing with a disabled person directly, volunteering in these areas allows you to provide some relief to those that are.

To find more tips and health self-assessments, visit your Employee Assistance Program (EAP) website at www.qwesteap.com. The website will feature articles in the Month of April for National Autism Awareness Month.

Your Employee Assistance Program can help you find resources for you and your disabled.

[ASK YOUR EAP COUNSELOR]

How can I help my kids understand the limitations of a family members disability?

Disabilities, whether mental or physical, can pose situations that are frustrating and frightening. Children don't always have the ability to understand, without being taught, that a person with disabilities might require a bit more patience and care.

Don't Lecture

Establish a regular dialogue and let your kids know they can bring up the topic whenever they need to. Let them know you won't tolerate language or humor that is hurtful.

Include Younger Siblings

Sometimes a younger child will ask questions that an older child might hesitate to ask.

Be Specific

Saying things like "Uncle Harry is different" won't make sense to children. Be descriptive when explaining differences. Let them know it's okay to feel angry and frustrated if he can't do some of the things they can do with other family members. Don't let them confuse the person with the disability.

Practice What You Preach

If you find yourself making generalizations about people with disabilities, own up to it. Children learn best by example.

Help Is a Call Away

Remember, your Employee Assistance Program (EAP) is always available to help you or your dependents with any type of personal, family or work-related concern. EAP team members are here to help.

[MAY IS NATIONAL SAFETY MONTH]

Emergency 911

Why is it worth knowing CPR? Three out of four sudden deaths are witnessed by bystanders. Too few know what to do to save the victim's life. Experts estimate that more than 100,000 lives could be saved by CPR each year.

Artificial Life

If the brain is deprived of oxygen for more than five minutes, death or permanent damage usually occurs. CPR is a holding action, an artificial way to get oxygenated blood to the brain until life support equipment can restart the heart. The heart can stop beating from a heart attack, drowning, electrical shock, lightning strike, drug overdose, auto accident or suffocation.

Good Samaritan Laws

CPR is an emergency medical procedure that's covered by Good Samaritan laws. People who try to save a life using CPR face no liability from any damage incurred.



To be performed effectively, CPR must be learned from a qualified instructor and be practiced on a specially equipped mannequin. CPR can't save all people whose lungs and hearts stop functioning, but it does give some people a change until medical help arrives.

Finding a CPR Class

To learn more about CPR, contact your local Red Cross or American Heart Association chapters. Your EAP can also assist you in finding a class near you.

Un horizonte saludable

Su conexión con una vida más saludable

Primavera 2008

[VIDA SANA]

Sobrellevar las discapacidades

Las discapacidades en Estados Unidos están aumentando. Algunos nacen con discapacidades. Otros se convierten en discapacitados por problemas de salud o por lesiones ocasionadas por accidentes. En las noticias actuales, escuchamos cómo retornan de Irak miles de veteranos de guerra con limitaciones físicas y mentales.

Es muy probable que usted o alguien que usted conozca viva con una persona discapacitada física o mentalmente. Usted puede sentir que tiene más responsabilidades debido a esas relaciones, así como también puede sufrir el estrés que acarrea el tener que sobrellevar dichas responsabilidades. Puede encontrar estresante el cuidar de sí mismo mientras cuida de aquellas personas con discapacidades. Su PAE está aquí para ayudarlo a sobrellevar esta situación.

Encontrar el equilibrio

- 1 Comprender la discapacidad lo ayuda a entender mejor las necesidades mentales y físicas de esa persona.
- 2 Vea a la persona, no sólo la discapacidad. El respeto y el cuidado crean un ambiente adecuado para el desarrollo tanto del discapacitado como de quienes lo cuidan.
- 3 Establezca una rutina. Les reducirá el nivel de estrés a usted y a la persona con discapacidad al saber qué esperar con respecto a sus actividades diarias.



4 Aprenda a pedir ayuda. Está bien ser firme.

5 Intente dividir su tiempo de manera equitativa entre los miembros de su familia. Comparta las responsabilidades y explique que si los miembros de la familia ayudan, usted tendrá más tiempo de calidad con ellos también.

6 Busque ayuda a través de grupos de apoyo. Únase a sitios web o clubes que puedan brindarle información educativa actual, actividades y recursos para el tipo de discapacidad en particular que usted tiene que sobrellevar.

7 Evite el agotamiento. Es sencillo sentir que tiene que “hacer todo”, pero puede agotarse fácilmente si asume demasiada responsabilidad.

8 Voluntario. Ayudar como voluntario con un familiar discapacitado les permite ver que no están solos. También los hace sentir que pueden contribuir de una manera que creían que no era posible. Si usted no está tratando directamente con una persona discapacitada, ser voluntario en esas áreas le permite llevar algo de alivio a aquellos que sí lo están.

Para encontrar más consejos útiles y autoevaluaciones de salud, visite la página web de su Programa de asistencia para empleados (PAE) en www.HorizonCareLink.com. El sitio web destacará artículos en el mes de abril por ser el Mes de la Conciencia Nacional sobre el Autismo.

Su Programa de asistencia para empleados puede ayudarlo a encontrar recursos para usted y su familiar con discapacidad.

[PREGUNTE A SU CONSEJERO DEL PAE]

¿Cómo puedo ayudar a mis hijos a comprender las limitaciones de una familia que tiene miembros con discapacidades?

Las discapacidades, ya sean mentales o físicas, pueden plantear situaciones frustrantes y atemorizantes. Los chicos no siempre tienen la capacidad de comprender, sin haberles enseñado, que una persona con discapacidades puede requerir un poco más de paciencia y cuidado.

No dé discursos

Establezca un diálogo normal y deje que sus niños sepan que pueden hablar del tema en cualquier momento que lo necesiten. Hágales saber que no tolerará lenguaje o humor hiriente.

Incluya a los hermanos menores

Algunas veces un niño pequeño hará preguntas que uno más grande puede dudar en preguntar.

Sea específico

Decir cosas como “el tío Harry es diferente” no tendrá sentido para los niños. Sea descriptivo cuando explique las diferencias. Déjeles saber que está bien sentirse enojado y frustrado si no puede hacer algunas de las cosas que se pueden hacer con otros miembros de la familia. No deje que confundan la persona con la discapacidad.

Haga lo que dice

Si se encuentra a sí mismo haciendo generalizaciones acerca de las personas con discapacidades, admítalo. Los niños aprenden mejor con el ejemplo.

La ayuda está a sólo una llamada

Recuerde, su Programa de asistencia para los empleados (PAE) siempre está disponible para usted o las personas a su cargo por cualquier tipo de preocupación personal, familiar o laboral. Los miembros del equipo del PAE están aquí para ayudarlo.

[MAYO ES EL MES NACIONAL DE LA SEGURIDAD]

Emergencias 911

¿Por qué vale la pena saber RCP (resucitación cardiopulmonar)? Tres de cada cuatro muertes súbitas son presenciadas por testigos. Muy pocos saben qué hacer para salvar la vida de la víctima. Los expertos estiman que podrían salvarse más de 100.000 vidas cada año mediante la resucitación cardiopulmonar.

Vida artificial

Si el cerebro no recibe oxígeno por más de cinco minutos, generalmente se produce un daño permanente o la muerte. La RCP es una acción de contención, una manera artificial de llevar sangre oxigenada al cerebro hasta que el equipo de servicios de emergencia pueda hacer que el corazón vuelva a funcionar. El corazón puede dejar de latir debido a un ataque cardíaco, ahogo, descarga eléctrica, rayo, sobredosis de droga, accidente automovilístico o sofocación.

Leyes del Buen Samaritano

La RCP es un procedimiento médico de emergencia que está cubierto por las leyes del Buen Samaritano. Las personas que tratan de salvar una vida usando RCP no tienen ninguna responsabilidad

por cualquier daño ocurrido. Para realizarla de manera eficaz, la RCP debe aprenderse con un instructor profesional y debe practicarse sobre un maniquí equipado especialmente. La RCP no puede salvar a todas las personas cuyos corazones y pulmones dejan de funcionar, pero a algunos les da una oportunidad hasta que llega la ayuda médica.



Encontrar una clase de RCP

Para saber más acerca de la RCP, póngase en contacto con su Cruz Roja local o las sedes regionales de la American Heart Association. Su PAE también puede ayudarlo a encontrar una clase cercana a su domicilio.

On the Horizon

Supervisory Updates From Your EAP Provider

Spring 2008

[EAP SERVICE EXCELLENCE]

Caregiving Employees & Productivity

Caregiving for a loved one presents tough challenges. Challenges that multiply as responsibilities increase, rather than diminish, over time. Making matters even more difficult is the fact that caregiver issues often arise quickly, throwing caregivers into a tailspin as they try to deal with the crisis.

According to a recent study by The National Alliance for Caregiving, these care responsibilities have a direct impact on a caregiver's work, including decreased productivity, increased absenteeism and turnover which equals an annual cost of approximately \$1150 per employee.

60% of those caring for an adult over the age of 50 are working. The majority of those work full-time.

52% of women and 34% of men in the workplace have experienced workday interruptions as a result of caregiving.

6 out of 10 employed caregivers reported that they had made some work-related



adjustments as a result of their caregiving responsibilities.

How to Increase Productivity

If you notice an employee's productivity is falling you can refer them to the EAP.

Horizon offers solutions. Our resource consultants are experts at locating appropriate care options, as well as educating your employees to the nuances and unique requirements of each type of care. They offer a personalized service that focuses on providing caregivers with all the information they need to make informed and effective choices.

Consultants will find resources that match your employee's specific needs and situations. Soon you will hear comments from your employees like this one:

"I was able to secure a part-time health aide with ease and the security of knowing my 97-year-old mom would not be alone on days that I was working! Thanks so much for your great service."

Simply supply your employee with the toll-free 800# and let Horizon regain your productivity.

[NEWS BRIEFS]

Horizon Health Communicates

Horizon Health has increased the number and quality of communication pieces available to our clients. This month, we have premiered our *Quarterly Employee and Supervisory Newsletters*. In addition to these, we're providing you with 6 *Monthly Bulletins*. Monthly Bulletins will include EAP, Child Care, Elder Care, Legal, Financial, and a Wellness article.

Horizon has made a commitment to provide Newsletters and Bulletins in both English and Spanish. They will be sent to you electronically. Newsletters will be posted to the web site where you can download them as needed.

If you're in need of a particular topic to fulfill a special need or event, please don't hesitate to contact your Account Executive and they will place a request with our Marketing Department. Please allow five business days for research and delivery. This allows Horizon to supply the most current and up-to-date information and a Spanish translation.

Keep a look out for 2008 Monthly Event Calendars to arrive electronically with your Monthly Bulletins!

Web Focus for Supervisors

APRIL

Morale Boosters for Your Workplace

MAY

How to Handle Conflict Between Employees

JUNE

Help Your Employees Who Are Caregivers at Home

[ASK THE EAP]

Our EAP has several different counselors available for employees to use. I am particularly fond of one I have visited. Is it okay to suggest this counselor over other EAP staff?

You should not recommend one counselor over another to your employees, particularly in the case of self-referrals. There are many reasons for not doing so:

- 1** Your employee's access to services could be delayed until the counselor you recommend is available, and the delay could cause your employee to lose motivation to visit the EAP.
- 2** You could damage the perception of the EAP by implying that one counselor is better than another, thus interfering with program utilization.
- 3** Your employee might resent being directed to the counselor you think is best and might choose a counselor you didn't recommend; and
- 4** Your employee might avoid using the EAP rather than face your disapproval for using a different counselor from the one you recommended.

The Management Resource Center can assist with referring an Employee to the Employee Assistance Program.



Strategic Planner

Management Resource Center (MRC) Updates

Spring 2008

[LEADING THE WAY]

Crisis Management for Managers

Traumatic events are typically disruptive to individual employees and the work unit as a group. Job performance can easily be affected by the distress caused by a traumatic event. The fear, preoccupation, distractibility, time lost from work, and decreased interest in work can contribute to a drop in productivity.

Reactions to Traumatic Events

The individual's risk for experiencing severe stress increases if he or she has been experiencing a high level of personal stress (life changes, losses, etc.) before the event. The following reactions are common responses to traumatic events:

- Depression or sadness
- Intrusive, distressing thoughts or preoccupation with the event
- Fear, insecurity or distrust
- Sleep disturbance
- Hostility, anger or irritability, guilt
- Intense distress from over-exposure to the event
- Difficulty with concentration or memory
- Loss of interest in significant activities
- Hyper-alertness or hyper-vigilance
- Fatigue

Management's Role in a Crisis

- 1** Enlist the support and cooperation of senior management to ensure that the intervention proceeds as planned.
- 2** Assist managers with their own reactions so that they are able to effectively address immediate responsibilities. Consult with your EAP Management Consultant for assistance.
- 3** Coordinate necessary arrangements for meeting rooms, support services, food and beverages, supplies, security, transportation, and communication.
- 4** Obtain authorization to keep people on-site or make other arrangements for attendance at the intervention.
- 5** Identify employees who would be considered at high risk or who have exhibited signs of acute distress and refer them to the EAP. Management Consultants are available to discuss EAP referral procedures.
- 6** If the incident is widespread, arrange for employees to contact their families to reassure them that they are safe and to explain any delays in leaving work.
- 7** Provide updates to employees and get feedback regarding their perception of events, suggestions, etc.



[ASK A MANAGEMENT EXPERT]

Can you tell me more about the role of a Critical Incident Stress Management (CISM) professional?

Traumatic events are typically disruptive to individual employees and the work unit as a group. To minimize the impact of traumatic events, it is helpful to have a trained Critical Incident Stress Management (CISM) professional on-site for an intervention.

What Is CISM?

CISM is a therapeutic intervention for a group of individuals who have been exposed to a traumatic event. The primary goals of the CISM are to:

- 1) foster mutual support by helping employees share their feelings with their coworkers
- 2) provide an immediate reduction in anxiety or distress
- 3) inhibit the avoidance of distressing feelings
- 4) begin “desensitization” to intrusive thoughts or feelings
- 5) obtain information for assessing the impact of the critical incident on those involved

Horizon’s MRC Can Help

With Horizon’s MRC, your managers never go it alone. Horizon’s MRC help managers access master’s level clinicians to help them address employee disciplinary matters or work performance issues.

MRC gives your organization and management team the resources to manage difficult workplace issues, troubled employees, and ultimately, to improve workplace efficiency.

[ACCESSING THE MRC]

Experts On-Call

In times of crisis, or when complex management issues arise, Horizon’s MRC provides instant access to experts and resources that enable executives, managers and supervisors to overcome challenging issues that arise in a modern workplace.



MRC Services Include:

- Expert Guidance on addressing employee performance issues, including complex issues with substance abuse or difficult behaviors
- Workplace training and seminars for managers and supervisors
- Crisis planning and guidance before and during crisis situations
- Situation management consulting
- Assistance in drafting and maintaining updated corporate policies
- Workplace response to traumatic situations, such as a natural disaster, workplace violence or downsizing
- An organizational response team for a rapid, sensitive and skilled response for high-level cases

Please call the Management Resource Center for assistance today.