

Your EAP News

COUNSELING SERVICES

LEGAL/FINANCIAL CONSULTATIONS

ONLINE WORK/LIFE AND WELLNESS

Family Separation Stress and Military Personnel

The demands of military service often require extended periods away from loved ones. This can strain relationships and mental well-being. Stress is made worse by missing family milestones and not being physically present during tough times. Take steps to prioritize communication with loved ones through regular phone calls, video chats, and letters, but more importantly, make this a habit or ritual so you proactively manage stress in your career rather than react to it. Make goals for your time with your loved ones to create cherished memories, as they'll become positive memory anchors when you are away. Not following these guidelines can strain relationships further and make you feel more isolated and even resentful. For more tips, support, and referral help, your EAP and other resources are available.



Don't Just "Fix and Forget" Customer Complaints

Go further when resolving customer complaints by discovering root causes. Start by understanding the customer's experience. Ask, "Can you tell me more about what led to this issue?" or "What were your expectations before this problem occurred?" Think about why—and keep asking to discover the root causes. Once confirmed, brainstorm and develop potential solutions. Implement, monitor, and evaluate a solution. Taking these steps will lead to fewer complaints, happier customers, and more love for your job. This is called root cause analysis. Increase your value by learning more about it at www.tableau.com/learn/articles/root-cause-analysis.



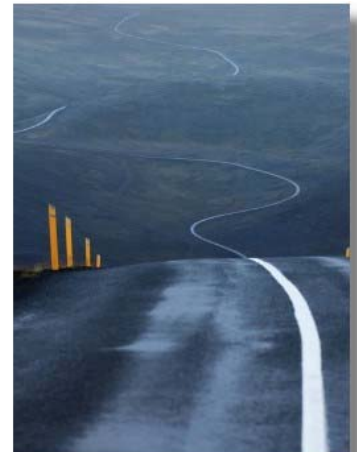
Planning a Staycation in Grand Style

If vacation money is tight, try a staycation—a vacation spent at home and within one's local area. Here's how to make it exciting and refreshing: 1) Set a budget so you know what's possible. 2) Brainstorm ideas—museums, new hikes found on alltrails.com, new restaurants, movie nights, exhibits, or special events. 3) Create the itinerary and schedule with detail. 4) Disconnect from social media and smartphones, and don't check email if possible. Limit television viewing. 5) Relax and have fun. With real planning, you will have a great staycation.



Drowsy Driving Intervention Tips

Every year, hundreds of drivers are killed by drowsy driving. One in 25 people reported driving while drowsy in the past 30 days—heavy eyelids, falling asleep at a red light, swerving, slamming on the brakes in a frightful "nod-off." Drowsy driving is more likely between 5 a.m. and 7 a.m., but the recommendation is to pull off the road—safely—to get refreshed. A nap is ideal, if possible. Recognize approaching drowsiness: yawning, blinking more than usual, and straining to keep your eyes open. Caffeine (drinking water can work too), fresh air, sitting up straight, and walking for a few minutes can also restore alertness.



Be Cautious with Artificial Intelligence Health Analysis Tools

Internet tools to help self-diagnose medical conditions are commonplace, and new artificial intelligence (AI)-backed tools are emerging fast. However, studies show misdiagnosis is common, so it is crucial to consult with the proper medical professionals. This is especially true of mental health diagnoses. It is easy to query mental health symptoms and then convince yourself that you or someone you know “matches all the criteria” when, in fact, you or they do not. Many people tend to misinterpret or overinterpret emotional experiences. Over-attending to one’s moods and using AI tools to generate information in a bulleted list that excludes subjective interviewing by a mental health professional can create much unneeded anxiety. Mental health conditions are complex. You won’t obtain a definitive diagnosis with AI. A trained professional explores many nuances when reviewing an individual’s unique emotional experiences and circumstances. Mental health conditions can significantly impact a person’s emotional well-being, and self-diagnosis without professional guidance can lead to unnecessary anxiety and confusion. You might even experience new related symptoms created by the anxiety of a false diagnosis. While technology can play a valuable role in health care, it should be a complement to and not a substitute for the experience of a professional who can personalize treatment and offer ongoing support. Start with your company’s employee assistance program when you have concerns about any problem or condition, or consult a trained professional. You’re more likely to get the answers you seek.



Create a Transition Ritual for Your Stressful Job

Emootional and mental exhaustion is common among public safety professionals and first responders at the end of their shifts. If that’s you, do you have a “transition routine” for when you go home so you are more emotionally available to family members? This might include structured relaxation exercises, listening to calming music, or engaging in a mindfulness exercise. When you do these routinely, you can develop a habit signal that helps you shift your focus more quickly. You’ll then be more naturally responsive with less effort, both in conversation, active listening, empathy, and eye contact with your partner. Talk to your EAP, and don’t rule out some couples counseling to help make it happen. Be cautious about alcohol use. It can relax you but can lead to larger problems and strained relationships, or it can interfere with a truly beneficial transition routine.



NO-COST, CONVENIENT AND CONFIDENTIAL

EAP Benefits are:

Voluntary: You decide when to use the program services

Confidential: Your personal information will not be shared with your employer or anyone in your family. Only you know when you call for assistance.

Convenient: EAP offers services with professional providers with offices nationwide. Services can be accessed in-person or virtual.

No-Cost: Services under the EAP are available to you, your spouse/partner and your dependents under the age of 26 at no-cost.



NURTURING MY CHILD’S MENTAL

HELP CHILDREN BUILD STRONG, CARING RELATIONSHIPS

It’s important for children and youth to have strong relationships with family and friends.

LISTEN, AND RESPECT THEIR FEELINGS

Keep communication and conversation flowing by asking questions and listening to your child. Mealtime can be a good time for talking.

IN DIFFICULT SITUATIONS, HELP CHILDREN AND YOUTH SOLVE PROBLEMS

Teach your child how to relax when they feel upset. This could be deep breathing, doing something calming, taking some time alone, or going for a walk.

**There are ways to help your child achieve good mental health.
Your EAP can help with free and confidential support.**



Access services under your EAP, today!
Call to speak to your care coordinator, 800-324-4327
(Español 800-324-2490) or email info@ieap.com.

Visit our Member resource site.
www.4eap.com

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