



LIFE ENRICHMENT
EMPLOYEE ASSISTANCE PROGRAM

800-404-7960 • www.eaplife.org

Your Employee Assistance Program NEWSLETTER

Life Enrichment is a program of The Center for Family Services of Palm Beach County, Inc.

Coping After a Hurricane

Everyone who sees or experiences a hurricane is affected by it in some way. It is normal to feel anxious about your own safety and that of your family and close friends. Profound sadness, grief, and anger are normal reactions to an abnormal event. Acknowledging your feelings helps you recover. Focusing on your strengths and abilities helps you heal. Accepting help from community programs and resources is healthy. Everyone has different needs and different ways of coping.

Contact local faith-based organizations, voluntary agencies, or professional counselors for counseling. Additionally, FEMA and state and local governments of the affected area may provide crisis counseling assistance. **Contact Life Enrichment EAP for counseling assistance at 1-800-404-7960.**

Minimize this emotional and traumatic experience by being prepared, not scared and therefore you and your family will stay in control and survive a major hurricane.

SIGNS OF HURRICANE RELATED STRESS

- Difficulty communicating thoughts.
- Difficulty sleeping.
- Difficulty maintaining balance in one's life.
- Low threshold of frustration.
- Increased use of drugs/alcohol.
- Limited attention span.
- Poor work performance.
- Headaches/stomach problems.
- Tunnel vision/muffled hearing.
- Colds or flu-like symptoms.
- Disorientation or confusion.
- Difficulty concentrating.



- Reluctance to leave home.
- Depression, sadness.
- Feelings of hopelessness.
- Mood-swings and easy bouts of crying.
- Overwhelming guilt and self-doubt.
- Fear of crowds, strangers, or being alone.

EASING HURRICANE RELATED STRESS

- Talk with someone about your feelings - anger, sorrow, and other emotions - even though it may be difficult. Seek help from professional counselors who deal with post-disaster stress.

- Do not hold yourself responsible for the disastrous event or be frustrated because you feel you cannot help directly in the rescue work.
- Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, relaxation, and meditation.
- Maintain a normal family and daily routine, limiting demanding responsibilities on yourself and your family.
- Spend time with family and friends.
- Participate in memorials.
- Use existing support groups of family, friends, and religious institutions.
- Ensure you are ready for future events by restoring your disaster supply kits and updating your family disaster plan.

HELPING CHILDREN COPE WITH A HURRICANE

Children's reactions are influenced by the behavior, thoughts, and feelings of adults. Adults should encourage children and adolescents to share their thoughts and feelings about the incident. Clarify misunderstandings about risk and danger by listening to children's concerns and answering questions. Maintain a sense of calm by validating children's concerns and perceptions and discuss concrete plans for safety.

Listen to what the child is saying. If a young child is asking questions about the event, answer them

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As we celebrate the birthday of our nation this July 4th, **Life Enrichment**



EAP invites you to stop and reflect. Two hundred and thirty one years ago the Declaration of Independence was signed with the most basic understanding that all men are created equal. At that time hundreds of Americans were held as slaves in the south while others struggled with economic challenges. Since then slavery was abolished, and civil rights were made legal for every American, but inequality still exists today. We still see discrimination against people based on race, color, gender, sexual orientation, religion, social and economic status. As a nation, we have come a long way and we should all be grateful for the achievements of this great nation. One such achievement that we hold most dear is the freedom that every American feels. This freedom is often threatened like the 9/11 attack but we believe that we have the national resolve to protect and preserve our freedom

As we reflect on the achievements of this great nation, let us honor those who have served us well in many different areas such as the armed forces, government, and in thousands of community organizations. On July 4th this year as we celebrate with family and friends and as we watch the spectacular firework displays, let us pause to give thanks for this great nation, for those who died in the service of our country and for the values that we hold so dear.

We here at **Life Enrichment EAP** are grateful for the opportunity to serve you our esteemed clients. We regard our efforts in helping individuals and families as part of nation building. Strong families lead to strong communities and strong communities lead to a strong nation. We have a strong team of professionals who are always committed to helping you and your family members overcome the difficulties of life. Be reminded that you can call on us anytime at **1-800-404-7960**. Happy 4th of July from all of us here at **Life Enrichment EAP**.

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simply without the elaboration needed for an older child or adult. If a child has difficulty expressing feelings, allow the child to draw a picture or tell a story of what happened. Try to understand what is causing anxieties and fears.

Be aware that following a disaster, children are most afraid that: the event will happen again, someone close to them will be killed or injured, and/or they will be left alone or separated from the family.

REASSURING CHILDREN AFTER A DISASTER

- Personal contact is reassuring. Hug your children.
- Calmly provide factual information about the recent disaster and current plans for insuring their safety along with recovery plans.
- Encourage your children to talk about their feelings.
- Spend extra time with your children such as at bedtime.
- Re-establish your daily routine for work, school, play, meals, and rest.

- Involve your children by giving them specific chores to help them feel they are helping to restore family and community life.
- Praise and recognize responsible behavior.
- Understand that your children will have a range of reactions to disasters.
- Encourage your children to help update your family disaster plan.

If you have tried to create a reassuring environment by following the fore-mentioned steps, but your child continues to exhibit stress, if the reactions worsen over time, or if they cause interference with daily behavior at school, at home, or with other relationships, it may be appropriate to talk to a professional. You can get professional help from the child's primary care physician, a mental health provider specializing in children's needs, or a member of the clergy.

Information from **QUAKEKARE.COM** and edited by Michele Romaglino, EAP Marketing.

Wishing All Our Clients A Safe Hurricane Season

Community Resources After the Disaster

- **Local News/Radio Stations**
- **FEMA at "<http://www.fema.gov>"**
www.fema.gov
- **The American Red Cross 561-835-4890**
"<http://www.redcross-pbc.org>"
www.redcross-pbc.org

Access the following links:

- **Volunteers of America (VOA)**
- **American Counseling Association**
- **The Salvation Army**

Patient Information Before, During and After the Storm

- **Palm Beach County Medical Society 561-433-2385**
"<http://www.pbcms.org>" • www.pbcms.org

Children & Stress

Childhood is a stressful time – believe it. There’s peer pressure and the need to “fit in” with friends and other children. Then, there are the demands of school and whatever may be happening at home; all this while undergoing the most rapid physical and mental development of their life.

While there’s no way to eliminate stress from the lives of children, we can help our children learn to cope with it. Here’s a start:

Normal, Natural Stress. Stress is a normal part of life. Deadlines at work, tax time, and heavy traffic are natural, stressful situations most adults learn to live with. But what about children? New situations like tryouts for the soccer team and situations that take getting used to are new “unnatural,” stressful situations for kids. Prepare your child by talking about these situations before they happen. Let your child know that it’s normal and natural to sometimes get “uptight.”

Know your Child. What is your child studying in school? What’s he/she playing during recess? What are his/her friends like? What do these friends like to do? To help your child face stress, knowing what goes on in his/her life is a first line of defense.

Academic Targets. Tell your child that while it’s important to do his/her best in school, that doesn’t mean being the best in the class. Agree to an appropriate academic target – *I’ll get two more spelling words right on Friday’s test versus I’ll win the spelling bee.* Or, *I’ll turn all my homework in on time this month versus I’ll make the honor roll.*

Daily Routines. Stress often occurs when routines change

dramatically. Keep your child’s routine as consistent as possible – bedtime at the same time each night, a visit to a grandparent’s house every weekend, lunch or homework at the same time each day. A regular, stable schedule can go a long way in reducing stress in a child’s life.

Play and Relax. There is such a thing as “rushing through” childhood, and psychologists say it’s among the leading causes of stress in a child’s life. Help your child budget his/her time so that there’s

enough time to play, relax, and do whatever it is kids do best.

Be a Good Listener. Everyone needs someone they can talk to, even children. Be a good listener for your child. They may not be worrying about a mortgage payment or a problem at work, but their problems are just as great – and just as in need of a good ear.

If you need assistance with helping your child handle stress, call **Life Enrichment EAP at 1-800-404-7960.**

Is your business regulated by the “U.S. DOT Drug Free Workplace Regulations?”

All U.S. Department of Transportation (DOT) regulated employers are required to conduct ongoing random drug testing on all their employees who possess a Commercial Drivers License (CDL) and work in safety sensitive positions. DOT regulated employers can be subject to substantial fines and serve penalties if found in violation of these regulations. Surprisingly, many U.S. DOT regulated employers may be uninformed regarding these regulations.

Should an employee test positive for drugs and/or alcohol and/or appear under the influence of drugs or alcohol while on the job, the employer is required to immediately remove that employee from safety sensitive duties, referred to as a “stand down.” DOT regularly conducts audits of employers to verify that the process of drug testing and referral to a qualified Substance Abuse Professional (SAP) is followed.

All employees who test positive are required under DOT regulations to be referred to a SAP for a comprehensive substance abuse assessment and any recommended substance abuse treatment and/or intervention services. The employee is prohibited from returning to a safety sensitive position until this process is completed.

Life Enrichment EAP SAP professionals are available to you to accept referrals from your workplace should the need arise. These professionals can answer any of your questions, provide on-site training for your managers and supervisors regarding compliance with DOT regulations, and address any legal issues surrounding DOT regulations.

— David A. Pike, CAP, ICADC, SAP
Director of Substance Abuse Treatment Services
The Center for Family Services of
Palm Beach County, Inc.



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*For Over 20 years...
South Florida's Premier EAP*



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Your EAP Newsletter
is a publication of
Life Enrichment EAP and
The Center for Family Services
of Palm Beach County, Inc.

Life Enrichment EAP Staff

To schedule your
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call 1-800-404-7960

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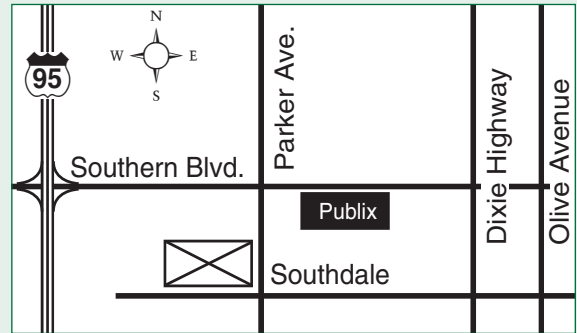
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EAP NEWS

LIFE ENRICHMENT EAP HAS A NEW HOME

We are proud to put our name on the door at: **4101 Parker Avenue, West Palm Beach, Florida 33405**. All phone and fax numbers remain the same.

The main entrance is adjacent to the parking lot on the west side of the building. All clients are encouraged to use this entrance. If you were utilizing your counseling benefits at our Spencer Drive address, your location is now at **4101 Parker Avenue, WPB**. If you have any questions regarding our new location or other EAP related services, call us at **1-800 404-7960**. We look forward to showing off our new digs!



Directions:

I95 to Southern Blvd and head East on Southern Blvd to Parker Ave (1st traffic light).

Turn South on Parker.

It is the 2nd building on the right (corner of Parker and Southdale), across from the Publix Supermarket.

LIFE ENRICHMENT EAP WEBSITE

When you visit our website at www.eaplife.org, you may notice we have added a new section, for your reference, on TESTIMONIALS. You can now access what our clients are saying about us and the benefits we provide to you, our valued customer. While visiting our website, take a few minutes to review our entire program, past newsletters, EAP staff, office locations, and links to view our very popular programs for legal/financial services and elder care resources. If you have any questions, contact **Michele Romaglino at 561-616-1251**.

UTILIZATION REPORTS

To all our Human Resource Professionals, "thank you" for your patience. At the beginning of 2007, we revised and developed a new yearly utilization report to accompany your contract renewal. This report features case profiles broken down by age, job classification, focus of counseling, treatment goals, just to name a few. A similar/condensed version of this report will be sent to you on a quarterly basis giving you a snapshot of the incremental utilization of the program. If you have any questions regarding these reports, please call **Michele Romaglino at 561-616-1251**.

SAP EVALUATIONS

A reminder for our clients who are regulated by Florida Department of Transportation, **Life Enrichment EAP** conducts SAP Evaluations and DFWP (Drug Free Workplace) Programs. If you would like more information on SAP/DFWP programs, contact **Kaisha Thomas at 561-616-1257**.

EAP QUARTERLY ADVISORY MEETINGS

Advisory Meetings which began last September have been a great success. Our new location at **4101 Parker Avenue WPB** will now be host to these meetings. For those clients who are at the south end of the county, we hope our new location can better help you attend these meetings. We look forward to welcoming new faces to the group. If you have questions, please contact **Michele Romaglino at 561-616-1251**.