SEPT. 2012/ISSUE 1

EAP
OHIO EMPLOYEE ASSISTANCE PROGRAM

Frontlinefocus

Addressing the Needs of Ohio's Dedicated Public Servants and Their Families Since 1984

Community Members and Professional Truck Drivers

Training to be extra set of eyes and ears

COMMUNITY SHIELD

Governor John Kasich declared a war on the slave trade business in Ohio during his State of the State address earlier this year. He went on to task the Department of Public Safety and the Patrol specifically to "snuff this out of the state." In addition, the Governor has also placed an equal emphasis on the illegal drug trade that uses Ohio roadways to carry out crimes.

In response the Ohio State Highway Patrol has developed two new programs *Truck Shield* and *Community Shield*. Both programs offer training in impaired driver detection, criminal patrol, homeland security and human trafficking specifically designed for either community members or professional truck drivers.

Truck Shield, which is a partnership between the Patrol and the Ohio Trucking Association, debuted at the beginning of the summer and has proven to be a successful and educational program. Certified commercial drivers report what they are seeing on the roadways by calling the Patrol's new #677 tip-line. The truck drivers who complete the training receive a key fob containing program information, an all-weather decal for display on their commercial vehicle and a certificate of completion.

Community Shield which was deployed mid-July, builds on the successes that were realized after the deployment of the *Truck Shield* program earlier this summer and

continued on page 2

Employee Assistance Program (OEAP)

Enhancements and Changes

Are you at your breaking point? Contact the Ohio EAP today for confidential assistance. 800-221-6327

In an effort to meet the changing needs of our customers, the Ohio Employee Assistance Program (OEAP) has increased its focus to become a more strategic partner with leadership, human resources offices, unions, and employees at the various agencies and institutions as well as the boards and commissions that are served. Currently, enhancements are being made to the OEAP website, which will include new features such as: availability of an on-line client satisfaction survey, current self-help resources, updated information and forms, and improved functionality to increase convenience for customers. Trainings and education courses are being updated as well as policies and procedures. Also, you are reading the first issue of the newly named and formatted EAP newsletter ***Frontline Focus*** which will continue to be distributed monthly.

The OEAP would like to welcome ***Tim Beverly*** and ***Craig Gallaugher***, the new EAP Consultants, who joined the team in August 2012. The EAP staff along with the two new employees will participate in a variety of cross-training initiatives and professional development opportunities designed to enhance skill sets and improve service delivery. Additionally, staff members will contribute expertise and input towards modifications to the program's case tracking system, as we attempt to provide more data and improved metrics to support decision-making at the customer level.

Debora Branham, EAP Administrator, in partnership with ***Ken Kirksey,*** Assistant Director are excited about the changes and staff additions that will enhance the quality and effectiveness of the program while providing innovative services to meet both the challenges and expectations of the customer.

OEAP staff looks forward to the continued partnership with you and welcome any suggestions or ideas regarding the changes...

The Three Rs of Change
Recover, Refocus, Regenerate…

Major work and life changes are common: promotions, relocations, organizational transitions, divorce, parenthood, and numerous other events. Whether these changes are welcome or unwelcome, all can be extremely stressful unless we learn how to adjust to them. Taking the time to recover, refocus and regenerate following life changes can help us survive and even thrive.

RECOVER

After a life change, you need to regain your sense of balance and routine. Your situation may be, at least for now, stressful, challenging, or unfamiliar. You may be experiencing symptoms such as headaches, backaches, or depression. To begin to your recovery, it will help to step back from your new situation. Exercising and sharing your feelings with others are excellent stress reducers that can help you get back on track.

RECOVER

Plan a weekend get-away, or take time just for yourself. Mini breaks can help you get distance and perspective.

REFOCUS

If you are able to look at the "big picture," you'll gain greater peace of mind about the change. Take time to think about what has happened, why and what it might mean. You might realize your feelings are mixed. For example, if you've been promoted, you might be pleased with the higher salary, but uncomfortable about supervising your friends. You may feel sad or angry about having to let go of familiar people and routines.

REFOCUS

Talking to trusted friends, family members, a counselor, human resources, or an EAP professional may help you through the process.

REGENERATE

All change is stressful for your body and your body needs time to heal. Get extra rest, avoid alcohol and cigarettes, and eat properly. No one can escape change. Accepting the fact that change has taken place is important. When you take steps to recover, refocus, and regenerate, you will find acceptance easier. These steps will help you to successfully adapt to change.

REGENERATE

Try to increase your circle of support—connect with new people or reinforce old friendships.

TRUCK SHIELD

continued from page 1

provides interested members of the general public with specific training on how to identify possible criminal behavior on Ohio's roadways. Members of the general public are also asked to use the #677 tip-line in order to help the Patrol deploy troopers and resources to the problem area.

Community Shield training is delivered by Patrol officers in a one-hour training block during scheduled presentations at local Posts across the state. This training is geared towards community members to assist local law enforcement and troopers while they are on the road as extra sets of eyes and ears. Citizens that complete the training will be eligible to receive a complimentary *Community Shield* license plate bracket for display on their personal vehicle and a certificate of completion.

Both programs emphasize the importance of citizen involvement in reporting suspicious or dangerous behavior along their normal route of travel or in their local community. Troopers are unable to be everywhere all the time and that's why it is imperative for citizens to be educated and aware of signs of criminal behavior and then to report those concerns to law enforcement.

By working together – troopers, professional drivers and community members – have the chance to significantly make Ohio a safer place to live and work.

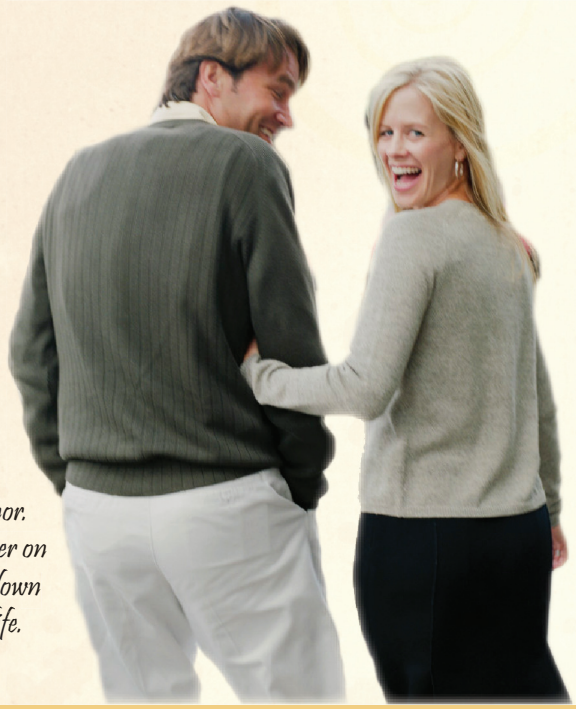
Laughter can be the BEST Medicine

Laughter can be a great workout for your diaphragm, abdominal, respiratory, facial, leg, and back muscles. It massages abdominal organs, tones intestinal functioning, and strengthens the muscles that hold the abdominal organs in place. Not only will your mid-section get a workout, it can benefit digestion and absorption functioning, too. It is estimated that hearty laughter can burn calories equivalent to several minutes on a rowing machine.

Improve your health with a good belly laugh, benefits include:

- Reduces stress
- Lowers blood pressure
- Elevates mood
- Boosts immune system
- Improves brain functioning
- Protects the heart
- Connects you to others
- Fosters instant relaxation
- Makes you feel good

National Wellness Institute, www.nationalwellness.org



A sense of humor... is needed armor. Joy in one's heart and some laughter on one's lips is a sign that the person down deep has a pretty good grasp of life.
— Hugh Sidey

Conflict De-escalation

Everyone has been in an argument that has escalated. Before you know it, everything is blown out of proportion. Let us think for a moment about some actions that will help you to de-escalate a conflict. In your experience, what actions put a stop to the defend/attack spiral?

- Stick with "I" statements; avoid "you" statements.
- Avoid name-calling and put-downs ("A reasonable person could see that...").
- Soften your tone.
- Take a time-out ("Let's take a break and cool down").
- Acknowledge the other person's point of view (agreement is not necessary).
- Avoid defensive or hostile body language (rolling eyes, crossing arms in front of body, tapping foot).
- Be specific and factual; avoid generalities.

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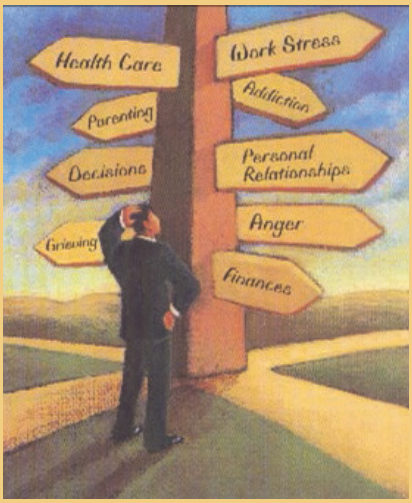
Your 45 Second Stress Tip

Follow Your Nose

Did you know a single sniff of a strong fragrance can instantly change your mood? Oils such as lavender are terrific. If you don't have any essential oils on hand, peel an orange at your desk and crush the rind in your hand to release the scent of the orange. Orange is a great scent to help you feel energized and rejuvenated.

Give EAP A Try Today

Your employee assistance program offers confidential help for personal problems and concerns. Concerned about a troubled family member who won't get help? Feel tired and exhausted, but don't know if it's burnout, loss of motivation, depression, or all three? Living in financial fear? Can't sleep? Late for work too often? Concerned about a teenager's unusual behavior? Has use of alcohol or drugs created a crisis you are facing right now? The bottom line: Never wonder if your concern is suitable for the EAP. Extremely strict confidentiality laws govern the protection of EAP records.



They have rare exceptions. So if you've been putting off taking action to solve a serious issue that is weighing on you, give the EAP a try today.

Helping and supporting you to live well and serve well