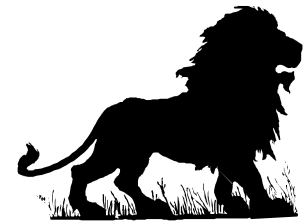


Royal Employer Services



Contact us:

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585-815-1820

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585-815-1800

Appointments
1-888-244-0680

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March 2012 EAP Supervisor Issue

EAP Overview

Royal Employer Services is your Employee Assistance Program. You may be asking **“What does that mean to me?”**.

Your Employer has purchased an EAP contract to promote employee wellness. As an employee, free counseling is available to you and to your family. There is no cost to you. Let me take a moment to elaborate on ‘family’. You, as an employee, are covered of course. In addition, your significant other, in the same household, is covered. This does not need to be a marital spouse. Also, any dependents in your household are covered. This might be your child, or perhaps a relative’s child that lives in your home, or even an elderly parent living in your home. Our definition of family is flexible in regard to EAP coverage.

You and your family members have access to counseling for a variety of reasons: emotional or stress related issues, financial concerns, grief and loss, marital counseling, family counseling, drug or alcohol issues, relationship issues, or problems at work. These are just a few of the more common issues employees and “family” members seek counseling.

Our counselors are friendly and qualified. They will meet with you at your convenience in an informal, private setting. Your confidentiality is our #1 priority. Your employer never knows that you have accessed the services.

There are times in everyone’s life when crisis occurs, or when we become overwhelmed with the stress of work or personal life, when we could all use a little help. If you are in need or know of a fellow employee, don’t hesitate to take that first step and **Call 1-888-244-0680** to schedule an appointment.

FAMILY STRUGGLES?

Are your employees talking about family difficulties? Are they aware that EAP can help? Employees and their families have free counseling available to them. Please call 815-1820 if you would like EAP posters with a family focus.



Insomnia...

33% of American adults suffer from some level of insomnia, at some point in their lives. Symptoms of insomnia include sleepiness, fatigue, and an inability to concentrate, muscle fatigue, tension, irritability, and depression. Some individuals experience temporary symptoms for a brief period of time. This can be caused from stressful times in our lives. When these situations resolve, when pain is alleviated, or illness is resolved, sleep usually improves. For others the problem becomes long-term.

Insomnia also may result from a variety of medical conditions, or from medications used to treat medical conditions. Depression is often associated with sleep disturbances. Anxiety, an inability to relax, worry and even some psychiatric disorders are associated with sleep disturbances. In the case of worry or anxiety, short-term counseling can be beneficial.

Medical conditions that often cause insomnia-like symptoms are congestive heart failure and emphysema, hyperthyroidism, stroke, or alcoholism. Communicating symptoms of insomnia to your doctor is very important because medical conditions can cause or worsen insomnia. There are several medications that can cause or worsen insomnia, such as antidepressants, bronchodilators, antihypertensives, antivirals, central nervous system stimulants, corticosteroids, antiarrhythmics, decongestants, antibiotics, diuretics, antihistamines, and some anti-inflammatory drugs used for asthma control.

Good sleep habits are very important for insomnia relief. Smoking, alcohol consumption, and exercise can affect whether you get a decent night's sleep. The level of noise, whether you read or watch TV in bed, the temperature of room, the fluids you drink, and the food you eat have an impact on your ability to sleep.

There is treatment for insomnia. Treatment for medically caused insomnia is usually only resolved when the underlying medical condition has been resolved. Depending upon the source of your problems, medication can be used, but an effort to change sleep habits should be attempted first. When the problem is actually depression associated with insomnia, antidepressants are often used but they may have severe side effects and can be addictive. Prior to medication, an attempt at habit change can be attempted. Restricting where you sleep to only the bed and not lying awake in bed for more than several minutes can be important. Making the bedroom a dark, relaxing place where no other activities take place, like reading, television watching etc can help. Relaxation techniques are helpful to some individuals. Medications, of course, should only be utilized under a doctor's care. However, if the cause of your insomnia remains unclear or the problem has become long term, a sleep specialist may be necessary.

Chronic insomnia can take a toll on a person's overall health. Studies show an increased mortality risk for those reporting less than either six or seven hours per night. Other studies found that reduced sleep time is a greater mortality risk than smoking, high blood pressure, and heart disease. If you experience insomnia, it is not a matter to be taken lightly. If your symptoms of insomnia are not resolved with a change in habits, seeking counseling and/or medical attention is important to your health.

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Mandatory/Supervisor Referrals

Mandatory/Supervisory referrals are a great tool for Supervisors and Managers with disciplinary issues. An employee may be referred to EAP for inappropriate outbursts at work, inappropriate behavior, difficulty working with others, or even if personal problems are encroaching upon productivity at work. As a Supervisor, if you informally “suggest” that your employee seek counseling through EAP, there will be no feedback from our staff. However, if you are requiring your employee to attend EAP, there are **2 forms** that are always required. (Thankfully they are brief forms. No one wants more paperwork!)

Referral Form: This form gives your EAP Counselor the necessary details for an effective session. It is very important to use detailed concrete descriptions of the employees behavior.

Release Form: This form must be signed by your employee to allow us to give you the feedback that you need. It is very helpful to assure your employee that we do not share details of the session with you. We only discuss attendance.

A referral is much more effective when these forms are faxed first. It is then up to your employee to call to make his or her appointment. Often a Supervisor will give the employee a time frame. Employees use the toll free appointment line, which is 1-888-244-0680. You can find the appropriate forms in your HR department. You can also email me for the forms or give me a call. I am always available to answer questions. There are many different reasons a Supervisor might use a mandatory referral to EAP, so if you are unsure, don't hesitate to give me a call.



Laissez bon temps rouler! Let the good times roll!

Mardi Gras



6:00 -10:00 p.m. Feb. 25 at Batavia Downs
Tickets \$35 - includes \$10 free casino play
Around the World Grazing Stations

Live Entertainment featuring
Johnny Starowitz and Savage Cabbage, The Trolls,
The Nichols Brothers Band, Mac & Company, Above the Fog

Prize drawings for an overnight stay at The Spa at Del Monte Inn,
basket raffles, Darien Lake tickets, Palm Island Park tickets and more!

Call Linda Cummings at (585) 343-7596 to order by phone
or order at www.homecare-hospice.org

Proceeds benefit the HomeCare & Hospice Foundation.

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**ROYAL EMPLOYER
SERVICES**

430 East Main Street
Batavia NY 14020

438 West Avenue
Albion NY 14411

20 Duncan Street
Thiel House

To schedule an
appointment:
1-888-244-0680

A few notes to The Personnel/ HR Staff....**I'd like to visit....**

Please let me know when you are having your next Department Head Meeting, or Monthly meeting. I would appreciate the opportunity to come in and give your Supervisors an Overview of EAP benefits and/or explain the use and benefit of Mandatory referrals. I can be as brief as 7 minutes. This also affords me the opportunity to hear your organization's needs and wants.

Often I hear of an organization that is experiencing several employee issues at once, or of employees having difficulty with adjustment to new Management. In cases such as these, I am available to come to your company for the day, perhaps set up in a room. This allows employees to come in private and ask questions about their employee assistance program. There is, of course, no extra charge.

Trainings....

If your contract is an upgraded one, you have various trainings available when you need them. Please contact me for a list of our most typical trainings. (Or if you are unsure of your contract type.)

Materials....

If you are in need of any new materials: posters, pay-check stuffers, appointment cards etc, please call or email me. We have new posters that are bright and eye catching.

As always, feel free to give me a call. We are also available to help with employee issues.

Leslie Pfalzer
EAP Coordinator
585-815-1820
lpfalzer@gcasa.org

Distribute to:

All Supervisory and Personnel Staff

**Maintaining Productivity in the
workplace.....**