



# FrontLine

Wellness, Productivity & You!

# Employee

## Quest Employee Assistance Program

### Staying Safe at Your Late-Night Job

**D**on't get complacent if you have never experienced an incident of violence at your workplace. Follow your organization's safety and security rules, especially if you work in a retail position at a late-night business. The Occupational Safety and Health Administration (OSHA) says the highest percentage (48 percent) of workplace homicides occur in late-night retail establishments. The most frequent incidents occur at gasoline service stations, liquor stores, jewelry stores with late hours, and food and beverage places. Be aware: your riskiest month is July. Employees at highest risk include front desk and sales counters, stock handlers, and sales supervisors/business owners.

Source: Recommendations for Workplace Violence Prevention Programs in Late-Night Retail Establishments (OSHA) and the National Association of Convenience Stores.



### Recovering from a Disappointing Review

**Y**ou've just experienced a disappointing performance review...what are you going to do next? Try contacting the EAP. It may not be pleasant to look at what went wrong, but it might help you quickly zero in on the changes you need to make in order to improve before your next evaluation. Like many employees, you may not feel the review rating is justified. Be careful, though: this anger can work against you if it inhibits your willingness to take steps to examine where things might be going wrong on the job.



### Good-bye to Homesickness at Summer Camp!

**T**he American Camping Association has some great tips on helping your son or daughter have a great time at camp and on reducing the likelihood that homesickness will spoil an otherwise fantastic summer experience. According to the association's Web site, your two most valuable weapons against homesickness are preparation and patience. Homesickness is common—87 percent of kids will experience homesickness during at least one day at camp. Seven percent of children really may need to come home early. (If this happens, play up the positive—there's always next year!) Overcoming homesickness will result in a newfound sense of independence and confidence in your child...so check out their tips.



**QUEST**  
EMPLOYEE ASSISTANCE  
PROGRAM

A confidential service that helps employees and dependent family members to identify and resolve challenges that may be affecting them either at work or in their personal lives.

1.800.364.6352

[www.questeap.com](http://www.questeap.com)

Source: [www.acacamps.org](http://www.acacamps.org).

## Overboard with “Role Overload”



**R**ole overload, in a nutshell, is having too much to do in the time available to do it. It can be associated with single parenting, caregiver responsibilities, or simply the pressures a person experiences with the combined demands of work and family. While there is nothing new about this common complaint, there is growing interest in bringing some relief and work-life balance solutions to those who experience it. Both American and Canadian researchers are concerned about the phenomenon of role overload, its implications for burnout, and its effects on personal health, safety, risk management, productivity, and child development. Important assessment issues for “overloaders” include the following: 1) No matter what you do, the pressures of your responsibilities never allow you to feel caught up. 2) You feel isolated—as though you are the only person you know experiencing this type of pressure in your life. 3) You have no personal time or place to be alone, not even for a brief period of rest. 4) Family relationships are suffering because there is never any time to stop and enjoy them. 5) You are constantly angry. 6) You regularly experience sleeplessness and worry. 7) You have anxiety over facing the demands of each new day. 8) Your coping methods have become destructive—overeating, using drugs or alcohol, or even shopping compulsively. Talk to the EAP and devise an intervention or support plan.

## Putting on a Positive Attitude



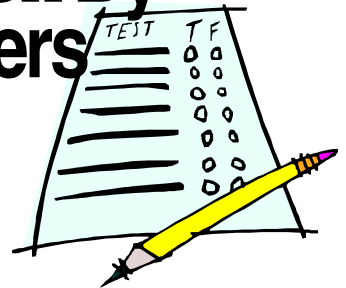
**I**f you struggle with a negative attitude on the job, waiting for management to “lower the boom” or to be confronted by co-workers who are weary of your conduct is not the best way to get motivated to make changes. How many of the following scenarios describe you? 1) Negativity has found a home with you—it frequently overshadows your communications with others. 2) Recurring negativity gives you a feeling of control—a way to fight back against unresolved issues on the job over which you have no control. 3) Others (at work or at home) hear your complaints over and over—and you find yourself repeating things you’ve said before to new listeners. If any of these rings true, then it’s time to make adjustments that will make your attitude more positive.

## Facing the Loss of Your Home



**T**he threat of losing your home through a foreclosure is extremely frightening and can cause enormous stress. Feelings of guilt and/or failure, depression, and other negative consequences can affect your ability to act in your best interest. You may feel increasingly incapable of making decisions that can very well forestall what you believe is the inevitable auction of your home. Your physical health can suffer, too. Ask the EAP for some support for the stress. Although the EAP can’t manage the financial nightmare you are facing, it can play a supportive role in helping to reduce the total sense of isolation you are feeling. This input will give you energy to act, which is often the most powerful benefit of receiving support. The EAP will not judge you. It will help get you through a tough period...one day at a time.

## Depression By the Numbers



**D**on’t simply wonder how severe your symptoms of depression are—find out! Depression can be assessed using highly reliable screening tests that can score the severity of your symptoms. You can then make an informed decision to get help. The most popular screening instrument is the Beck Depression Inventory. It includes 21 questions that take about five minutes to answer. The EAP can assess your status quickly, or can easily refer you to someone who can use the Beck or a similar screening instrument. Many diseases have clear stages of severity, and depression is one of them. That’s good news. As with many other illnesses, it’s easier to treat depression when you catch it early. When it comes to depression, “do it by the numbers” so you can win back your health.