

YOU MATTER.....

enhancing lives/improving the workplace

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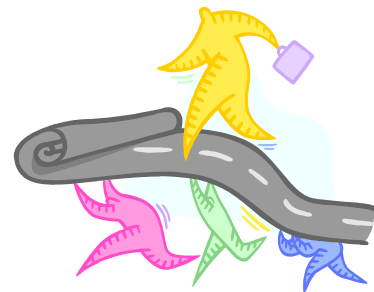
PERSONAL SUPPORT NETWORK - WE'RE HERE FOR YOU

Personal Support Network (PSN) is your Employee Family Assistance Program (EFAP) provider. We are available to provide an array of services and supports to you and your family members. There is no cost to you in accessing the EFAP as it is a benefit that is sponsored by your employer. Together, we are working to achieve a common goal of employee and family wellness.

As many of you know and have likely experienced, many events can occur in our lives that result in heightened levels of stress that affect our ability to feel and function at our best, both at work and in our personal lives.

Although we are often able to deal with these stressors on our own, there are times when outside support is beneficial. PSN currently has six, highly qualified EFAP counselors available to assist you and/or your family members to live the most well-balanced and fulfilling life possible.

PSN is a non-profit organization that has been providing EFAP services in the community of Fort McMurray since 1987. We encourage you to call or send an email with any questions or needs that you might have. We are here for you.



Our greatest glory is not in never failing, but in getting up every time we do. – Confucius -

'NAME OUR NEWSLETTER' CONTEST

Welcome to the 1st edition of our newsletter, *You Matter*. Our vision for this newsletter is to share information and resources to as many employees as possible - even those who do not access the EFAP directly. To do this successfully, we need to hear what interests you. Please

send us your ideas for articles, any questions you may have about our services and/or wellness-related topics, any stories, jokes, quotes, thoughts or 'a-ha moments' you think might be of interest to others.

A big THANKS goes out to

everyone who participated in the 'Name Our Newsletter' contest. All of the submissions were creative and thoughtful which made the final decision a difficult one. Congratulations to the 'anonymous' participant who submitted the winning title!



**The Fort McMurray
Personal Support
Network**

enhancing lives/improving the workplace

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SUMMER CAMPS

Hey, kids! You don't have to be bored this summer... there are lots of things for you to do in our community!



For example, did you know that there are several different summer camps that you could sign up for?

Camp offers a place for you to build confidence and self-esteem, gain independence and enhance important life skills such as leadership, interpersonal skills, physical fitness and many others - all while having fun! You will learn and try new things, make

friends and create lifetime memories.

So instead of getting bit with the 'I'm bored' bug, check out one of these camps this summer:

Boys and Girls Club

www.fmbgc.ca/summer
780-791-7775

MacDonald Island Park

www.macdonaldisland.ca
780-797-0070

YMCA

www.ymca.woodbuffalo.org
780-790-9532

Faculty of Engineering
University of Alberta
www.discover.ualberta.ca
780-492-8779

Syn crude Sport and Wellness
Center
www.keyano.ca
780-791-7792

Have a great summer!

We worry about what a child will become tomorrow, yet we forget that he is someone today. ~ Stacia Tausher.

FEEDBACK FROM 2009 SATISFACTION SURVEY

'We all need help from time to time & they provide it... Easily.'

THIS IS WHAT YOU TOLD US IN 2009

One of the ways we improve our services to you is to ask for feedback through our Client Satisfaction Surveys. The surveys ask specific questions about your experience at PSN as well as the impact the services had on your work and personal life. This information helps us to

know what we are doing well and what we need to improve upon. It is a vital component to our operation to ensure you are getting what you need from your EFAP.

Here is a sampling of the comments we received for the question; **What was most helpful about your PSN experience?**

'Being able to talk about work problems, impact on life and learning how to deal with it.'

'Got me through tough times - always look forward to coming as I always leave feeling better.'

'Having someone who listens and doesn't judge'

DID YOU KNOW THAT...



Laughing increases oxygen intake, thereby replenishing and invigorating cells? It also increases the pain threshold, boosts immunity, and relieves stress.

PSN offers free workshops and presentations on a variety of subjects, one of which is *The Benefits of FUN in the Workplace*. This interactive workshop

highlights the emotional, physical, mental and social benefits of fun and laughter in the workplace and the impact on productivity, absenteeism, job satisfaction and team cohesion. It is designed to show how easy and beneficial it is to include fun in your workplace despite demanding schedules and

other potential barriers (i.e. budget). If you are interested in PSN facilitating this workshop for your work team, all we need is one month's notice and the approval of your employer. Call us!

INSOMNIA

Sleep is the golden chain that ties health & our bodies together – Thomas Dekker

Is insomnia something that affects your life? Do you have trouble falling asleep or staying asleep? Do you wake up not feeling well rested after a night's sleep? Do you experience daytime fatigue or sleepiness? If you answered 'yes' to one or all of the above questions, it is possible that you are experiencing insomnia.

Insomnia can negatively affect your energy level and mood and also your health, work performance and quality of life. Common causes of insomnia include: stress, anxiety, depression, medications, caffeine/nicotine/alcohol use, medical conditions (i.e. chronic pain, breathing difficulties – sleep apnea, frequent urination), changes in shift schedule etc.

Here are some things that you can do to try to resolve

your insomnia:

- Maintain regular bedtimes and wake times even on weekends/days off.
- Have a regular, relaxing bedtime routine (i.e. warm bath, soft music, breathing exercises).
- Create the perfect sleep conditions for you – keep your bedroom cool, dark, have a fan running to drown out other noise.
- Avoid activities such as work, computer use or TV while in bed.
- Exercise regularly.
- Avoid caffeine, alcohol, and other stimulants like nicotine.
- If you can't sleep after 30 minutes, get up. Stay up until you feel tired, and then return to bed.
- Avoid or limit naps during the day.
- See your doctor or a counsellor to determine what the cause of your sleep disturbance might be and to discuss the best plan to deal with it.



YOUTH ALCOHOL AND DRUG USE

As tweens and teens move into junior high and then high school, we sometimes feel like our influence over their behavior is dwindling at best – but there is good news!!

In a survey of Alberta students, the findings indicate that **family** does have an impact on whether our kids choose alcohol and/or drug use. Topping the list.....yes #

1 is parental monitoring – meaning that kids see this as the biggest influence in their choice to get involved in these at-risk behaviors.

So remember, those family dinners, conversations about their day and open communications about at-risk behaviors are all worth it. This supports positive bonding, emotional support, a sense of basic

trust, and reinforces clear rules and expectations; with all contributing to your child's strength in saying "NO" when we most hope they will.

(Information from the Alberta Youth Experience Survey (TAYES) 2002, AADAC.com)

Parental monitoring may include knowledge of a child's whereabouts, what s/he is doing in their spare time, and the friends they are hanging out with.

YOUR SELF-ESTEEM

A good self esteem is vital for happiness. To be happy, we need to feel good about ourselves. Healthy self-esteem means liking yourself as you are. It also means thinking as highly of yourself as you think of others.

Here are some tips on how to enhance your self-esteem:

- Forgive yourself for mistakes.
- Celebrate your strengths and achievements.

• Change the way you talk to yourself – make sure it is positive not negative.

• Don't put yourself down – build yourself up.

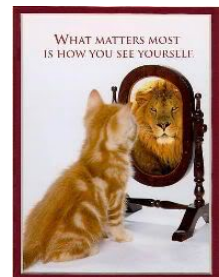
• Be sure that you are not judging yourself against unreasonable standards.

• Set achievable goals and provide positive feedback to yourself when you achieve them.

Remember, the best predictor of a healthy self esteem is your belief that you can do anything, that you deserve what you desire and that you will receive what you want/need in life.

Don't forget, the way you treat yourself sets the standards on how others will treat you.

'Your chances of success in any undertaking can always be measured by your belief in yourself.' – Robert Collier



WELLNESS

PERSONAL SUPPORT NETWORK – WORD SEARCH

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| C | A | C | A | E | M | X | U | R | E | L | E | S | T |
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| I | A | C | Y | L | I | A | A | F | E | E | E | B | A |
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Achieve
 Attention
 Balance
 Colour
 Dance
 Exhale
 Exercise
 Family
 Friends
 Fun
 Help
 Honest
 Joy
 Kind
 Laugh
 Loyal
 Positive
 Real
 Relax
 Respect

We're on the Web

efapfortmcmurray.com

DEAR PSN....



*** My supervisor recommended I contact you for counselling – I think it's a good idea but I'm a bit unsure. If I follow through, can he call and find out what I talked about?**

Great question!! Although your employer supports PSN, we take confidentiality very seriously and do not release any information to the employer or anyone else without your written consent. There are a few exceptions when it comes to

safety and the law, but rarely do these apply. So certainly, call and set up an appointment time and no worries about your boss.

*** I am a teacher and have a child in my class who I think would benefit from counselling. Can PSN help?**

Certainly. This child may have access to PSN services (through their mom/dad working for one of our contract companies). If this child does not have access to an EFAP (PSN or otherwise), we can support him/her through the Students Assisting Students Program (SASP) or through referral to another community agency. Please give our office a

call – each day, we have a counsellor available to answer these types of questions. I do hope this helps answer your question.

If you have a question or need some advice, please forward to psn@telusplanet.net with subject line "Dear PSN". All identifying information will be removed.