

Winter  
2015

# FRONTLINE EMPLOYEE

## MIIA Employee Assistance Program

### Confidential Counseling

- Addiction
- Anxiety
- Depression
- Family Issues
- Grief/Loss

### Resources & Referrals

- Legal
- Financial
- Child Care
- Elder Care
- Work/Life

### Stress Management

- Personal Concerns
- Professional Issues

**800.451.1834**

To take a free,  
anonymous mental  
health screening,  
go to:

[www.mentalhealthscreening.org/screening/miiawellness](http://www.mentalhealthscreening.org/screening/miiawellness)



### This issue:

- Reducing the Risk for Dementia
- Coping With Loss in Divorce
- Master the Teachable Moment
- Cost of Incivility at Work
- Prevent Medical Identity Theft
- Supporting a Friend in Grief

## Reducing the Risk for Dementia

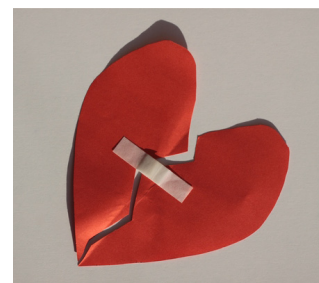


Research continues to make progress in our understanding of Alzheimer's disease and its associated dementia symptoms. The strongest risk factors are age and family history. No sure-fire cure exists,

but research supports trying the following suggestions for possibly preventing or delaying the onset of dementia: 1) Keep your mind active using stimulating activities such as puzzles and word games; 2) Stay physically and socially active; 3) Quit smoking; 4) Lower your blood pressure, since high blood pressure may lead to damaging effects on the brain that increase risk; 5) Keep pursuing education—there is some evidence that a lower incidence rate of dementia exists among persons who have more education; 6) Maintain a healthy diet rich in fruits, vegetables, and omega-3 fatty acids, commonly found in fish and other foods; and 7) Get quality restorative (deep) sleep. Source: Lack of Sleep During Critical Period of Night Linked to Dementia Risk. Go to: [bit.ly/1AbDs1J](http://bit.ly/1AbDs1J)

## Coping With Loss in Divorce

If you are facing divorce, you'll experience a variety of emotions and stresses, but one of the most underestimated feelings is loss.



Even amicable divorces can result in a sense of loss—loss of a shared vision of the future, financial security, experiences and routines, and possessions. Time with children and identity as a couple are also subject to loss. Loss is not just giving up something tangible like a house; it also encompasses things that are part of you and your daily experience. You may not give much attention to things like a routine, an expectation, or a pleasant view out of a window, but all are at risk of loss. With a divorce, a lot of losses can hit you at once. With awareness, you can master challenges in your life, but remember that big changes often require investing time and attention to recovery, and divorce is one of these changes. Get support or see a loss counselor, especially if you are experiencing anger, anxiety, and fear as a result of these losses.

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## Master the Teachable Moment



A teachable moment is an opportunity in which circumstances make teaching easiest. This is a powerful tool in parenting, and therefore deserves strong consideration.

Since teenagers are typically the most resistant to parental advice, parents of teens particularly value teachable moments, but they can seem few and far between. The good news is that you can facilitate their appearance. The key is increasing the number of activities that put you in close quarters with your teen. Cook together with your teen, talk with your spouse in front of your teen about something important like finances, ask what your teen thinks about an emotional or shocking news story, or tell a story about yourself and a hard lesson you learned. Think periodically about teachable moments whenever you are together, and you will spot more of them as they present themselves.

## Prevent Medical Identify Theft

After using your health benefits, don't casually dismiss the statement that arrives marked "This is not a bill." This statement is your Explanation of Benefits (EOB). Check it for mistakes and to prevent medical identity theft, a crime involving the theft of personal information (SSN, etc.) to obtain medical care, buy drugs, or submit fake billings in your name. This crime can disrupt your life, damage your credit rating, and waste taxpayer dollars. Report errors, and review past records for inaccuracies.



## Cost of Incivility at Work

Incivility at work consists of tit-for-tat exchanges, slights, verbal jabs, condescension, and discourteous interactions many employees give and get.



Different from bullying, which is a form of workplace aggression and mistreatment, incivility is lower key. It's more ambiguous, but it's still harmful. Many researchers have shown that employees spend hours after an uncivil act thinking about it, processing it with a friend, and planning how to avoid the next incident. All this eats into productivity and has an economic cost. Incivility can be a factor in burnout, too, prompting workers to do less and call in sick more, and perpetuating a cycle of morale problems.

## Supporting a Friend in Grief

A heartfelt "I am sorry for your loss" and an offer of support remain about the most meaningful gestures you can make to those grieving over the loss of a loved one. Grief is a unique, personal experience. It is not something to fix, but a journey to accept. Attempting to go further to "make things better" usually will miss the empathy mark. Statements that are less empathic tend to help others feel better, not the bereaved person. They include the following: "I know how you feel," "Don't cry," "God never gives us more than we can handle," "At least he/she is in a better place," "You're attractive, you can always remarry," "Everything happens for a reason," "At least he/she lived a long life," "God has a plan," "Try to find closure," and "Don't worry—it gets easier after a year."