

# STRESS STRESS STRESS

## CONCERN Services Employee Assistance Program

### What are the signs of stress?

- If you are tired all the time or jumpy and nervous
- If you are smoking more
- If you feel isolated from friends and family
- If you feel depressed and just can't shake it
- If you are drinking more or using drugs, including prescription drugs, to relax
- If you feel confused, panicky or helpless some of the time

These are a few of the symptoms of stress

### What causes stress?

Usually, stress is caused by some kind of change in your life – a loss of a loved one, the severe illness of a family member, a divorce, a change in job or a change in family finances. Sometimes stress can be caused by a change in responsibilities or having too much to do and too little time to do it. A change in alcohol or drug use also causes stress.

Even positive changes such as marriage, a new baby, a promotion or retirement can bring about changes that are stressful.

### What is stress, really?

Stress is a physical reaction to change. You may not feel any effect of stress when it first starts to occur, but after a while it starts to mount up and you do feel the results of too much stress over time.

Stress causes your body to go into overdrive and results in fatigue, nervousness and a variety of physical and emotional problems.

Everyone experiences stress. Most of us learn to deal with stressors without causing great disruption or pain in our lives. But when stressors seem to be happening too often or if feelings of stress, depression and anxiety linger on for weeks, it may be time to get some professional help.

### How does professional counseling help?

Professional counselors can help a person identify the issues, get things in perspective, organize needed resources and make plans for taking control of the stressors.

If stressors involve the whole family, professional counselors can help family members communicate more effectively and to take responsibility for their role in the family.

### Who are the counselors at CONCERN?

Our counselors are independently licensed counselors and social workers. CONCERN counselors have master's degrees and a minimum of five years of professional counseling experience. They have special training in areas including alcohol and drug abuse, death and grieving, children, marital and family issues, and post traumatic stress syndrome. All counselors are experts at helping people communicate and set goals that are realistic.

### Is it confidential?

Absolutely! No one at your company will find out that you have come to CONCERN unless you tell them. Client records and names are never shared with your company unless a client specifically requests in writing that this be done.

CONCERN complies with all federal and state laws regarding confidentiality.

### Can I talk to someone about an appointment?

Call CONCERN's main number at **513-891-1691** or **800-642-9794** (if outside the greater Cincinnati area). Or logon to our website, [www.concernservices.com](http://www.concernservices.com) for online services.

### What about family members?

Any member of your household who is covered by the medical benefit is eligible to receive confidential, professional services at CONCERN.

### Is there a fee for using CONCERN?

There is no fee for CONCERN services to employees and family members. The service includes an assessment and short-term counseling when appropriate. More than 70% of problems are treated strictly inside CONCERN.

If other services are required because of a special or long-term need, you may be referred to outside specialists.

### What if I can't decide about using CONCERN?

Just call. All you can lose is a few minutes of your time. It may be the start of helping you turn in the right direction.

**CONCERN<sup>®</sup> Services 513-891-1627 / 800-841-5002**

**[www.ak.concernservices.com](http://www.ak.concernservices.com)**