

IMPACT Employee Newsletter

October–December 2008

Did you know?

- Free “Simple Will” Kits are available from Claremont EAP
- A free credit report is available once per year
- Claremont EAP provides legal referrals for family law, consumer issues, traffic violations, and personal injury
- Referrals are available for child care, adult/eldercare, adoption assistance, school/college selection, and pet care

Claremont EAP
800.834.3773

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We're on the web!
www.claremonteap.com

What Do You Know About Using E-mail?

E-mail is an important communication vehicle for business. Learning how to use it properly can improve your productivity and save you time. To help you assess how much you know about using e-mail effectively, mark each statement true or false.

1. When composing an e-mail message, you should state the topic of your message in the subject area.
2. Double-check the address before sending a message.
3. Sign off using your name, title, company name and phone number.
4. Try to limit your e-mail messages to 24 lines, the size of one screen on most computers.
5. If you send an e-mail message that needs a timely response, leave a voice-mail message reminding the person to check e-mail.
6. When answering a question via e-mail, paste the original question on top of your message so the recipient will immediately understand the context of your response. Place a less-than symbol (<) in front of the question and a greater-than symbol (>) after it.
7. If everyone in your department has e-mail, you can call meetings, make announcements and set agendas via computer instead of sending a memo.
8. Read and respond to your e-mail messages one by one as they come in.
9. E-mail is an especially good way to communicate with clients and colleagues in different time zones.
10. Everything you send or receive by e-mail is private – no one else can access or read it.
11. Clean out your e-mailbox once a week.
12. Give your important contacts keywords so you know at a glance which messages are important.
13. It would be appropriate to fire someone by e-mail.
14. Don't write your message in capital letters; it's considered shouting.
15. E-mail messages should be as formal as a letter or memo.

The answers

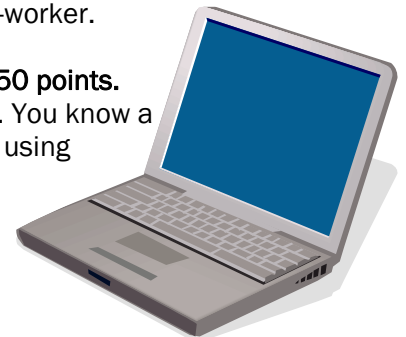
Give yourself 10 points for every right answer.

Evaluate your score

0 to 50 points. Your lack of knowledge about e-mail could be hurting your productivity. Ask an experienced co-worker to help you learn how to use e-mail more effectively.

60 to 100 points. You're aware of some of the correct ways to use e-mail. You still have more to learn. Read a book or consult with a co-worker.

110 to 150 points. Good job. You know a lot about using E-mail.



1. True. 2. True. 3. True. 4. True. 5. True. 6. True. 7. True. 8. False. It's more efficient to read and respond to them in batches once or twice a day. 9. True. 10. False. Be careful; it's possible someone else can access your e-mail. 11. False. Clean out your e-mailbox at least once a day. 12. True. 13. False. It should be done in person. 14. True. 15. False. They can be informal, but shouldn't contain profane, vulgar, defamatory or harassing language.

Basic Back Care

If you're like most adults, you've probably suffered from temporary back pain, but chances are it could have been avoided.

By exercising regularly, maintaining a healthy weight and lifting properly, most people can prevent back pain.

Besides maintaining a healthy weight, one of the most important steps you can take to reduce the risk for back pain is to perform a stretching/flexibility workout every morning.

Gently warming up before and stretching after working out also is important."

Other tips for back exercises:

- Do exercises that stretch and strengthen your abdominal muscles and the muscles of your spine. Keeping these muscles strong helps you to maintain good posture and prevent back problems.
- If you have difficulty stretching because your muscles feel tight, warm them up by taking a warm shower or bath ahead of time.
- Use a rug or mat to lie on, not on the bare floor.
- Wear loose, comfortable clothing that allows you to move.
- Kick your shoes off.
- If you feel pain, discontinue that exercise until you have talked with your health care provider.

Be sure to talk with your provider before starting back exercises. Your provider or a physical therapist can work with you to set up an exercise program.

Dr. Patel also stresses that everyone should start slowly and advance gradually when starting a new sport or exercise routine.

He offers these additional suggestions on how to avoid back pain.



When lifting

- Don't overestimate your strength and try to lift objects too heavy for you.
- Take it slow. Avoid jerky movements.
- Separate your feet. Keep them shoulder-width apart to give yourself a stable base of support.
- Bend at your knees, pull in your stomach muscles, keep your back straight .
 - Position the weight close to your body, not at arm's length.
 - Don't twist. If you need to change direction, point your toes to the new direction and pivot.
 - Never bend at your waist. Get help if the object is too heavy or awkward.

When sitting

- Avoid sitting for a long period of time without a break. If you must sit all day, get up and stretch every 60 minutes.
- Set up your workstation to avoid stress on your back by adjusting your chair height so you can reach your computer keyboard without stressing your back or shoulders.
- Use a lumbar support and adjust your chair so your knees are level or a little higher than your hips.

When playing sports

- Be sure to warm up your back before playing by walking or jogging for five minutes or so. Cool down afterward by walking and doing some simple stretches.

Be aware that competition adds stress to your muscles. When playing in a tournament, remember to stay loose, and walk around between sets or games to relax. "Tired muscles are more susceptible to injuries," says Dr. Patel. "Try not to sit for awhile after playing vigorously; if you do, your muscles may tighten up."

7 Ways to Protect Your Kids From Crime



Parents who worry about their children becoming crime victims can reduce their youngsters' risk – at home, school and play – by as much as 90 percent by training them properly and instilling the right attitudes.

"Parents need to be prudent, not paranoid, when teaching their children about crime," says J.L. Simmons, Ph.D., a social psychologist and coauthor of "76 Ways to Protect Your Child from Crime." "They can change the odds of their children becoming victims by setting the right framework; in so doing they can change the course of their children's lives." The following crime-proofing strategies are "mutually reinforcing," Dr. Simmons says. They work together to form an overall safety net and should form the basis of instruction for crime-proofing your children."

Keep in touch

The more in touch you are with your youngsters, the less likely they will become victims. "Being in touch involves knowing where your children are, what they are up to and who their friends are," Dr. Simmons says.

Teach your children well

Today's youngsters often are home alone or venturing out on their own. "If they learn crime-avoidance habits right along with toilet training, grooming and tying their shoes, they will instinctively learn to protect themselves," Dr. Simmons says.

The best way to teach children is by setting a good example. Also use role-playing and "what-if" games. Ask them, "What would you do if a stranger pulled up to you in a car and offered you candy?"

"What if you're home alone and someone comes to the door and wants to use the phone?" "What would you do if we got separated at the mall?"

Rehearsing situations your children might encounter allows them to consider appropriate responses ahead of time, so they're less likely to be caught off guard. Emphasize what they can do, not the dangers of a situation. This increases their sense of mastery and reduces their fears.

Close and lock

More than one-third of property crimes and many crimes against people result from carelessness when securing the home. "It's vital to train your children early about closing and locking doors and windows. Otherwise, their negli-

gence can produce breaches in your family's security," Dr. Simmons says.

Go public

About two-thirds of crimes against children happen when youngsters are alone and isolated from public view. Two children are twice as safe as one, and staying near populated areas increases their safety even more.

Pick your spots

Crimes generally happen in certain locations, at certain times and under certain circumstances. Part of being "streetwise" is learning to distinguish between safe and unsafe circumstances. In large cities, for example, some districts may have crime rates 20 times higher than other districts. Most people-related crimes happen on weekend nights.

Checking it out

Check out and trust your intuition about your child's new friends, a rumor or a new part of town they're thinking of exploring. "If something doesn't sound or feel right, it's probably not," Dr. Simmons says.

Getting along

In crime prevention, getting along with others is as important as locking your doors. Encourage your children to avoid ill will with others.

"Teach your children to see things from other people's points of view. Through role-playing, teach them to create scenarios in which everybody wins," Dr. Simmons says. "Goodwill is a bulwark against crime."

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CLAREMONT EAP

Claremont distributes this newsletter to provide employees with general behavioral health information. If you have concerns about these or other behavioral health issues, you can call Claremont to arrange for assistance. You will be directed to an appropriate, experienced professional who can offer guidance in a variety of work and family matters.