

# Life Smart: Stress Solutions



Designed through necessity, we are pleased to introduce Stress Solutions, a Life Balance Solutions coaching program to our Life Smart suite of services.

A recent analysis of our EFAP experience revealed that approximately 15% of usage and presenting issues are stress related. During our intake processes clients are often hesitant or challenged to identify and prioritize what their concerns are. Clients may experience more than one concern and often note stress as a reason for requesting support.

## What is stress?

Stress is a natural reaction to any change where an adjustment or response is required. The body reacts through physical, mental or emotional responses. Stress may result when life or work related demands exceed the perceived internal and external resources required to satisfy the need. Stress may also occur when events or demands in our lives stretch us to new levels of functioning.

**Need more information or assistance? All calls are completely confidential.**

**English: 1-866-644-0326**

**En français : 1 888 361-4853**

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## Life Smart: Stress Solutions

Stress is not always bad. Stress is an important reaction that protects us from danger. When experiencing stress, our bodies release hormones, adrenaline and cortisol increasing our blood pressure and heart rate providing the energy needed to fight or flee from crisis scenarios. Without adequate stress in our lives, we are likely to feel less motivated, and are often unenthusiastic. We may lack the necessary reasoning to pursue personal goals and may find difficulty enjoying simple pleasures and the enthusiasm to start living life to its fullest. In contrast, having too much stress will manifest in physical, mental, and emotional ailments with feelings of anxiousness and pressure.

### How does stress solutions work?

When calling our service centre, clients will complete an intake questionnaire. The questionnaire is a screening tool containing risk and general questions to determine the appropriate path of care based on the severity of presenting issues.

Using the results, a plan is devised by the coach and shared with the client during the first session. The coach will address the nature of the concerns raised with an orientation directing the client to the most appropriate and best suited service to support the presenting issue(s) or concern(s). The options include continuing with Stress Solutions for low risk or mild cases of stress, or directing the client to counselling and other specialized programs for moderate to severe cases including private or available services within the community.

### What should clients expect?

When the Intake Coordinator creates a Stress Solutions case, it will be assigned to a Life Smart coach who will establish contact and provides the following:

- Life Smart (one to three telephonic sessions)

- Coaching Services (provided by a registered counsellor or clinician with specialized expertise in stress)
- A Letter of Resources (document containing information specific to the source or primary stress indication)
- Welcome Document (document providing an overview of stress issues and stress management techniques)
- E-Course – Taking Control of Stress (client is directed to Homeweb.ca and asked to take the course where clinically appropriate)

Stress Solutions consists of one to three telephonic sessions. Sessions include, but are not limited to, discussions surrounding psychoeducation, information about the cognitive aspects of stress, and connections between thoughts and feelings. Additionally, sessions will encompass coaching on stress management, lifestyle, priority management and tools such as meditation and relaxation techniques as well as programs and articles found on Homeweb.ca.

### Coaching vs counselling

Life Smart services are based on a psychoeducational model. This differs from counselling in some ways:

- More directive, recommending evidence-based strategies.
- Provides information, rather than solely emotional support.
- Provides clarity around a situation, enabling client to leave sessions with a plan in place, and new insight into how to help their situation.

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