



# EFAP

## THREE TRAILS EFAP

WINTER 2013

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by Wesley Bertagnole

As human beings, we all have problems that temporarily or permanently halt our progress and prevent us from achieving our goals. Our problems might include relationship issues, fear, depression, or anxiety. Problems can act like barriers and, all too often, our response to the problems only makes them worse. As a result, we place limitations on ourselves.

The word problem originates from Greek and literally means “to throw forward” (Ellis, 2006). If we look at the word problem in this light, we can change the way we think, and instead view problems as an opportunity to gain new skills. With this approach, problems can literally “throw” us forward.

One way to deal with problems is to pretend they don’t exist. We avoid them,

deny them, and lie about them. The difficulty with this approach is that it leaves the barrier in place and we keep running into it. A second approach is to fight the barrier, even struggle against it. This usually makes the problem grow larger because of excessive worry, depression and anxiety.

The third alternative is to accept the problem. When we accept the problem, tell the truth about it and meet it head on, the barrier or problem loses its power. “When we accept the fact that we have a problem, we are more likely to find effective ways to deal with it” (Ellis, 2006). Accepting a problem does not mean escaping from it or giving up. It means admitting there is a problem, learning about the details, and finding effective solutions for dealing with the problem.

# Have the Courage to Carry On

By Renita Williams



Let's face it, life can be hard. Just when you are sitting there minding your own business, pow, a crisis can come your way. Whether it is work, differences amongst family and friends, bad relationships, financial struggles, or just a bad day, sometimes it can be overwhelming and hard to deal with. Although what seems like a tough time while it's happening, it is also a way to help you find the strength you never knew was within.

**"When you get into a tight place and everything goes against you, till it seems as though you could not hang on a minute longer, never give up then, for that is just the place and time that the tide will turn."**

- Harriet Beecher Stowe

**"The world is round and the place which may seem like the end may also be only the beginning."**

- Ivy Baker Priest

**"What lies behind us and what lies before us are tiny matters compared to what lies within us."**

- Ralph Waldo Emerson

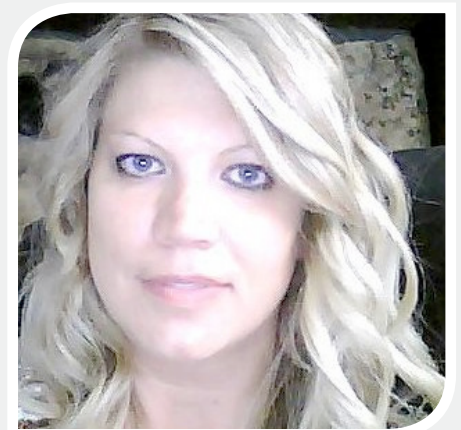
## Becoming a Love and Logic Parent Training Courses

**B**eginning Tuesday February 5, 2013 from 5:30 – 7:00 pm and running for 7 weeks, **Christy Jindrick-Tholl** and Three Trails EFAP will offer the Becoming a Love & Logic Parent training course. The course will be held at the Wyoming Medical Center in the Support Services Building HR Classroom 2nd floor.

The cost of materials is \$10.00 and checks should be made out to Three Trails EFAP.

Please Call Lynette Cotton at 307-237-5750 to be placed on the participant list.

The Becoming a Love & Logic Parent curriculum was developed by Jim Fay, Charles Fay, Ph.D., and Foster W. Cline, M.D. of the Love and Logic Institute, Inc., in Golden, CO. Christy is an independent facilitator of the Becoming a Love and Logic Parent curriculum."



Christy Jindrick-THoll, LPC

*Christy graduated from the University of Wyoming with a Master of Science in Counselor Education in 2008. Christy is a Licensed Professional Counselor with the State of Wyoming and is a National Certified Counselor as well.*

# CONFIDENTIALTY

## con·fi·den·tial

1. spoken, written, acted on, etc., in strict privacy or secrecy; secret: a confidential remark.
2. indicating confidence or intimacy; imparting private matters: a confidential tone of voice.
3. having another's trust or confidence; entrusted with secrets or private affairs: a confidential secretary.



### Three Trails Tips!

#### ■ Office Hours

Monday 9:00am - 6:00pm  
Closed during noon hour  
Tuesday 9:00am - 7:00pm  
Closed during noon hour  
Wednesday 9:00am - 6:00pm  
Closed during noon hour  
Thursday 9:00am to 7:00pm  
Closed during noon hour  
Friday 8:00am to 1:00pm  
Closed after 1:00pm  
Saturday Closed  
Sunday Closed

#### From the Three Trails EFAP Library

#### ■ I'm Not Bad, I'm Just Mad: A Workbook to Help Kids Control Their Anger

■ **Conquer Your Critical Inner Voice:** A helpful tool to overcome that nagging, judgmental, or abusively self-critical thinking that contributes to low self-esteem, depression and anxiety.

#### ■ The Mindful Way Through Depression: Freeing Yourself From Chronic Unhappiness

Resources from our library are available for check-out by eligible employees.

For more interesting titles visit our website at:  
[www.threetrailsefap.org](http://www.threetrailsefap.org)

Often, when a person calls for the first time, they have questions regarding the confidential nature of the service. Three Trails EFAP is independent from the member companies we serve. Workplaces are not informed about who uses our services. We understand the need for discretion and level of comfort in building a relationship where we can speak openly and honestly with our clientele.

We believe that for successful counseling, a level of trust is essential. That's why confidentiality is not just a professional requirement; it is one of the core values that we base the operations of our offices upon, each and every day. Appointments are made with discretion in mind, however, in a community as small as Casper there is always the possibility that one may encounter an acquaintance, co-worker or even family member in the reception area. The following is an excerpt taken from our General Information document that you will be asked to read at the time of your first appointment:

Information shared within a professional counseling relationship is confidential and is only shared with others outside of Three Trails with the client's consent. Exceptions to this are if the client presents a danger to self or others, child abuse is suspected, or a court order for information is presented (see Professional Disclosure Statement). Although your sessions and attendance are confidential, occasionally clients see other clients who they may know while waiting on their appointment. We appreciate your not mentioning to anyone (keeping confidentiality) that you saw someone else at Three Trails.

Upon your first visit, each of the counselor's disclosure statements will be made available. The counselors at Three Trails are held to a high standard by their licensing Boards. Ricardo Sauque, our Executive Director is required to adhere to the ethical codes set forth by the American Association of Marriage and Family Therapy, and Christy Jindrick-Tholl and Wesley Bertagnole are required to adhere to the Code of Ethics of the American Counseling Association. All of our contracted employees are required to sign a statement of confidentiality before they can work for us. Confidentiality is the cornerstone of our program and taken very seriously. If you have any questions at all concerning confidentiality at Three Trails EFAP, please feel free to call us at 307-237-5750.

# Thank you!

To all of those who participated in the **Three Trails EFAP 2012 Adult and Child surveys!**

We value your feedback to improve the quality and effectiveness of our service. It helps us to identify areas that need improvement and lets us know when we are on the right track!



## How Does Three Trails EFAP Handle Emergencies?

Our office manager will speak to the counselor when someone calls with an emergency. The counselor may do one of several things. He/she may speak to the person on the phone, either at the moment or at the first possible opportunity. This allows the counselor to determine the most appropriate course of action.

The counselor may also instruct the office manager to schedule the person in for that day. Since counselors' schedules are often full, this requires filling a "free hour", a time normally set aside for the counselor to catch up on administrative tasks. Another option is for us to call and reschedule a person already booked for that day, opening up a slot for the person in crisis. Since such decisions aren't made lightly, the counselor is careful

to determine that the caller's needs constitute an emergency.

Oftentimes, the office manager will need to ask a distressed caller if this is an emergency. If the caller perceives this to be the case, the aforementioned procedures are put into place. If the caller states this is not an emergency, the standard scheduling process is enacted, but the office manager may alert the counselor to the nature of the call. We strive to be as sensitive and responsive as possible when individuals are in need.

What constitutes an emergency? Obviously, this is open to interpretation. Anyone who is considering suicide certainly qualifies. Those who are so overwhelmed that they can't seem to function or make the most basic

decisions are considered emergencies as well. Depending on the situation, the counselor may direct a significant other to take the person to the ER or Wyoming Behavioral Institute for an evaluation. Rarely however, is this employed.

Three Trails EFAP does not have sufficient staffing to provide after hours emergency service. There are other resources in the community for these purposes. Fortunately, emergency sessions are relatively rare at Three Trails. Nevertheless, we attempt to respond to such concerns within the limits of our resources. In cases where an email would be appropriate or more comfortable, please feel free to visit our website and email the therapist directly. <http://www.threetrailsefap.com>. The therapist will make every effort to respond within one business day.

## Three Trails EFAP

Three Trails Employee and Family Assistance Program (EFAP) is a counseling agency designed to respond to the needs of eligible active and retired employees, spouses, and dependent family members of participating businesses and organizations.

Our mission is to provide professional assistance early and in a timely manner so that problems do not worsen. Such concerns may include workplace stress, marriage and family tensions, alcohol and drug abuse, and other difficulties that may impact individuals. Counselors at Three Trails assess the scope and nature of the presenting concerns and will either provide counseling or refer the individual(s) to specialized services as necessary.

Three Trails EFAP is staffed by three counselors and an office manager. For more information or to schedule an appointment, please contact us.



[www.threetrailsefap.org](http://www.threetrailsefap.org)

812 South David Street

307.237.5750

LOVING  
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