

BALANCE & WELLNESS

NEWSLETTER



Heaven Sent Lifestyle Management Inc.

Issue 3

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Invest \$1 get \$10 ROI...Deal or No Deal?



Invest \$1 to refuel and avoid crashing.

Here are the facts!

Fact #1 — The unemployment rate is at a 30-year low at 6.4% in Nov 2005.

Fact #2—It's not your imagination, society is moving at an alarming pace! Consider the analogy of being the reluctant passenger in a sports vehicle being driven by a daredevil eager to test its 200 KM/hr speed threshold. Your immediate instinct is to open the door and jump

out of the car so that you can have your feet planted firmly on the ground once more. Of course, that would not be a wise option considering the circumstances. Instead, you are along for a ride with one of two ends in sight—either loss of control resulting in a disaster, or a timely pit stop to refuel.

It's time to refuel!

According to research provided by the Alberta Govt.,

“Work-life balance is a growing concern among Canadians, and for good reason. Consider the following stats gathered from Canadian studies and surveys:

- In the last decade, high job stress has doubled. High job satisfaction and employee loyalty have dropped.

- 53% of Albertans report being ‘very stressed’
- 47% of Canadians report moderate to high levels of stress resulting from work-life balance conflict.”

Canadian employers can help their valued employees to “refuel” and balance the demands of work and personal life, by providing assistance such as lifestyle management services, which include concierge services.

Research confirms that companies realize a \$10 return on every \$1 they invest on work/life balance initiatives.

Deal or no deal? It's a deal!

*Dezreen Mills-Dixon
Executive Director
Heaven Sent Lifestyle Mgmt Inc..*

Work/Life Balance Stats—What Employers Should Know

- Time stress is highest among married men and women aged 25-44 who have children and hold full-time jobs. 85% of women and 79% of men in this category reported that weekdays were too short to accomplish what they needed to do. (Statistics Canada, Social Survey: Time Use)
- Employees who are also caregivers cost employers \$29 billion/yr which translates to \$1,142.50 per employee due to absenteeism, partial absenteeism, being late, and leaving early. (Met Life Study)
- The leading factor in employees' commitment and loyalty is whether they believe that management recognizes the importance of their personal and family lives. (Aon Consulting's America@Work Study)

Just the Facts:

- ABSENCES DUE TO WORKLIFE CONFLICT HAVE DOUBLED IN THE LAST DECADE. WORK-RELATED ABSENCES COST CANADIAN BUSINESS JUST UNDER \$3 BILLION A YEAR IN DIRECT COSTS ALONE
- 75% OF EMPLOYEES TAKE CARE OF PERSONAL RESPONSIBILITIES WHILE ON THE JOB

Inside this issue:

- QUICK LIFTS FOR BUSY PEOPLE **2**
- THE GIFT OF LAUGHTER **2**
- ADD SOME PIZZAZZ TO YOUR EMPLOYEE BENEFITS **3**
- ABOUT HEAVEN SENT LIFESTYLE MGMT INC. **4**

Quick Lifts for Busy People

Ever feel stressed out, down in the mouth, or a bit low on motivation? If so, you might be waiting for a vacation. But what can you do if you just got *back* from vacation, or your weekends are full, or your evenings are all spoken for?

Don't worry. Vacations are definitely overrated in so far as managing stress is concerned. They are too few and to infrequent to be an effective antidote to the chronic daily stress that, according to the University of London, puts us more at risk for cardiovascular disease than either smoking or a high-fat diet.

Instead, try some of these quick-lifts and recharge wherever you are:

1. **Stop to Really Breathe.**
Sit quietly, inhale and exhale to a count of six. Repeat 3 times.
2. **Keep a Commitment to Yourself.**
Treat yourself. Do

something that is important to you.

3. **Throw One Back.**
It's okay. Admit that you have over-committed, now make the necessary apology and throw one back.
4. **Get Physical.**
If your mind is in over-drive, give it rest. Go for a walk or jog. Weed the garden.
5. **Unplug from civilization.**
Turn on the voicemail and shut the door. Close your eyes and retreat to a favourite place.
6. **Get Out of the Blame Game**
When life is spinning out of control, dishing out the unexpected, it's easy to get caught up in finger pointing. Forget who's responsible and figure out what you need to do next.
7. **Keep the Faith**
What we think influ-

ences how we feel, and how feel influences how we act. When you suffer a blow, bounce back with the encouraging words you'd offer a friend. Recite a favourite prayer, or just repeat silently, "I can handle this."

8. **Dream Your Life Forward**
Bad situations are less stressful if we believe they're temporary.
9. **Turn Complaints into Questions**
When you complain you drain your brain. Instead turn every complaint into a question which gets your brain fired up for a solution
10. **Go on a Life-is-Great Date**
Had a streak of bad luck? Lift yourself up.! Make plans to meet a friend.

By
Suzanne Zoglio, Ph.D.
Life Balance Expert, Speaker:
Recharge in Minutes:



"ADMIT THAT YOU HAVE OVER-COMMITTED. NOW MAKE THE NECESSARY APOLOGY AND THROW ONE BACK!"



The Gift of Laughter

Top Ten Signs You Work in 2006

10. You lecture the neighbourhood kids selling lemonade on ways to improve their process.
9. You get all excited when it's Saturday because you can wear sweats to work.
8. You refer to the tomatoes growing in your garden as "deliverables."

7. You find you really need PowerPoint to explain what you do for a living.
6. You normally eat out of vending machines and at the best restaurants in town in the same week.
5. You think that "progressing an action plan" and "calendarizing a project" are acceptable English phrases.
4. You know the people at the

airport hotels better than your next-door neighbours.

3. You ask your friends to "think outside the box" when making plans for Friday night.
 2. You think Einstein would have been more effective if he had put his ideas into a matrix
- And #1 sign you work in 2006
1. You think a "half day" means leaving at 5 o'clock!



Add some pizzazz to your Employee Benefits

Starting to worry about keeping the best people? It might be time to consider lifestyle management (or concierge) services for your employees!

Employers are finding that if they can help employees save time by having someone run errands for them, provide home services, or conduct research and referrals, it also saves the employees stress as well and makes them feel better about the company they work for. For example:

PepsiCo headquarters in New York has a full-time concierge to help its 800 employees save time with personal errands such as booking restaurant tables and theater seats, arranging events for children, and household repairs. Other time-saving services the company has arranged include a drycleaner, a mobile oil-change service in the parking lot twice a month, a shoeshine man roaming the halls twice a week, and the selling of take-home dinners in the cafeteria every day at 4:30 p.m. The recently brought in a shoe-repair service and soon hope to bring in tailor for employees' use.



Accenture, the consulting company, uses a concierge to arrange for someone to be at an employee's home when the cable guy comes or to send someone to pick up a car from the repair shop. George Trojack, director of finance for Accenture's Chicago office uses the service about twice a week for everything from getting subway tokens to waiting for furniture delivery. "When things come up, they're not as stressful as they used to be because the concierge can take care of them," Trojack says.

Bronson Healthcare, is a 350-bed hospital located in Michigan, listed as one of the 100 Best Places to Work in America by Fortune magazine, has contracted a firm to offer concierge services to its employees. In the first year of their contract, 23% of employees used the service and almost 4,500 requests were fulfilled. By the third year 42% of employees were using the services and almost 11,500 requests were fulfilled. "We wanted to provide our employees with some relief from their busy lives," says Susan Ulshafer, Bronson's vice president of human resources and organizational development. "It

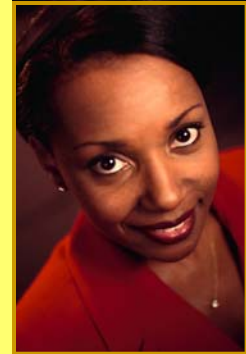
has made a considerable impact on our organization," adds Frank Sardone, president and CEO of the organization.

Other than being a nice thing to do for employees, do concierge services have an impact? A resounding "Yes!" At Bronson,

- 94% of employees say it helps them to balance work and personal responsibilities
- 93% say it has helped them reduce their stress level
- 94% say it has increased their commitment to the hospital, which shows in Bronson's overall employee turnover rates, which have decreased by 54% since they started using the service.

Concierge services: A small consideration that can pay big return for your employees!

Bob Nelson, Ph.D, is the President of Nelson Motivation Inc. in San Diego, CA (800-575-5521) and author of 1001 Ways to Reward Employees and 1001 Ways to Energize Employees.



Other than being a nice thing to do for employees, do concierge services have an impact? A resounding "Yes!"

94% of employees say it helps to balance work and personal responsibilities.



Reduce employee turnover, address lost productivity and decrease absenteeism.

CALL 416-362-0606 today!
Or visit us at
www.HeavenSent-Inc.com



"Life just got easier."

Heaven Sent Lifestyle Management Inc.

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Heaven Sent Lifestyle Management Inc. is a pioneer and industry leader specializing in services which help employers improve their bottom line by addressing the work/life balance challenge by busy employees and professionals.

The practical and hands-on services are a revolutionary and proven EAP solution in reducing absenteeism, lost productivity, and the recruitment and retention of valued employees.

Our professional team of lifestyle managers are bonded, well-trained and efficient.

"The drive to maintain life-balance can be mastered with the appropriate tools. The tool for me is Heaven Sent." (Senior Manager, TCHC)

We're on the Web!
www.HeavenSent-Inc.com

PRODUCTS & SERVICES

Personal Assistant/Concierge/Errand Services

Our services are available to busy individuals, or employers seeking an innovative and affordable approach in augmenting traditional benefits packages. Employees whose lives are balanced are more productive. Let us help!

Our lifestyle management services include, but are not limited to the following:

- Personal Errands & Shopping
- Home Organizing (Rooms, Garage, Home Office)
- Meal Preparation & Light Housekeeping
- House-sitting (Deliveries, Contractors, Vacation)
- Events Planning

Elderly Companionship, Relocation & Pet Services

In addition to the chores of life, people have personal relationships and life events which can be mentally and/or emotionally taxing.

Heaven Sent Lifestyle Management Inc is very sensitive to the special needs of our clients, and provides services such as:

- Elderly Accompaniment (Facilitate active living for aging parents)
- Relocation Services (Includes the coordination of move, packing and unpacking)
- Pet Services (Coordinate grooming, veterinary visits, etc.)



**Too much to do...
Not enough time?**

Life just got easier!