



NAHO News

January 2015

2014 Conference

PRESIDENT'S WRAP UP

I take great pride in reporting that this year's conference in Charleston, SC was a huge success! The evaluations we read and the comments we received revealed that the participants gave high marks for the training program, the social activities, the hotel facilities in the historic waterfront district and the welcoming city of Charleston. We had 137 participants who learned a lot from an outstanding faculty, several new participants became NAHO members and many more embarked on the prestigious certification program. Participants came from all over the country and had the opportunity to observe NAHO in action and to network with hearing officials from everywhere. The promotional items like T-shirts, bags and pins flew off the table as fast as the volunteers could restock them.

I want to thank the registration table team that assisted Emily Waymire in welcoming our guests, Linda Jo Nicholson for her many hours of service with the promotional table, the pre-conference publicity team that assisted Jo Murphy in getting the word out about the conference, the faculty recruitment team that assembled an outstanding cast of instructors in so many subjects, Diane Henry of the South Carolina Department of Social Services, Office of Individual and Provider Rights, for her yeoman efforts and valuable assistance, Heyward Hinton of the South Carolina Department of Probation, Parole and Pardon Services and his staff who provided great support and loaned us vital "AV" equipment, and all other gracious South Carolinian NAHO members and others who helped make this conference a success. I also wish to thank



Norman Patenaude (NH)

the hotel staff for working so well with us on the banquet, the reception, and the classroom set-ups, the finance team for keeping us within budget, and especially the Vice-President and Conference Planning Chair, Janice Deshais, who spent many months overseeing all the teams and coordinating countless details to make this conference the success that it was.

The 2015 conference team is already at work on the program that will be held at the Chaparral Suites in Scottsdale, AZ next October 25-28 and I look forward to welcoming all of you there. Thank you for your continued support of NAHO and I look forward to seeing you in October.

Best Regards,

Norman J. Patenaude, CALJ

President

2014 Conference Charleston: City of History

Jo Murphy (TN)

Charleston certainly lived up to its reputation as the #1 U.S. city to visit as named by the Conde' Nast Traveler Reader's Choice Awards. The unseasonable chilly weather did not stop attendees from experiencing the wonder of the historic downtown area combined with an outstanding conference. From taking carriage rides, and exploring the Charleston City Market, to checking out award winning restaurants and walking all around the charming antebellum neighborhoods, attendees had plenty of activities to keep them busy before and after experiencing informative seminars and exciting presentations.



Charleston Street Scene

The 2014 conference provided attendees with an excellent opportunity to expand their knowledge of the hearing process through invigorating sessions and great social events. Beginning with a Welcome Reception under a well-lit, heated tent in the hotel's lovely Palmetto Courtyard, attendees experienced a cozy kick off to the 2014 Professional Development Conference. While enjoying traditional shrimp and grits, ham biscuits and other delicious appetizers, the group socialized with guests, friends and other hearing officials. The reception gave everyone

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2014 Conference Charleston: City of History

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an excellent opportunity to get to know hearing officials from other states and agencies. It was the perfect time to share personal experiences and gain knowledge through networking.

Conference social activities continued throughout the week with a luncheon on Monday. Tuesday evening while munching on crab dip and sautéed vegetable appetizers, both old acquaintances and new continued to network during the “social hour”. The night continued with a fabulous awards banquet filled with good food, laughter, talking and lots of picture taking.

Thanks to all of the attendees for another great year to enjoy the company of such a wonderful group of people.



Charleston Sunset



Charleston City Market



*Doubletree By Hilton Hotel & Suites
Charleston Historic District*

NAHO...From the Beginning

Andrea Lee (VA)

Bonny M. Fetch, our Immediate Past President, delivered the Opening Address at the conference. Bonny shared NAHO's illustrious history.

NAHO was organized in 1987. Initially, NAHO was affiliated with the American Public Welfare Association (APWA). William “Bill” Kane served as the first President of NAHO.

Besides Bill Kane, the following persons have served as NAHO Presidents – Phyllis Bennett, Rafael F. Garbalosa, Truett DeMoisey, Pat Shelby, Travis Benford, Susan LaRose, Jane DeLeon, Kristal Wiitala Knutson, Sharon Kulp, David Stebing, Ellen Anderson, and Bonny Fetch. Norman Patenaude is our current President. We were honored to have

four Past Presidents in attendance at the conference – Rafael F. Garbalosa, Travis Benford, Jane DeLeon, and Bonny Fetch.

The first conference, held in 1988, was hosted by the National Judicial College in Reno, Nevada. In the fall of each year, NAHO holds an annual professional development conference. Our training conferences uphold NAHO's mission to improve the professionalism of hearing officials.

NAHO presents several awards at our conferences. Two of those awards are named in honor of Past Presidents. The Professionalism Award is named in honor of Truett DeMoisey. Truett was the first recipient of the award in 1988. The Board of Directors Award, named in honor of Bill Kane, was established in 2000. This award recognizes someone not serving on the Board who has made significant, sustaining contributions to NAHO. Bill Kane was the first recipient of the award.

At the conference in 1998, NAHO members voted unanimously to separate from the American Public Human Services Association and form a new, independent organization, NAHO, Inc. It is fitting that the title of President Knutson's article for the November 1998 newsletter was “NAHO: A New Start”.



NAHO Past Presidents L to R: Jane DeLeon, Rafael F. Garbalosa, Bonny Fetch and Travis Benford

In this article, President Knutson explained the reasons for the separation and stated NAHO's mission.

From 1987 through the present, NAHO experienced significant accomplishments, i.e., the NAHO logo, the NAHO newsletter, the NAHO Code of Ethics for Hearing Officials, the Conference Planning Manual, the Certification Program, the NAHO library, the Ethics Complaint Process, the establishment of an organizational budget, and upgrading NAHO's website.

The conference attendees, comprised of many relatively new NAHO members, were captivated by our Monday morning “history lesson”. Bonny's quote from David McCullough summarizes why we, as NAHO members, must know and understand our history....“History is who we are and why we are the way we are.”



NAHO's Early Members Front: Larry Geller, Rafael F. Garbalosa, Bonny Fetch, Jane DeLeon, Peter Hemenway, Travis Benford. Back: Tom Burkizer, Hugo Franco

HEARING ROOM SECURITY TOPIC OF SUNDAY MORNING SESSION

Janice Deshais (CT)

The increasing anxiety and concern of hearing officials regarding the potential for violence at hearings was the reason for this special session that started Conference 2014. Judge Paul Burch, Chief Administrative Judge for the South Carolina Fourth Judicial Circuit Court, presented Prevention and Preparation for Hearing Room Violence. Judge Burch has a special interest and expertise in this topic, as he was a police officer before he became an attorney and worked with the National Center for State Courts panel on drafting a plan to prevent courtroom violence.

Judge Burch took an informal poll of the audience to assess the preparedness of the audience of hearing officials. He expressed surprise at the number of officials who conduct hearings in unsecured buildings that have no safety drills or other safety practices. Burch acknowledged that getting buildings secure may be a challenge, but advised that doors should at least be secured and safety drills need to be conducted to protect hearing officials and participants from possible harm.

Burch presented a history of courthouse violence to illustrate what has happened, how it has happened, and to point out how it may have been prevented. In addition to the tips and advice Judge Burch has gleaned from this history, an important “lesson learned” is that even if an area is rural or otherwise free of violence, we cannot be complacent or think it cannot happen to us and our hearing rooms. History shows that violence can happen no matter how peaceful things may be where you conduct your hearings.

Judge Burch provided the following valuable advice and information about protecting ourselves from hearing room violence.

-If you hold hearings in unsecured buildings, do what you need to do to change that and protect yourself.

-Essential security features include:

- Weapons screening;
- Presence of law enforcement officers;
- Security committees;

- Aggressively enforced security policies;
- Preparation. (Have a plan, know the plan, practice the plan.)

-Know how and where to escape from violence.

-It is not possible to be too paranoid.

-Take every day and situation seriously.

-Things happen fast; be ready to react.

- *There is often little or no time to react;*
- *Critical decisions must often be made quickly;*
- *You cannot predict what will happen;*
- *Decisions must be made based on the number of lives to save.*
- *Look for indicators of potential for violence (watch body language, actions of others in room);*
- *Learn as much as you can ethically learn about the background of person(s) before you;*
- *Act on your instincts;*
- *Provide accurate and adequate information to the media about any incidents or situations, or the media will put out its own information that might not be correct;*
- *Practice your communications and actions;*
- *Security is everyone's responsibility, not just the job of law enforcement;*
- *Anything can be a weapon.*

Judge Burch also discussed the need to be aware of threats outside our hearing rooms. He stressed the importance of securing our homes and provided a self-audit checklist, which is included in the course materials for the Conference at www.naho.org. Burch also suggested that we change the routes we take to work or the off-work routines we follow. He also advised that we take care not to reveal too much about ourselves or our families in cyberspace, even telling us not to say too much about our personal lives in our professional biographies.

This timely topic and valuable information was a sobering but important reminder to all about the need to become informed about hearing room security for your safety and that of all who participate in your hearings. For more information, go to the website of the National Center for State Courts at www.ncsc.org. NAHO, which has made hearing safety its concern for more than ten years, also has information on this subject on its website at www.naho.org on the Resources dropdown.

National Judicial College President Addresses Conference Attendees



President Patenaude, NAHO and President Schumucker, NJC

Andrea Boardman (CT)

President Chad C. Schumucker, National Judicial College (NJC), addressed NAHO Conference attendees at the annual conference luncheon in Charleston, SC. This was a wonderful opportunity to hear from the President of a similar professional organization dedicated to educating the nation's judiciary and improving the administration of justice. The National Judicial College has been established for over 50 years.

President Schumucker spoke of the massive changes which have occurred in hearing officials' challenges and responsibilities from the time that NAHO was organized in 1987. He stressed the benefits of professional organizations dedicated to providing continuing education in light of budget cuts that affect hearing officials. As a result, hearing officials would be well-advised to more frequently rely on professional organizations such as the NJC and NAHO to meet these increasing challenges in a fast-changing world.

President Schumucker recognized the long history of mutual cooperation between NJC and NAHO. President Schumucker is a very engaging speaker, and NAHO conference attendees were grateful for the opportunity to hear his insights.

2014 Special Service Awards

Andrea Boardman (CT)

NAHO's history was certainly a recurring theme at the 2014 conference, from the opening address to the number of attendees with roots going back to the first days of the organization. The Tuesday evening banquet in the Charleston Ballroom at the Doubletree Hotel held an exciting buzz of activity with old friends catching up and welcoming new friends into the association. One of the highlights of the evening is the President's presentation of awards for outstanding service to NAHO.

The first award presented was the Truett R. DeMoisey Professionalism Award. Truett was one of NAHO's early presidents and a true leader. This award is given to an individual who demonstrates ethical behavior and the highest ideals of professionalism. This year the



Bonny Fetch Receives the Truett R. DeMoisey Award

Truett R. DeMoisey award was presented to Bonny M. Fetch (ND). Bonny served NAHO as President for two terms from 2008 – 2011. She has been a Certified Administrative Law Judge through NAHO since 2003. In June of 2012, Bonny took a leave of absence from the North Dakota Office of Administrative Hearings as an Administrative Law Judge, and was named to the North Dakota Public Service Commission. Bonny semi-retired in 2013 and completely retired in 2014 from the North Dakota Office of Administrative Hearings, but Bonny has more plans. It was heartwarming to hear Bonny say that of all of the NAHO awards she has received throughout the years, this award was the most meaningful and touched her heart.

Jo Murphy (TN) was presented with one of the Outstanding Service Awards. Jo is retired from the Tennessee Department of Human Services. Jo serves NAHO as the Southeast Regional Representative and works with the hotel regarding arrangements and important details that make each conference a success. She also works with acquiring vendors for the annual conferences.



Jo Murphy Receives an Outstanding Service Award

Toni Boone (OR) also received an Outstanding Service Award. Toni serves NAHO as the Southwest Regional Representative and chairs the Scholarship Committee, the Merchandise Committee and the Instructional Taskforce Committee.



Hugo Franco Receives the Bill Kane Board of Directors Award

Hugo Franco (AZ) was presented with the Bill Kane Board of Directors Award. This award is also named for one of NAHO's early past presidents. The Board of Directors chooses the recipient for unique and invaluable contributions to NAHO. Hugo became involved with NAHO during its early days and served as a Board member, presenter and Vice-President.



Jan Deshais Receives the 2014 President's Award

The 2014 President's Award was presented to Janice Deshais, NAHO's current Vice-President. In her role as Vice-President, Jan takes on the enormous responsibility of successfully planning every aspect and detail of the Conference. Jan works with planning the curriculum, choosing the faculty, managing registration, overseeing the food and hotel arrangements, planning activities and successfully troubleshoots the inevitable issues that may arise during the Conference

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NOTES FROM THE ANNUAL MEMBERSHIP MEETING

Bonny M. Fetch (ND)

The annual membership meeting was held on Tuesday, November 18, 2014, in conjunction with the 2014 Annual Professional Development Conference in Charleston, South Carolina. The day to day business of NAHO is conducted through the Board. The membership meeting is a valuable opportunity for members to have input into the organization.



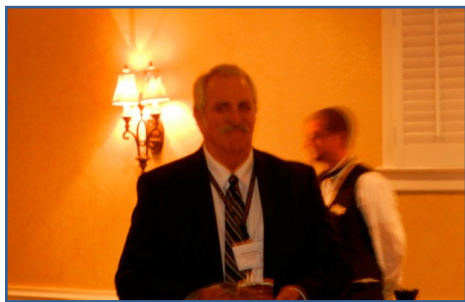
NAHO Board of Directors L to R: Janice B. Deshais, Linda Snow, Norm Patenaude, Eric Moody, Jo Murphy, Peter Halbach, Andrea Boardman, Clayton Mansfield, Bonny Fetch, Joseph Rubenstein (Andrea Lee was not available to appear in this photo)

Among other things, President Patenaude reported that NAHO remains solvent, with assets in excess of \$ 74,000. Membership stands at just over 300 members.

Members approved changes to the By-Laws to separate the functions of Secretary and Treasurer and to eliminate one At-Large position on the Board. The positions of Secretary and Treasurer were combined in a previous change, but in practice, that was found to be too onerous for one person. In order to not enlarge the Board, one of the two At-Large positions was eliminated, keeping the total number of Board members at twelve.

The By-Laws govern the Board's authority, and members have the ability to limit or enlarge that authority through the requirement for members' approval of the By-Laws. It's a good check and balance.

NAHO CERTIFICATION COMMITTEE 2015



Michael Blain

Michael G. Blain (FL)

Why would I want to put forth the effort to obtain certification as a Certified Administrative Law Judge (CALJ) or Certified Hearing Official (CHO) through the National Association of Hearing Officials (NAHO)?

Make no mistake about it, the process of obtaining the designation of CALJ or CHO through NAHO requires work, dedication, effort and time. The NAHO Board of Directors has set forth standards of education, experience and training that an individual must meet to obtain initial certification and periodic re-certification.

So why put forth all that effort? We all know that just being a member of NAHO offers us opportunities to learn, network, share experiences and become better at conducting administrative hearings in a plethora of disciplines and venues.

How is that experience and knowledge shown to the world? Yes, we do become better at holding hearings. But, there is also a symbol to demonstrate what we have obtained. No other organization offers a certification program to certify Administrative Law Judges and Hearing Officers. Only the NAHO CALJ or CHO certificate says to the world that the person whose name appears on that certificate has put forth the effort necessary to become the best they can be at conducting administrative hearings and providing due process and a fair hearing to people that may never have any other experience in a court or hearing room.

In order to become a CALJ or CHO an applicant must have attained eight years of combined experience as an Administrative Law Judge or Hearing Officer and higher education. The applicant must also provide documentation that they have completed

2014 Special Service Awards

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with precision. Jan gives a countless amount of her time and effort to NAHO.

Diane Henry, with the Department of Social Services, South Carolina Office of Individual & Provider Rights, received the Special Assistance Award. Diane assisted the Conference Planning Committee with numerous and varied tasks from South Carolina. Diane's assistance was invaluable throughout the entire planning process. The Committee is grateful for Diane's service in helping to make the 2014 Conference a success.



Diane Henry Receives the Special Assistance Award

a minimum of 52 hours of training in the areas of Administrative Law, Conduct and Control of Administrative Hearings, Due Process, Ethics and others. They must also be a current member of NAHO. Re-certification is required every three years. Re-certification requires a minimum of 12 hours of continuing legal education. For a full list of the requirements, please see the NAHO website at www.NAHO.org or contact any member of the Certification Committee.

Objectives for the certification program include:

- 1) Developing uniform standards of excellence and professionalism for hearing officers/administrative law judges.
- 2) Strengthening the administrative hearing process.
- 3) Providing fair and impartial hearings to the public and the agencies served.
- 4) Establishing a curriculum of core courses to be completed as a requirement for certification.
- 5) Complying with fair hearing requirements and promote due process in hearings.
- 6) Enhancing professional and employer recognition as hearing officers/administrative law judges.

The following members demonstrated their dedication to their profession and the fair hearing process by putting forth the effort to receive their initial certifications as Certified Hearing Officers or Certified Administrative Law Judges at the annual conference in Charleston, South Carolina in November of 2014:

Eileen Bishop, Edwynne Carter, Janice Deshais, Brian Ford, Brian K. Gilroy, Albert Henry, James Johnson, Wendy Johnson, Clayton Mansfield, Rogelio Pedraza, Jennifer Pompey, Susan Powell, Adrienne Wright, Steven Wright



Initial Certification Recipients at Conference 2014

The following members demonstrated their dedication to their profession and the fair hearing process by putting forth the effort to maintain their initial certifications as Certified Hearing Officers or Certified Administrative Law Judges and receive their re-certifications at the annual conference in Charleston, South Carolina in November of 2014:

Thomas Burkizer, Ramona Collingsworth, Jim Gerl, Peter Halbach, Jerry King, Linda Jo Nicholson, Iris Olulenu, Norman Patenaude, Margaret Poplin, Diana Ragsdale, Jimmy Stokes, Vincent Marcelo



Recipients Receive Recertification Certificates at Conference 2014

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NAHO CERTIFICATION COMMITTEE 2015

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The 2015 NAHO Certification Committee is comprised of:

Richard Murrell (TN), Member

Jimmy Stokes (GA), Member

Robert Pullman-Miles (CA), Member

Eric Moody (ID), Member

Michael G. Blain (FL), Chair



Rafael F. Garbalosa, first elected NAHO President entertains at Conference Banquet

WHO ARE WE? AN ANALYSIS OF HEARING OFFICIALS AND OUR PERCEPTIONS OR OUR ROLES

Andrea Boardman (CT)

Karen R. Brown, a Hearing Officer with the State of Connecticut, Department of Social Services, provided preliminary findings from her dissertation study regarding how public assistance hearing officers perceive their jobs at the 2014 NAHO Conference. Peter Hemenway, a respected and popular NAHO faculty member, facilitated this workshop. The interactive and well attended session included discussion, questions, and great interest in seeing the ultimate results.

Brown is a social work doctoral candidate from the University of Connecticut School of Social Work. There is no research about hearing officers and how they perceive their roles. Administrative hearings have been part of public assistance since 1935, but were reinforced thru the 1970 U.S. Supreme Court case of *Goldberg v. Kelly*. Public assistance

BENCH SKILLS: HOW TO CONDUCT AND CONTROL YOUR HEARING

Andrea Boardman (CT)

Jim Gerl, a favorite presenter at NAHO Conferences, shared his “Eight Rules for Conducting a Hearing at the 2014 Conference as part of “Bench Skills: How To Conduct and Control Your Hearing.” These are: 1) Be Fair; 2) Appear to be Fair; 3) Be Firm, Decisive and Prompt; 4) Control the Record; 5) Be in the Present ; 6) Manage Complex Evidence; 7) Make a Complete Record; and 8) Communicate Clearly and Calmly.

Gerl promised his enthusiastic audience that if attendees apply these rules, they will be doing a great job. In the hectic world of a Hearing Official such practical, succinct advice is welcome. Gerl also “tailors” the course material to the audience, by allowing time and attention to specific questions and discussion, making the presentation relevant and valuable to all. The session addressed a key part of a Hearing Official’s job and the result was active participation and a satisfying workshop for the audience. Gerl wants his “Eight Rules” to make Hearing Officials think about how they conduct their hearings and issue their decisions. He also would like attendees to think about how

they use their discretion in conducting their own hearings. The session addressed making a complete



Jim Gerl

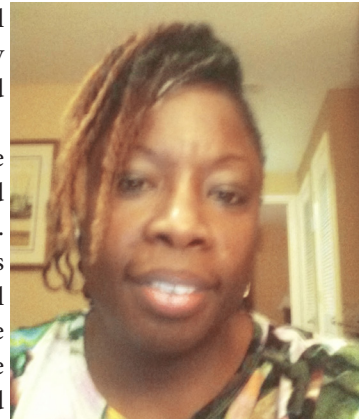
record, controlling the proceeding, and other related topics.

Jim Gerl is an Attorney, a Hearing Officer, a Mediator, a Public Speaker, a Blogger, and a trainer of Hearing Officers and Mediators. Since 1979, he has been a Hearing Officer, Hearing Examiner or ALJ for numerous agencies, primarily in special education and civil rights. He has trained hearing officers from all 50 states. Jim has presented at Hearing Officer trainings at several national and regional trainings and at the National Association of Hearing Officials. Jim has served as a Faculty Advisor for the Administrative Law – Fair Hearing program offered at the National Judicial College. Jim has a law degree from the University of San Francisco, a Masters degree in Public Policy Analysis from the University of Illinois-Chicago, and a BA from the University of Illinois at Urbana-Champaign.

appeals are successful 50% of the time. Brown conducted either telephone or in-person interviews with NAHO members who hold public assistance hearings. The interview consisted of 31 questions. Brown’s framework included role conflict, role ambiguity, and organizational climate. In order to meet the inclusion criteria, subjects needed to be a hearing officer, hold public welfare hearings, hold an undergraduate or a graduate degree in the social services area, and be currently employed. The interviews were recorded and the data will be transcribed for further analysis.

Brown’s very preliminary analysis indicates that 100% of the subjects strive for justice and fairness and most of the hearing officers interviewed are clear about their role. 100% of the subjects were initially trained by shadowing an experienced hearing officer and 40% were trained by attorneys. 80% of subjects received NAHO training and felt

it beneficial especially with regard to topics such as due process and evidence. Brown’s research will increase the knowledge base and set the



Karen R. Brown (CT)

groundwork for future study on public assistance hearing officers. The findings may also develop and improve hearing officer training. Brown’s research goes to the core of NAHO’s mission and attendees expressed great interest in the ultimate findings.

NAHO CONFERENCE 2015

Scottsdale, Arizona: “The West’s Most Western Town”

Jo Murphy (TN)

Pull out your cowboy boots and get ready to visit a city that celebrates passion in all its forms. The 2015 annual professional development conference will be held in Scottsdale, Arizona, from October 25 through October 28. Also known as “The West’s Most Western Town”, Scottsdale is the gateway to the Sonoran Desert. From outdoor adventures or championship golf, to upscale shopping and spa treatments, Scottsdale days can be as active or relaxed as you like. You may choose to tour the beautiful desert during the day and visit one of the numerous spas before you get ready for your evening. Check out the crimson sunset that crowns the majestic mountains surrounding the city. Then head out to one of more than 80 restaurants, clubs and lounges awaiting you downtown. Just remember to bring your passion for life.

The conference will be held at the beautiful Chaparral Suites in the heart of downtown Scottsdale. The hotel is only minutes from outstanding shopping, dining and the Native American and Southwestern curio shops of Old Town. Guests will enjoy spacious two-room suites



McDowell Sonoran Preserve



Cholla (Photo by Adam Rodriguez)



Phoenix Zoo Woodpecker

and relevant sessions whose continued goal is to make you an even better hearing official. You’ll have ample opportunity for networking, sight-seeing and having fun with other Hearing Officials or on your own. October is a wonderful time to visit Scottsdale. The annual average temperature is 74.2 degrees with highs in the 80’s for October.

So mark your calendar and get ready to join your colleagues and friends in Scottsdale, Arizona for the 2015 NAHO Conference October 25 through October 28. More details will be posted in the near future on the NAHO website at www.naho.org. You may also want to take a look at the official travel site for the Scottsdale Convention & Visitors Bureau at www.experiencescottsdale.com/.

Hope to see you there.

Photos courtesy of Scottsdale Convention & Visitors Bureau



Agave

to venture out on the town. Check out the hotel’s website at www.chaparralsuites.com/.

Plans for the conference are already under way. The conference committee and Board of Directors are gearing up for an excellent curriculum filled with informative seminars and exciting presentations. You’ll have the opportunity to learn from important



Discover Photo

Stress Management by Honorable Adam Fisher, Jr.

Linda Snow (TX)

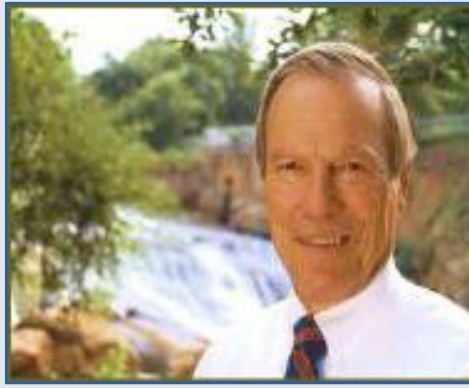
Judge Fisher brought years of experience presenting stress management techniques to the NAHO members who attended the conference in South Carolina.

Stress can be caused by numerous things including the unknown, loss of control, doing too much with too little, and our family members. When we experience an acute stress response or “stress spike”, we commonly respond with “fight or flight”. This physiological response happens based on a perceived threat or attack. Within 30 seconds of a “stress spike” our body undergoes multiple physiological changes explained later in this article. However, once we experience a “stress spike”, our body requires five hours to return to normal functioning. If we perceive threats throughout the day, our body may not return to normal functioning until late at night causing us to lose sleep and not fully recuperate for the next day.

Judge Fisher defined a perceived threat as something that originates in the mind. Effectively, stress is not reality. We cause our own stress level based on how we perceive what is occurring. Judge Fisher defined stress as, “an application of force to the mind.” Our perception of the situation and how much power or force we give our perception causes our stress level to increase or decrease.

The elements of stress include the following physiological changes produced by our “fight or flight” response.

- *Our stomach shuts down, our body rushes blood to our muscles, and we can better respond to the perceived threat. However, when our stomach shuts down the acid remaining in our stomach stays in there and can cause ulcers.*
- *We begin sweating which allows our body to cool down. Unfortunately, we use antiperspirants every day or a sweat band or something to limit our body from properly cooling itself. This can lead to a heat stroke.*
- *Our muscles tighten preparing us to act appropriately regarding the threat. With no real threat, our muscles remain tight. Many stressed people remark on pain or tightness necks, shoulders, and back. These types of pain are caused from our muscles tightening and not relaxing.*



Judge Fisher

- *Our pulse, blood pressure, and breath rate increase to provide oxygen to our muscles. Increased blood pressure can lead to strokes and heart attacks.*
- *Our body produces increased clotting chemicals to limit blood flow in the case of injury. These chemicals include white blood cells, triglycerides, and low-density lipoproteins (LDL) cholesterol. When triglycerides and LDL cholesterol increase, our chances of a heart attack or stroke increase.*
- *We experience a dry mouth, our pupils dilate, and our blood sugar increases. Constant perceived stress will cause our blood sugar to remain at an elevated level which can lead to diabetes.*

Combating stress requires a two-fold plan:

- *Plan A: Combat the perceived threat immediately (within 30 seconds) by controlling our breathing and concentrating on a pleasant thought (cute puppies) or relaxing (to you) music.*
- *Plan B: If you are unable to stop your physiological changes within the 30 seconds, instead find outlets for your “fight or flight” response: exercise vigorously for 75 minutes two to three times a week or moderate exercise for 100 minutes two to three times a week; pay attention to your nutrition by following the food pyramid/food plate, reducing your caloric intake by eating 70% of the food on your plate, and eating organic food whenever possible; and, meditate fifteen minutes per day seven days a week.*

Each of the actions you take from the list above will reduce the results of stress. In closing, Judge Fisher reminded us that children laugh up to 200 times in a day while an adult laughs only eight times in a day. Remember to laugh!



NAHO News

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courtesy of Eric Moody

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