

WELLBEING

# National Anger Awareness Week 1<sup>st</sup> – 7<sup>th</sup> December



Recent figures from the **Mental Health Organisation** report that more than one in ten people in the UK admit that they have trouble controlling their own anger.

Between the 1<sup>st</sup> – 7<sup>th</sup> December 2018, the UK acknowledges National Anger Week. The country-wide campaign aims to raise awareness on the issue of anger and to educate people on ways to safely dissipate any rage issues they may have.

## When is anger a problem?

Anger is a powerful emotion that can appear when you feel hurt, annoyed, frustrated or disappointed. Depending on your method of processing anger, it can manifest itself in positive or negative outcomes.

Educating yourself on recognising the signs of anger and learning how to process these emotions effectively, can help you handle emergencies, solve problems and maintain meaningful relationships.

Anger can be classed as a 'problem' if you let it spiral out of control and harm people around you. This can happen if:

- You regularly express your anger through harmful or reckless behaviour.
- Your anger is having a negative impact on your overall mental and physical wellbeing.
- Anger becomes your default emotion - obstructing your ability to feel other emotions.

## Tips on managing anger

Despite being a challenge, keeping a hold on your temper can be a meaningful and powerful tool. Below are five tips on how to help manage your anger and stop yourself from losing control of your emotions:

### 1. Think before you speak

During a disagreement, before you say something that you may regret, it is wise to take a few moments to collect your thoughts before you speak. It will help set the tempo of the conversation and will also allow others who are involved to do the same.

### 2. Use "I" phrases

Instead of using blaming and critical terms, say phrases that use "I" instead. For example, "I am upset that you cancelled our plans", instead of "You are ruining our friendship."

### 3. Exercise

Physical activity is a great way to combat stress and allow you the opportunity to cool off after an altercation. If you feel that your anger levels are rising, encourage yourself to go for a jog or a brisk walk to help clear your mind.

### 4. Relaxation techniques

Practising relaxation techniques can help prevent the effects of underlying anger. Suggestions include yoga, breathing exercises or listening to calming music.

### 5. Know your limit

If you feel as though you can't keep your anger issues under control, and it starts to affect your daily life, you should consider seeking help from a professional. For the wellbeing of yourself and those close to

you, a visit to your GP may be appropriate.

## How to get involved

To help provide insight and support to people suffering with their anger issues, the British Association of Anger Management (BAAM) have created several anger tool kits that are free to download from their website.

**Keep Your Cool Kit** - The downloadable PDF features quick tips on managing your anger, strategies for defusing anger in others, stress tests and more.

**Keep Calm Over Christmas Kit** - As National Anger Awareness Week runs in December, the BAAM have also created a self-help kit that focuses on anger issues during the festive period. The guide talks you through pre-Christmas preparation, tips for young people dealing with anger and wellbeing suggestions for Christmas day.

If you are unsure on how much anger affects your life and of those around you, [click here](#) to try the BAAM's free online tests. Here, you can find tool kits to review your anger, stress and shame levels, as well as your communication style.

If you feel as though you have issues with your anger, or if you have any other mental or physical wellbeing concerns, please call our helpline on:

**0800 030 5182**

Or alternatively, visit our portal to view advice articles, webinars and 4-week programmes all aimed at improving your physical and mental wellbeing.

[www.healthassured.eap.com](http://www.healthassured.eap.com)

## TOPICAL

# World AIDS Day 1st December 2018



According to the most recent figures from the [Public Health England](#), the number of people receiving HIV-related care in the UK has increased by over 50% over the last decade, from 60,737 in 2008, to 93,385 in 2017.

Each year, on the 1<sup>st</sup> December people from across the globe take the opportunity to unite in the fight against HIV, to show their support for individuals living with HIV and to commemorate the individuals who have died as a result from developing AIDS.

[UNAIDS](#) estimated that in 2017, over 36.9 million people were living with HIV across the globe. Despite the virus only being identified in 1984, more than 35 million people have died of HIV or AIDS, making it one of the most destructive pandemics in history.

## What is HIV?

HIV (Human Immunodeficiency Virus) is a virus which attacks the body's immune system – the body's defence against diseases. If an individual is described as 'living with HIV', it means that they have been contaminated with the HIV virus and it is in their system. Without being detected and properly medicated, the HIV virus can develop into AIDS.

## What is AIDS?

AIDS (Acquired Immune Deficiency Syndrome) is a collection of symptoms that is caused by the HIV virus. AIDS is diagnosed when an individual's immune system is too weak to fight off infection due to the effects of

the HIV virus. AIDS is known as the final stages of HIV, when the infection is very advanced, and if left untreated, leads to death.

## Symptoms

There are three stages of HIV infection, and the symptoms vary in severity depending on the individual, they are:

### Stage 1: Acute primary infection

The first stage of the HIV infection involves flu-like symptoms, and can often be overlooked. An individual may experience a sore throat, fever, body rash, swollen glands and headaches.

### Stage 2: The asymptomatic stage

Once the individual has been through the acute primary infection stage, they can often start to feel better. In fact, HIV may not cause any other symptoms for up to 10 or even 15 years (depending on age, background and general health). However, the virus will still be active, infecting new cells and creating copies of itself. If left untreated, over time, this will cause severe damage to the immune system.

### Stage 3: Symptomatic HIV infection

The third and final stage of HIV infection includes symptoms such as weight loss, night sweats, regular infections and chronic diarrhoea. At this stage, the body's immune system has been severely damaged and cannot fight off infections or bacterial and fungal diseases.

## Treatment

Although there is no cure for HIV, life expectancy for individuals with the virus has improved rapidly over the past 20 years. This is due to modern treatments being able to keep the virus under control and the immune system healthy. Individuals receiving HIV

treatment can live a healthy and active life but it needs to be detected as soon as possible, as treatment in the later stages is likely to be less effective.

## Did you know?

- There is an estimated 10,400 people with HIV living in the UK who don't know that they are infected.
- For an individual to be diagnosed with HIV today at 35, (the average age of diagnosis in the UK) their life expectancy is over 72.
- With the right medical support, 99% of HIV positive women give birth to healthy babies without passing on HIV.

## Rock the Ribbon

For 2018, to help raise awareness and show your support for world AIDS day, the [National AIDS Trust](#) (NAT) are asking the general public to #rocktheribbon.

The red ribbon is the universal symbol of awareness and support for those living with HIV. Wearing a red ribbon is a simple and effective way to show your support and solidarity towards the millions of people living with HIV around the world. [Click here](#) to find out more information on how to purchase red ribbons. To learn more on the campaign and to download promotional materials, [click here](#).

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LEGAL

# Consumer rights 2018



Many of us have experienced the disappointment of making a purchase only to discover that the item is faulty or of poor quality. So, how does the law protect the consumer in these circumstances?

Over time, consumer legislation has developed and simplified, making it easier for consumers to understand their rights. This guidance is intended to cover situations related to the purchase of goods and services as a consumer rather than a business. Should you find yourself facing concerns relating to faulty goods and services, it can help to understand your rights and gain confidence to enforce them.

## The law -

### England, Wales, Scotland and Northern Ireland

Consumer protection is mainly covered by the Consumer Rights Act 2015. This piece of legislation came into force on the 1st October 2015 and replaced the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982.

The Consumer Rights Act 2015 covers any goods or services purchased after October 2015 and outlines that such goods and services are expected to be:

**Satisfactory:** it is presumed that any items you purchase will be of reasonable quality.  
**Fit for purpose:** suitable for their intended use.

**As described:** matches the description they were sold with.

**Reasonable care and skill:** that the professional hired to provide the service has the relevant experience and provides the services to the standard of the average professional in those circumstances.

It is useful to note that the Consumer Rights Act 2015 awards an initial presumption in favour of the customer if a fault or issue arises. It stipulates that if a fault arises within the first 6 months from the date of purchase, it is presumed that the supplier is responsible for this fault. If an issue comes to light after the first 6 months, you are still protected under the law, however you must have evidence to demonstrate that the issue has arisen through no fault of your own.

### Republic of Ireland

Consumers in the Republic of Ireland are protected under the Sale of Goods and

Supply of Services Act 1980. The main principles under this legislation are in line with the ones mentioned above. These are:

**Merchantable Quality:** fault free, durable and fairly priced.

**Fit for purpose:** suitable for their intended use.

**As described:** match the description they were sold with.

**Necessary skills:** that the professional hired to provide the service has the relevant experience.

**Proper care and diligence:** that the service is provided to the standard expected of the average professional in those circumstances.

### Remedies for faulty goods or services - England, Wales, Scotland and Northern Ireland

If the seller or servicer has not acted in accordance with the main principles listed above, then there are three remedies available under the Consumer Rights Act 2015.

#### 1. Repair

If you have been supplied with goods which are not of satisfactory quality or have had a service carried out without reasonable care and skill, then you may be entitled to a repair.

Under the legislation, you are expected to allow the supplier to attempt repairs at their own cost in the first instance wherever reasonable.

Such repairs are expected to be carried out within a 'reasonable' period of time. What is reasonable depends upon your specific circumstances. To decide whether or not the time period is 'reasonable' consider the difficulty of the repair being carried out.

If the repairs routinely fail, then you can consider alternative remedies under the Consumer Rights Act 2015.

#### 2. Replacement

If you have been supplied with faulty or incorrect goods that cannot be repaired, you can ask the seller for a replacement product.

The replacement product should be like for like. You cannot demand that they provide you with a newer or more expensive model.

#### 3. Refund

If a repair or a replacement is not possible then you can also ask for a refund from the supplier.

Please note that you are only entitled to a full refund within the first 30 days from the date of purchase. The 30 day rule is known as your 30 day right to reject. This involves you contacting the supplier in writing to inform them that you are formally ceasing ownership of the goods due to various issues and are requesting a full refund in line with your consumer rights.

If a fault arises after the first 30 days from the date of purchase, you may still be entitled to a refund but the supplier is able to make reasonable deductions for usage. So it is likely that you will only receive a partial refund.

### Republic of Ireland

If the seller or servicer has not acted in accordance with the main principles listed above, then there are various remedies outlined under the Sale of Goods and Supply of Services Act that you may be able to make use of:

#### 1. Repair

It is important to note that under consumer protections in the Republic of Ireland, you are expected to speak to the seller promptly and offer a chance to repair as soon as you discover any issues.

This opportunity must be given to a seller before any other remedies under the law are explored. If a seller fails to carry out repairs within a reasonable period of time, as a consumer you are free to explore the other remedies available under the relevant legislation.

#### 2. Third party remedy

If repairs are not carried out promptly or correctly by a seller, then you are entitled to take the item elsewhere to have the repairs carried out/replaced by a third party and then hold the seller responsible for the costs.

#### 3. Refund

Alternatively, you have an opportunity to reject the goods and ask for a full refund. If this option is to be selected, you must ensure that you can demonstrate that you have acted with promptness.

For further advice or guidance in relation to your rights as a consumer, contact our 24/7 confidential EAP helpline: **0800 030 5182**

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