ENTERPRISE BANK'S DEIB E-ZINE—OCTOBER 2023

Diversity, Equity, Inclusion, & Belonging Electronic Magazine

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<u> DEIB Value Statement</u>

At Enterprise Bank, people and relationships come first. We encourage and foster a culture of diversity, equity, inclusion, and belonging where everyone feels valued and respected. We are committed to a caring workplace that recognizes the importance of making a meaningful, positive difference in the lives of our team members, customers, and communities. Please <u>click here</u> for more information. To learn about Enterprise Bank's history and core values, <u>click here</u>.

Greetings!

As I write this, the weather is turning cooler, the leaves are slowly changing color, and memories of the summer still linger in the back of my mind. These memories will be gradually replaced by back-to-school activities and the new season's workplace and community events as our team members get ready for more in-person and remote celebrations and learning opportunities. Remember to slow down and enjoy the fall weather because, just like that, fall will come and go and we'll be embracing winter before we know it!



September 15–October 15 marks Hispanic Heritage month. *"Hispanic workers continue to serve as an engine of economic growth. The total economic output of Hispanic Americans is estimated to be well over \$2 trillion and Hispanic Americans alone accounted for over half of all the population growth in the United States over the last decade...However, disparities persist due to systemic discrimination in the labor market, as the white unemployment rate remains more than 41% lower than that of Hispanic workers." (Source: Fast Facts about the Economic Status of Hispanic Americans - Fast Facts about the Economic Status of Hispanic Americans - Fast Facts about the Economic Status of Hispanic and celebrate with the community. In fact, Netflix has curated some films and shows for Hispanic and Latinx Heritage Month. Check them out if you can!*

The news about the passing of Sayira Muriel was a devastating one for many of us, especially those who got to know and interact with her. We are dedicating a large segment of this e-Zine to remembering Sayira, a friend to all.

During the midst of this very busy season, we appreciate our contributors to this edition's DEIB e-Zine: Kevin Bruckenstein, Kira Morehouse, Autumn Ouellet, Megan Pardoe, and our layout person: Manpreet Singh—thank you so much for your help!

Sincerely, **Sophy Theam**

Manager—Diversity, Equity, Inclusion, and Belonging

Personal views and opinions expressed here are those of individual volunteer contributors, and do not necessarily reflect the official policy or position of Enterprise Bank.











Southeast Asian New Year Celebration 2017

When news was shared with all of our team members on the tragic passing of Sayira Muriel, the majority of us probably took a pause to take in the announcement. For those of us who had directly been in the presence of Sayira, memories filled our heads with images of her attending various events throughout her years here at Enterprise, followed by grieving of some sort. Some had the courage to connect with a friend with whom they may share their thoughts; some mourned in isolation. Some couldn't carry on their work for a few minutes, or hours, or even days after. Her loss is so tremendous to our family.

Since the formation of the Multicultural Alliance, Sayira had always been a strong supporter of our events and activities. She was brave and wanted to try all sorts of new food, appreciated facts about different countries, supported fundraising efforts for those in need, and attended various cultural events throughout the community and at the Bank. We're going to miss her smiling face at all our functions.

For those who had a chance to interact with Sayira, we remember how she was the sweetest and kindest person. She always had a smile on her face, even if, internally, she was struggling. She always wanted to try new things and always attended our various ERG offerings when she was able. Sayira was always excited to learn about different people and different cultures. She gave generously of her time and resources to causes that benefitted those in need and was always smiling and eager to help in any way possible. This is how we remember Sayira.

The following photos and tributes are evidence of her genuine, caring, brave, kind, helpful, and brilliantly shining self. We will greatly miss you Sayira. May you rest in peace.





<u>From Lauretta Doyle</u>

Sayira...where do I start.

There are so many wonderful memories, all the good times, laughing and joking. We even managed to get a lot of work done in between the laughs. Anyone that met Sayira automatically liked her—there was something special about her. She seemed to always leave a special "light" burning wherever she would go.

Sayira once told me that when you see a butterfly, it's really someone from heaven coming to say hello. I hope that one day a special butterfly will come and visit me and it will be Sayira coming to say hello.

You will be missed dearly, my friend, and you are loved by so many.





From Richard Main

Enterprise Bank was fortunate to have Sayira as a member of our team for 26 years. She was extremely well liked by her customers and fellow co-workers. Whenever I visited the loan department, she always greeted me with a friendly and welcoming smile and her upbeat personality. We will miss her.







From Francis Gonzalez

When I think of Sayira, the first word that comes to mind is 'joy.' That is what she brought into my life. Sayira was very family oriented and present in my daughters' lives when celebrating a milestone. Her smile and positive attitude towards life, even in the toughest times, was a bright light that filled your heart with courage. She worked hard and kept it moving for her boys—who were her life—and made sure to tell me what a great job I had been doing raising my girls since we were both single mothers.

Sayira was not only a dear friend, but also a family member who my own family knew well because of her presence in my life. She always called me Chula (cute) and made sure to ask how my girls and family were doing when running into each other at work. We were making plans to get together with our grandsons, just like we used to when our kids were little. Sayira was the life of the party and would brighten up a room with her laughter and smile. My heart aches and is in disbelief, but I know she would tell me to smile and just remember the good times which is all we had—good memories. God has gained another angel in heaven.



MLK Celebration with Lura Smith 2019



From Sophie Sun

Sayira was always so thoughtful and first to reach out to me.

She wanted to check and see how I was doing after the surgery.

If there was anything I needed, she was so selfless and kind.

I can't say this without tears in my eyes. She'll be missed!



From Jack Clancy

I will always remember you for so many things. You are/were such a wonderful person and such a shining, radiant light. You lit up every room that you walked into with your contagious, warm, and yes.... mischievous smile. Your personality was a perfect mix of fun, lots of laughing and giggling, warmth, and really connecting with everyone you were with. You were always so warm and just so easy to be around, and you made everyone feel comfortable, valued, and that you were excited and enthusiastic to be around them. In summary, you were so much fun and so kind, and made everyone feel good about themselves. What is more important than how you make others feel?

I was also privy to the relationship you had with your children and could see how much they adored and worshipped you, and it was so obvious that it all came from the love and devotion from you that they felt.

Thank you for being such an inspiration on how to live life.



From Sokhom Chun

What I'll miss the most about Sayira is her constant smiling face. It always makes you feel that your day is brighter, no matter what you're going through.



From Vina Chanthaseng

When I see Sayira, I can't ignore her smile and her friendliness. She has this positive vibe to be around. She is just a beautiful person.

I will miss seeing her around.







Multicultural Holiday Celebration 2017



MLK Celebration with Lura Smith 2019



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In Memoriam: Sayira Muriel



From Prema Nagathan

Sayira was a compassionate woman with a heart of gold. I was so fortunate to have known her. She brought a smile to your face, sometimes would crack a joke, and asked me about my family. She was an active member of the Multicultural Alliance and went out of her way to help with organizing events and was always a full participant! She exemplified the true Enterprise Spirit, and she will be missed by her Enterprise Bank family.



<u>From Mona Tyree</u>

I will always remember Sayira's Smile. Her smile was a positive light for all.



Contributor Bios



Kevin Bruckenstein is the Internal Communications Specialist for Enterprise Bank. Formerly the Head of Marketing at FinMason, a fintech startup in Boston, Kevin specializes in writing, copyediting, messaging, and communications planning and execution. He earned his bachelor's degree in advertising and his master's degree in mass communication, with a concentration in communication law, from the University of Florida. In his spare time, he enjoys traveling, reading, gaming, and hiking.

Kira Morehouse has been with Enterprise Bank since 2015 specializing in Digital Marketing. Kira has a B.A. in Communication Arts with a Cognate in Interpersonal Communication and Cultural Studies, and a Global M.B.A. with specialization in Corporate Strategy. As part of her undergraduate studies, Kira spent time studying abroad in Japan for six months, with focus on Language, Literature, Culture, and Zen Buddhism. In her spare time, Kira enjoys being a mother to her two daughters, going on family adventures, volunteering within her church community, and relaxing at home watching movies with her husband.





Autumn Ouellet started her career with Enterprise Bank in January 2022 as the Marketing & Social Media Coop through the Co-op Learning Program with the University of Massachusetts – Lowell. After completing her undergraduate degree with a bachelor's in business administration and a double concentration in Marketing and Management, Autumn returned to Enterprise Bank as the Marketing & Social Media Specialist. In her spare time, she enjoys going to concerts, reading, spending time with her friends and family, and exploring new places.

Megan Pardoe is a Relationship Advisor at the Nashua Main Street Branch. She currently serves as co-head of the Pride Corps ERG. She enjoys writing about LGBTQIA+, history, and women-related topics. In her free time, she enjoys spending time with her boyfriend, Jonathan, and playing video games.





Sophy Theam is the Manager—Diversity, Equity, Inclusion, and Belonging (DEIB) at Enterprise Bank. In addition to cochairing the Multicultural Alliance, she serves as an advisor for other employee resource groups and manages the Bank's DEIB program. Sophy enjoys watching historical/period dramas and high-action and investigative shows and movies. Her favorite superhero is Aquaman and she enjoys traveling!



Employee Resource Group Corner

What is an Employee Resource Group (ERG)?

Employee resource groups (ERGs), also called affinity groups, are employee groups that come together voluntarily around a common interest or background. Examples of common ERGs are those formed around race, ethnicity, gender, disability, sexual orientation, parental status, national origin, religion or belief, or generation.

ERG Name	ERG Leader(s)
Multicultural Alliance	Co-Chairs: Prema Nagathan and Sophy Theam Treasurer: Darshika Jain
Pride C.O.R.P.S.	Co-Chairs: Eddie Enea and Megan Pardoe
Veterans Resource Group	Co-Chairs: Robert Frechette and Karen Merrill
Working Parents Resource Group	Co-Chairs: Maryann Cash and Donna Saati
Young Professionals Resource Group	Co-Chairs: Samantha McNally and Jennifer Ingle

Date	Upcoming Events
November 9	Veterans Career Panel: Our Veterans Resource Group is organizing a
12:00 pm-	panel consisting of Jeff Cohen, Robert Frechette, Charmaine Malek,
1:15 pm via	and Constantine (Tino) Malek who will share their career journeys
Zoom	and stories about their transition from military to civilian life. Karen
	Merrill will moderate the panel. Veterans can register to attend by
	11/3 via this registration link: https://ebtc.zoom.us/meeting/
	register/tZlk fumspzwiGdKA8BCG9FzyOkBWSK-p2uo1#/registration.



*Our National Immigrants' Day event is a part of many events taking place for Lowell City of Learning. Please check out all the events that are part of this community-wide initiative <u>here</u>.

LOWELL CITY OF LEARNING



Employee Resource Group Corner

Our Employee Resource Group (ERG) Excellence Team at the Lowell Transitional Living Center's "Steps to Home" Walk on Saturday, September 30, 2023



Our organization is one that embraces a culture of inclusion and belonging, with the intention of holistically supporting our team members. Our Employee Resource Groups (ERGs) at Enterprise Bank are the result of team members gathering, connecting, and collaborating based upon shared common interests, life-stages, and experiences. The activities and efforts of our ERGs help support bank-wide program offerings, educational activities, fun events, and community initiatives periodically throughout the year. Learn more about our ERGs by reading their mission statements and descriptions found on our website linked here:

Employee Resource Groups | Enterprise Bank



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World Mental Health Day: A Universal Right By: Megan Pardoe

World Mental Health Day, created in 1992 by the World Health Organization (WHO), falls on October 10th. The mission of World Mental Health Day is to raise awareness about all mental illnesses and the work that mental health professionals do for their patients. This year's theme is, "mental health is a universal right." The WHO is focused on expanding mental healthcare around



the world and providing more support for those in need.

I have gone through my own mental health journey over the last twelve years of my life. At 12 years, old I began to show signs of disordered eating and exercise addiction. This continued until I was officially diagnosed with anorexia nervosa at age 17. Anorexia nervosa is defined as an eating disorder characterized by abnormally low body weight, an intense fear of gaining weight, and placing a high value on controlling one's weight and shape. This is exactly what I have gone through and continue to work through today.

Those who suffer from anorexia tend to exhibit the following behaviors and tendencies:

skipping meals/refusing to eat, an obsession with cooking and counting calories, only eating "safe" foods, body checking, social withdrawal, exercising obsessively, self-induced binges/purges, and fear of gaining weight. I suffered through all the behaviors

listed before and continue to work through my struggle with anorexia today.

I am very lucky that I was able to start my journey to recovery when I was 17 and that I had a good support team. I began going to a treatment facility over the summer and made quick progress. Once school started, I was able to leave and continue with my life. However, without proper mental health guidance, I slowly relapsed, and by the time I turned 20, I was sent to an



intensive outpatient treatment center. At one point, I was close to losing my life to this illness. Thankfully, through hard work and with the right mental health professional team to support me, I got better.

Since then, I have been on the road to recovery and continue to work with my mental health treatment team to combat this mental illness. A combination of therapy, dietitian, and doctor's appointments keep me on track and in the right mental health state.

To me, world meatal health day will always be important as I am going through my own journey. We all need to take better care of our mental health, and the recognition of those suffering with illness and those providing help will shine a light in the right direction.



The LGBTQ+ Community: Celebrating Who We Are and Stopping Hate

By: Megan Pardoe

Every year, countless people come out as members of the LGBTQ+ community, showing great bravery in telling the world who they really are. Sadly, many are faced with bullying in response to their coming out.

To celebrate those who will and who have come out, and to stop bullying, October has two LGBTQ+ holidays. October 11th is National Coming Out Day which marks the bravery and celebration of coming out to others. This observance was founded by Robert Eichberg and Jean O'Leary and was first celebrated in 1988. October 11th was selected because it is the anniversary of the 1987 National March on Washington for Lesbian and Gay Rights.

In addition, the third Thursday in October—which this year falls on October 19th—is Spirit Day. Spirt Day was created to raise awareness about bullying and bullying-related suicides in the LGBTQ+ community. It was created by Brittany McMillian in 2010 in response to a large number of bullying-related suicides of gay school students.



I am a proud member of the LGBTQ+ community. I came out as bisexual last year to my family and friends. It was an amazing experience and it was freeing to let myself be the best version of me. I was lucky to only face a bit of backlash from a few people around me and to only get bullied online. This is why I value the importance of Coming Out Day and Spirit Day.

This year, the Pride C.O.R.P.S. is hosting a Spirit Day Celebration similar to what we did last year. We will have a speaker talk about Spirit Day and tell their own story about LGBTQ+ bullying and suicide. We hope that many of you will be able to attend—keep an eye out for more details to come as the event approaches.

Both National Coming Out Day and Spirit Day celebrate the importance of the LGBTQ+ community and focus on the stories of people who are proud to be a part of the community and express themselves. Both coming out and speaking about bullying within the community play key roles in keeping us all safe.



Brittany McMillian giving a speech at a GLAAD event.



Celebrating Ancient Traditions: Halloween, Hallowtide, and All Saints Day

By: Kira Morehouse



Halloween, a holiday rooted in several Western European traditions, is celebrated each year on the 31st day of October. According to an article found on www.History.com's website, "The tradition originated with the ancient Celtic festival of Samhain (pronounced sow-wen), when people would light bonfires and wear costumes to ward off ghosts. In the eighth century, Pope Gregory III designated November 1 as a time to honor all saints." The enmeshment of the threeday long Celtic festivities that were part of Samhain leading up to the Pope's designation of All Saints Day is referred to as Hallowtide.

Like the numerous secular celebrations and

cultural observances that grew in step with patterns of the natural world around us based on the Earth's rotation relative to the sun, it makes sense that the relatively shorter, darker days between the Autumn Equinox and Winter Solstice made an ideal setting for this type of communal gathering among human inhabitants of the Northern hemisphere. Since this was the time of year most associated with the end of summer's harvest, communities were most concerned with warding off the fear death and darkness to which they would have been susceptible during the colder barren months of winter. Perhaps Halloween evolved as a way of facing these fears by dressing up and personifying the very things that represent death and darkness – through dressing up in costume with children trick-or-treating for

sweets to bring in an element of joy.

As far as All Saints Day, the Catholic Church originally celebrated this holiday during the month of May, but as mentioned above, it was moved to November to coincide with preexisting Samhain. Following suit, Anglican and Protestant denominations also recognize November 1st (or the first Sunday in



November) with this tradition. Originally, as part of Samhain festivities, there was the belief that the unseen boundary between our physical world and whatever metaphysical existence of unseen dimensions was at its weakest due to the lack of sunlight.

Fortune telling and the ability to interact with spirits or souls of deceased was a focal point during this time of year. Therefore, tying in the idea of Christian saints being celebrated as deceased virtuous human spirits who have gone to Heaven while still being able to act as intermediary was not a far-fetched concept for integrating popular tradition within the relatively newer Christian beliefs. As a Protestant Christian, my church celebrates All Saints Day on the first Sunday of each November by singing special themed songs (hymns), lighting candles in honor of our deceased loved ones, and remembering the dead in ways that honor their individual lives and legacies. This year, I will be lighting a candle for my grandmother who passed away in March—along with the rest of my most beloved ancestors—to remember as well as to find peace and comfort in exchange for the feeling of loss. Some people in our church also bring photos of their deceased loved ones and say prayers in remembrance and observance that their spirit lives on, as our faith guides us to believe.

As the Autumn season is now upon us, will you be celebrating any of the holidays mentioned here? If nothing else, hopefully you will find peace, comfort, and joy in knowing that the darkest days of the year won't be here for too long. This season is a reminder to reflect upon the goodness we have reaped from January until now through all our good work and productivity. I know I will soon be immersing myself in the warm light of community connections and relaxing deeper into the coziness of home similarly, if not the same, as those before us have done since ancient times. Sharing best intentions for health and prosperity this season and beyond, I hope you will also celebrate in the way that feels best to you.

🔑 Enterprise Bank

Image Source: Freepik.com

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International Volunteer Day By: Kevin Bruckenstein



International Volunteer Day (IVD)—officially, "The International Volunteer Day for Economic and Social Development"—is an international observance mandated by the United Nations General Assembly. Held annually on December 5th, IVD offers an opportunity to promote volunteerism, to encourage governments to support volunteer efforts, and to recognize volunteer contributions at local, national, and international levels.

Each year, a theme is selected for the observance. In 2022, the theme was solidarity through volunteering, featuring the campaign slogan, "Together, act now." The theme and campaign highlighted the power of collective effort and change and encouraged unity and urgency in promoting, mobilizing, and advocating for volunteerism.

At Enterprise Bank, service is core to our culture and who we are. We proudly declare our commitment to service directly in our vision statement: "To strengthen the economic fabric in our communities through our commitment to our customers' success, product innovation and community service." As a true community bank, we are dedicated to investing and engaging in the communities in which we live and serve, and the principles and themes behind IVD are ones we embody as a team each and every day.

When I first started at the Bank, I was living in Revere, MA. Commuting into the office on my first day was the first time I had ever set foot in Lowell; a South Florida native and Boston-area resident of four and a half years, I wasn't familiar with the Lowell area or community. I spent my first few months settling in and adjusting to my role, the Bank, and the city.

After some time, having moved to a new apartment in Lowell, a team member approached me about an open nonprofit advisory board position they had heard about—a board position at an organization that sourced community improvement ideas from the Lowell community in order to help make them a reality: DIY Lowell. The team member offered to put me in contact with DIY Lowell, believing that I would be an asset to the board and that the organization would be a perfect way for me to learn about and engage with the Lowell community.

It sounded like a win-win opportunity, both for me and for DIY Lowell, so I met with the heads of the organization and joined the board. In the past, I had always enjoyed volunteering, but had only done so in one-time-involvement capacities, such as Relay for Life events, charity 5Ks, community cleanup events, and the like. I had never held a formal, ongoing position within a volunteer organization and I wasn't sure what to expect.

During my brief time at the Bank, I'd had the opportunity to speak with various team members about their involvement in their communities. Without exception, every person I spoke to recounted their volunteerism fondly and with gratitude—yes, gratitude. The recurring theme across everyone's stories was that, although they were the ones giving of their time, energy, skills, and resources as volunteers, they were in turn receiving so much more from the experiences: deeper ties to their communities, new and meaningful relationships with those they lived and worked alongside, passions kindled and stoked for the causes and groups they were supporting, and chances to contribute to the betterment of the communities they called home.

Having just celebrated one year as a DIY Lowell advisory board member, I am reminded of those stories and words, now in possession of firsthand experience of what it means to dive into your community and volunteer—not just for a day, but consistently and with shared purpose. In just a single year, I've created strong bonds with members of the Lowell community, learned about and immersed myself in the city in a way I never thought I would, and contributed to the vibrancy of Lowell in a visible and tangible way.

Volunteerism and service to the community are part and parcel of who we are as a bank and are the essence of what IVD celebrates and promotes. While IVD takes place only one day a year, every day is an opportunity to give back, get involved, and help make the world around you a better place, whether it's at the local, national, or international level.

I encourage you to answer the call to service and share some of what you have to offer the world, whether it's IVD or not. If my experience and the experiences of the Enterprise bankers I've spoken to are any indication, you'll be surprised by the difference you can make and by how rewarding selflessness can be.



National Stress Awareness Day – November 1st, 2023 By: Autumn Ouellet

Stress. We all feel it at one point or another in our lives, but what exactly is it? According to the Mental Health Foundation, "Stress is our body's response to pressure. Many different situations or life events can cause stress. It is often triggered when we experience something new or unexpected that threatens our sense of self or when we feel we have little control over a situation." Content Source: Mentalhealth.org.uk

Anyone can be affected by stress and each person can react differently. Additionally, each person can find relief from stress in all sorts of different ways. One of my favorite ways to de-stress is by doing puzzles! Can you find all the terms in the puzzle below that can help you reduce stress? To complete this electronically, use the highlight function in PDF.

How to Handle Stress

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I	А	Е	Y	Т	Ι	С	С	Ι	Q	S	А	F	L	К	А	D	Х	Ι	Ι	Ask For Help Bake
G	0	Ν	D	Н	А	J	Т	С	М	I	Ν	Ν	А	А	М	М	в	М	L	Bubble Bath
F	в	к	А	R	н	к	Е	J	J	С	С	М	Е	D	I	Т	А	т	Е	Clean Craft
0	к	s	v	Е	А	z	R	N	Ν	R	Е	J	х	А	L	Е	R	F	Р	Dance
н	в	-	F	-	к	G	т	0		E		_	т	1	Ŷ	D	I	z	Ц	Doodle
п	D	Н	F	I	Ν	G	I	0	А	E	Q	Υ	I	J	r	υ	Т	2	U	Exercise
F	Q	С	F	Х	L	А	S	А	D	Х	D	Х	V	J	J	Ν	R	А	В	Family Find a Hobby
Е	Р	А	L	А	I	Q	т	U	U	Е	н	в	D	R	D	в	U	U	А	Friends
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F	R	U	U	Е	W	G	Е	Е	S	Е	L	F	C	А	R	Е	В	D	R	Go for a Walk
С	R	G	Ζ	D	А	Е	Ρ	D	К	Υ	Р	Ρ	Н	V	R	В	\subset	0	0	Healthy Diet
А	н	I	R	z	х	Ν	н	в	Т	А	U	0	С	М	L	0	J	0	М	Journal Knit
I	0	Е	Е	н		R	т	0	А	А	в	0	к	Е	н	т	Р	D	А	Laugh
1	~				-	N	'	~		•••	-	-	N	L		'	Г	0		Meditate
Υ	А	Е	К	Ν	М	Е	Ι	М	G	В	Q	Ν	В	U	W	Ρ	Ν	L	Т	Play Sports
D	Т	Ι	Ν	J	D	С	W	0	Y	М	Е	А	G	W	D	К	J	Е	Н	Play with Pets Puzzle
0	I	М	А	М	Х	s	Y	М	R	Е	Т	W	С	Ν	в	L	U	А	Е	Read
G	0	F	0	R	А	W	А	L	к	н	т	I	N	к	I	L	С	F	R	Relax Self-Care
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Answer Key

E -1

