

# The Well

April 2020 – COVID-19



## Coping with COVID-19

The world is in unprecedented times due to the Coronavirus pandemic, also known as COVID-19. It is important to understand the symptoms, how to protect yourself and ways to cope with the current situation.

Experts are continuing to learn more about COVID-19. Some cases of COVID-19 can be severe with individuals experiencing lower-respiratory tract illnesses like bronchitis and pneumonia. For the elderly and those with weakened immune systems, COVID-19 can be even more dangerous.

### What are the symptoms of COVID-19?

- Fever
- Cough
- Shortness of breath

If you think you have been exposed to COVID-19 or develop the symptoms, call your healthcare provider for medical advice.

Get medical attention immediately if you develop these emergency warning signs for COVID-19:

- Difficulty breathing
- Persistent pain/pressure in the chest
- Disorientation

### Protect yourself and others with these helpful tips:

- Stay home if you are sick, except to get medical care.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Wash your hands often, for at least 20 seconds at a time. If soap and water are not readily available, clean your hands with a sanitizer that contains at least 60% alcohol.
- Avoid touching your face.
- Practice social distancing by staying at least six feet away from people.
- Wear a facemask only if you are sick.
- Clean and disinfect frequently touched surfaces daily with detergent.
- Follow guidance when it comes to school or workplace closures.
- Call your doctor if you have any symptoms.

### Learn more:

[who.int/health-topics/coronavirus](https://www.who.int/health-topics/coronavirus)

For more information visit:  
[cdc.gov/coronavirussymptoms](https://www.cdc.gov/coronavirussymptoms)

## Virtually connect with others

Even though we're all social distancing and staying home, technology can help us remain connected.



## Talking with kids about COVID-19

Don't forget to talk to your children about COVID-19. Their lives have been impacted and they may not know how to interpret or understand all the information they are seeing and hearing.

### Here are some important tips for talking to your kids:

- Remain calm and reassuring.
- Make yourself available to listen and to talk.
- Pay attention to what children see or hear on television, radio or online.
- Provide information that is honest and accurate.
- Teach children everyday actions to reduce the spread of germs.



For more information visit:  
[cdc.gov/coronavirusandkids](https://cdc.gov/coronavirusandkids)

## COVID-19 emotional and social impact

### Adjusting to a new normal

You may be adjusting to a new work from home routine. You might also have school-age kids who are adjusting to a new at-home schooling program and many of your normal social activities are closed or cancelled. These changes can increase stress for you and your family.

### Here are some tips for dealing with stress:

- Eat healthy well-balanced meals.
- Take deep breaths, stretch, exercise regularly or meditate.
- Virtually connect with others.
- Limit your family's exposure to the news, including social media.
- Maintain regular routines for your family.
- Reach out to our Employee Assistance Program to talk to a counselor, get legal advice and additional support.

**[INSERT YOUR EAP CONTACT INFORMATION]**



## What is the Employee Assistance Program?

The Employee Assistance Program is provided by ComPsych® GuidanceResources and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and their household family members.

### Why provide an EAP?

Because we care about our employees and their dependents. The EAP can be used free of charge as needed when you or your dependents are facing emotional, financial, legal or other concerns.

### Are the services confidential?

Yes, the EAP is strictly confidential. No information about your participation in the program is provided to your employer.

### Why might my family or I use the services?

There are many reasons to use these services. You may wish to contact the EAP if you:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

## Here when you need us.

Call: 877.595.5281

TDD: 800.697.0353

Online: [guidanceresources.com](https://www.guidanceresources.com)

App: GuidanceResources® Now

Web ID: EAPBusiness

### What happens when I call?

When you call, you will speak with a GuidanceConsultant<sup>SM</sup>, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant will provide the name of a counselor who can assist you. You will receive counseling through the EAP up to 3 sessions per issue, per person, per calendar year. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

### What counseling services does the EAP provide?

The EAP provides free short-term counseling with counselors in your area who can help you with your emotional concerns. If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling in the EAP and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

### Can my children use the EAP?

Yes. The EAP is a confidential benefit for employees and their household family members.



### Confidential Emotional Support

Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts



### Work-Life Solutions

Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care



### Legal Guidance

Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more
- Need representation? Get a free 30-minute consultation and a 25% reduction in fees.



### Financial Resources

Our financial experts can assist with a wide range of issues.

- Retirement, taxes, mortgages, budgeting and more

For additional guidance, we can refer you to a local financial professional and arrange to reimburse you for the cost of an initial one-hour in-person consult.



### Online Support

GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert" personal responses to your questions



### Help for New Parents

ParentGuidanceSM supports you through the process of becoming a biological or adoptive parent, including:

- Preparing for the baby emotionally and financially
- Finding child care
- Planning for back-to-work and other issues



### Free Online Will Preparation

EstateGuidance® lets you quickly and easily create a will online.

- Specify your wishes for your property
- Provide funeral and burial instructions
- Choose a guardian for your children

# Contact EAPBusiness Class<sup>SM</sup> Anytime

No-cost, confidential solutions to life's challenges.

Your ComPsych® GuidanceResources® program EAPBusiness Class offers someone to talk to and resources to consult whenever and wherever you need them.

Call: 877.595.5281

TDD: 800.697.0353

Your toll-free number gives you direct, 24/7 access to a GuidanceConsultant<sup>SM</sup>, who will answer your questions and, if needed, refer you to a counselor or other resources.

Online: [guidanceresources.com](http://guidanceresources.com)

App: GuidanceResources® Now

Web ID: EAPBusiness

Log on today to connect directly with a GuidanceConsultant about your issue or to consult articles, podcasts, videos and other helpful tools.

# 24/7 Support, Resources & Information

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