



Excellence in Employee Support Services

MEMO

Re: Carebridge EAP Support Services to Healthcare Employees

The well-being of your healthcare employees is paramount to Carebridge. Carebridge has put into place multiple services to address the immediate and future needs of your workers and professionals as they encounter stressors associated with the COVID-19 pandemic including:

- Availability of EAP Telehealth counseling via telephone and video conferencing
- Timely Resource Alerts containing support literature, live webinars, links to recorded educational events, and promotional documents. All materials are emailed to you for distribution and posting on your portals.
- Topics covered at the time of this release include:
 - Coping with Uncertainty
 - Talking with Children about Coronavirus
 - Motivating through Change for Leaders
 - Working from Home during a Pandemic
 - Coronavirus and Your Finances
 - Self-Care for Key Personnel in Critical Functions (Frontline)
 - Relaxation Exercises that Work
 - Caring for Your Elders during a Pandemic
 - Establishing Healthy Lifestyles
 - Why Sleep Is So Important, Getting a Good Night's Sleep
- Short audio self-care suggestions on the free Carebridge EAP App

Carebridge is also introducing *two new services* to support your employees:

1. Free Online Support Groups for Healthcare Workers and Professionals

- **Stress Check-ins:** Carebridge will be providing online weekly stress check-ins to assist healthcare workers and professionals with the emotional strain induced by the pandemic. Each session is intended to improve participants' ability to thrive during this stressful time and to enhance their physical, mental and emotional well-being. Habits, beliefs and behaviors that promote resilience will be highlighted.
- **Grief and Loss:** Grief and loss support groups will be available to all employees to help them understand and make their way through both anticipated and actual losses. Individuals seeking assistance with personal and/or work-related grief are encouraged to participate.

Contact Carebridge at **800.437.0911** or visit **www.myliferesource.com** for more information!



All group sessions will be 30 minutes and will be facilitated by mental health, wellness and/or grief experts. Participants will have the ability to ask questions of the facilitator and to share experiences anonymously through a chat box to protect privacy. A recording of these sessions will be posted on the Carebridge employee support website, myliferesource.com to accommodate the needs of employees who cannot participate in the live sessions. Your account manager will be providing you with information to promote these services, including a registration link for joining the group. Advanced registration is encouraged but can also be done just prior to the start of the session. Our EAP call center clinicians will be encouraging employees accessing EAP services to take advantage of these pandemic-related resources, in addition to individual counseling.

2. Virtual Team Support Groups

Carebridge recognizes that there may be times when you will desire exclusive support for particular teams as they manage their way through this uncharted period of time. To help you in such situations, Carebridge is making available, upon request, virtual team support groups. Such services will address the pandemic-related emotional needs of select teams ranging in group sizes from 5 – 30 participants. The intention of these groups is to provide support to your employees at a time when they are most vulnerable to stress and burnout both now and during the post-pandemic recovery phase.

Meetings are facilitated by licensed mental health clinicians with expertise in helping individuals manage through periods of prolonged stress, as well as, grief and loss. Participants will have the opportunity to verbally share experiences and reactions and to learn coping strategies. Such support will help healthcare workers:

- Grow from the stress rather than be reduced by it
- Educate teams on grounding and anxiety-reducing techniques
- Maintain well-being, relationships and work performance

These sessions are being made available and priced at Carebridge cost. Sessions can be scheduled for up to 30 minutes at the rate of \$150.00 or up to 60 minutes at the rate of \$250.00.

Please contact your account manager to discuss the details of these services and address any questions you have. It is very helpful for us to be made aware of additional emotional support services that you may be currently taking advantage of or plan to activate in the near future. Carebridge is committed to sharing with callers the many resources available to them during this time of uncertainty.

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