

March 12, 2020

To Our Valued EAP Members:

The COVID-19 pandemic is at the forefront for businesses and individuals locally, nationally and internationally. While we are fortunate to have information and resources readily available from the CDC, county officials, state officials and chambers of commerce, the news of the rapidly-evolving pandemic is quickly elevating fears and anxiety for many. Today, Governor Wolf's aggressive action to stop the spread in Montgomery County will undoubtedly add to the stressors over the next few weeks.

It is easy to become anxious and overwhelmed during times of crisis. And, while your business may not be currently facing a direct impact from COVID-19, now is the time to keep communications flowing with your staff to minimize concerns, increase awareness of your preparedness plans, and remind staff of the supports available to them. Here are a few things to encourage your staff to do to minimize stress during this unprecedented time.

1. Use physical exercise and relaxation exercise (breathing, meditation, mindfulness) to reduce stress.
2. Reduce the time spent looking at fearful images on TV or social media.
3. Only seek guidance and updates on COVID-19 from reliable sources like the CDC or the Department of Health.
4. Encourage employees who are experiencing increased levels of stress due to COVID-19 to talk about it to their supervisor, HR or EAP. Now may be a great time to remind employees of the generous EAP benefit you provide to them.

We are here to assist you and your employees struggling with concerns around the Coronavirus. Our phones are answered from 8 am to 9 pm Mondays, Tuesdays and Thursdays and from 8 am to 5pm on Wednesdays and Fridays. If you need some time to speak directly to a counselor and one is not available when you call, we will have one return your call as soon as possible. **We also have instituted a special phone hour from 11 am to 12 noon, Mondays through Fridays, where you can speak to a counselor dedicated for Coronavirus concerns.** We hope you find this helpful.

As a contracted EAP client of Penn Foundation and recognizing the growing concerns and questions related to COVID-19, we want to reassure you that Penn Foundation is open and available to serve clients. Our infection control protocols and the standard precautions we take to ensure the safe care of our patients and staff are a deterrent to any virus. Please know that we are following the CDC guidelines and updating protocols as needed. To view Penn Foundation's current protocols, please visit pennfoundation.org. The following Coronavirus "toolkit" from the US Chamber of Commerce may also be helpful.

- [Guidance For Employers](#) - [Click here](#) to download guidance for employers to plan and respond to the Coronavirus.
- [Workplace Tips](#) - For workplace tips and resources for employers to combat the virus, please [click here](#).
- [Corporate Aid Tracker](#) - [Click here](#) to view our corporate aid tracker for details on how businesses are helping nationwide.
- [Survey on Business Impact](#) - To view business impact survey results from the American Chamber of Commerce in China, [click here](#).
- [Resilience in a Box](#) - If your business needs help putting a plan in place, [click here](#) to use the U.S. Chamber Foundation's toolkit created in partnership with the UPS foundation.
- [More Resources](#) - For more resources, including consolidated, business-specific guidance from the Centers for Disease Control and Prevention (CDC), please [click here](#).

We are asking for clients to help us protect their well-being as well as that of staff by:

- Calling to reschedule an appointment if they have been experiencing fever or flu-like symptoms or have been in contact with someone with a confirmed case of Coronavirus. **EAP is prepared to also continue therapy sessions with existing clients by phone if face-to-face meetings are not possible.**
- Washing their hands frequently and thoroughly for at least 20 seconds.
- Refraining from touching their face, nose and mouth as much as possible.

Thank you for your continued trust and confidence in Penn Foundation. We take great pride in the opportunity to deliver your Employee Assistance Program. Please contact us at 215-257-6556 if we can be of support.

Sincerely,

Bonnie Steich, Director of EAP