

A person is sitting on a couch, holding a tablet computer. The tablet screen shows a video call with an elderly woman and an elderly man. The woman is waving. The background is a blurred indoor setting.

Navigating Challenges & Managing Stress During COVID-19


EAP Orientation

Today we'll...

- Explore the impact of the COVID-19 pandemic on parenting, caregiving, and relationships
- Discuss strategies for coping with unexpected challenges and uncertainty, including how to encourage wellness and resiliency for ourselves and our family members
- Identify practical ways to manage stress and build resiliency
- Identify resources to support individuals and families through the pandemic
- Conclude with an overview of the Employee Assistance Program by Lynn Vogel

2020...

- COVID-19
- Economic impacts
- Inequality
- Wildfires
- Hurricanes
- Floods
- Working virtually
- Home schooling
- Dependent care gaps
- Financial issues
- Health concerns
- Changes...lots of them



**How
are you
feeling?**

If you're stressed... you are not alone.

- Most of us were not prepared for the individual, community, and global impact of the pandemic.
- Change in smaller doses is manageable for most. All at once can be overwhelming.
- Fortunately, with support, resources and self-care we can be resilient and weather the challenges brought our way.
- Awareness and a willingness to take action will go a long way in helping you manage stress and find better balance.

Assessing Your Stress



- How am I doing right now?
- How is my mood?
- Is my sleep impacted?
- Is it affecting my eating habits?
- Do I still experience moments of happiness and joy?
- Can I focus?
- How is my life experience/history impacting me at this moment?
- What are my family and friends telling me?
- Am I experiencing physical, behavioral, or emotional signs of stress?

Tips to Manage Stress

During COVID-19

What are you doing that works for you?

- Limit exposure to media
- Know the facts and get it from a reputable source
- Practice tolerating uncertainty
- Visit with friends and family virtually if this is something you enjoy
- Do things you enjoy – engage in solo hobbies
- Ask for support when you need it
- Learn more about resources available to you and your family
- Spend time outdoors practicing social distancing
- Focus on what you can control
- Look for the positive



Other Stress Management Tips

- Employ positive self-talk
- Engage in physical activity and exercise safely
- Get the sleep you need
- Maintain a healthy diet
- Minimize stressful situations
- Set and maintain boundaries
- Relax
- Other?



Practice Mindfulness

Mindfulness-Based Stress Reduction (MBSR)

- Intentional and non-judgmental conscious awareness in the moment
- Meditation
- Mindful movement
- An awareness of reactions and choices
- An awareness of thoughts and feelings
- Allows space between stimulus and response



Benefits of a Mindfulness Practice

- Helps reduce anxiety, depression, and stress
- Improves the immune system
- Boosts productivity
- Increases memory
- Enhances relationships
- Fewer emotional outbursts
- Helps in breaking old habits



A Mindfulness Exercise



Coping As a Household



- Establish a structure to the day and determine how to divide up household responsibilities.
- Create family rules to maintain an environment conducive to home schooling and working from home.
- Ensure one-on-one time with children to help them process through feelings around abrupt transitions and assess coping.
- Respect the need for everyone in the household to have alone time.
- Work on respectful family communication and boundary setting.
- Schedule time for family bonding.
- Create a household checklist that outlines prevention strategies, emergency contacts and resources, and a plan for the scenario where a household member is exposed or becomes ill.

Intimate Relationships & COVID-19



- Communication is key!
- If you are sharing office space, establish rules to maintain an environment that allows for both of you to be productive.
- Designate time together to bond as a couple but also respect one another's needs for personal space and alone time.
- Avoid multitasking and distractions during time set aside for bonding.
- Remember to be patient with your partner. This is a novel situation for everyone and not everyone copes with stress and change in the same way.
- If you have concerns about domestic or intimate partner violence seek help. Contact your EAP.

Self-Care



- Modify daily activities to meet the reality of the current situation and praise yourself on what you are able to accomplish.
- Shift expectations and priorities to focus on what gives you meaning, purpose, and fulfillment.
- Challenge self-defeating statements with healthier, motivating thoughts.
- Maintain a daily routine including self-care activities.
- Explore ways to connect virtually with friends and family.
- Attend to medical and behavioral health needs even if this means temporarily switching to virtual healthcare. If you run into barriers accessing care or obtaining medications, seek guidance from current providers and your health insurer.
- Be active.
- Engage in solitary hobbies.

Work & Life Balance



- If you're working from home, plan a family meeting to clarify your expectations during the workday.
- End your workday with some kind of ceremony that marks the transition from work to home.
- Set boundaries at home and work to help balance competing priorities.
- Ask for help from family members if you are feeling overwhelmed.
- Seek guidance from your manager regarding the need for any accommodations around reducing workplace exposure risk, flexible scheduling, childcare needs, workload, time off, etc.
- Plan fun activities with your family. This will provide something to look forward to at end of your workday.

Other Resources

- Coronavirus.Gov
<https://www.coronavirus.gov/>
- Centers for Disease Control (CDC)
<https://www.cdc.gov/coronavirus/index.html>
- World Health Organization (WHO)
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- National Institute of Mental Health
<https://www.nimh.nih.gov/index.shtml>
- Crisis Text Line
Text HOME to 741741
- Childhelp National Child Abuse Hotline
1-800-422-4453
- Office on Women's Health Helpline
1-800-994-9662

Thank you!

Questions?

Thoughts?





Employee Assistance Program

presented by
Lynn Vogel
Anthem EAP



What is an EAP

An employee assistance program (EAP) provides quick and easy access to confidential resources to help meet the challenges of everyday life.



Which EAP do I have?

Benefits are dependent on health plan election:

Statewide Options:

COVA Care and COVA HDHP

Anthem EAP 855-223-9277 www.AnthemEAP.com

Log In: Commonwealth of Virginia

COVA HealthAware

Aetna EAP 888-238-6232 www.mylifevalues.com

Username:COVA/Password:COVA

Regional Options:

Optima Health Vantage HMO

Optima EAP 866-846-2682 https://login.optimaeap.com/?s_username=Cova

Kaiser Permanente HMO

Kaiser EAP 866-517-7042 www.achievesolutions.net/kaiser

Counseling

The EAP offers covered members, and their household members 4 no cost counseling visits per issue per plan year.

EAP licensed counselors can help with issues such as:

- Marital and family issues
- Substance abuse and addiction
- Stress management
- Depression or anxiety
- Grief and loss
- Work issues



Prevalence Information

Approximately 1 in 5 people experience some sort of mental health issue each year according to the Substance Abuse and Mental Health Services Administration (SAMHSA).

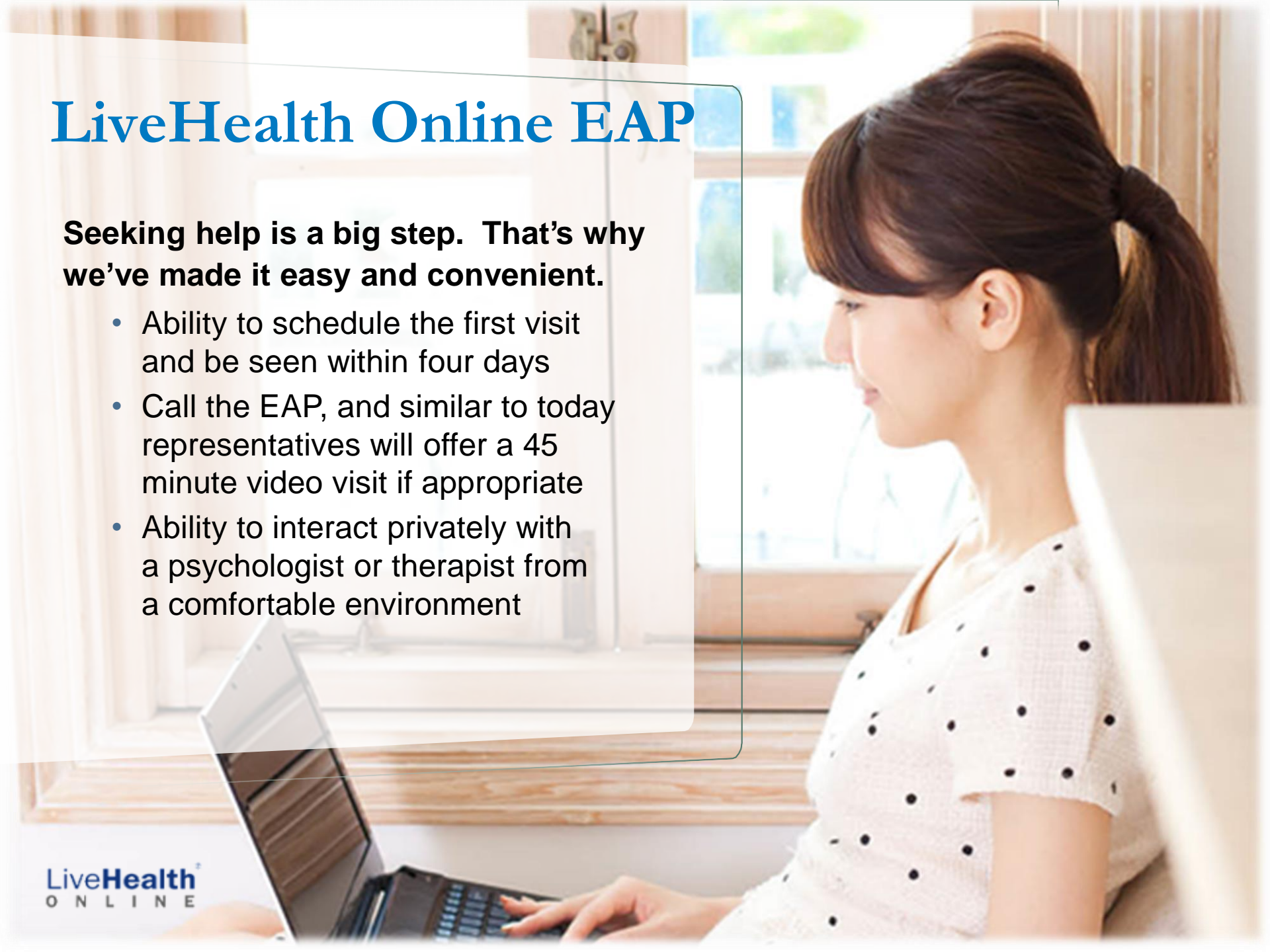
**That is 20%
of us!**



LiveHealth Online EAP

Seeking help is a big step. That's why we've made it easy and convenient.

- Ability to schedule the first visit and be seen within four days
- Call the EAP, and similar to today representatives will offer a 45 minute video visit if appropriate
- Ability to interact privately with a psychologist or therapist from a comfortable environment



LiveHealth Online | Medical



LiveHealth Online Medical

- Live, on-demand video doctor visits 24x7/365
- Accessible by smartphone, tablet or computer
- No cost for COVACare members
- Available in all states with an average wait time of 10 minutes
- Choice of board certified, Anthem network doctors
- Secure and private, HIPAA compliant video visit
- E-prescribing to your pharmacy of choice*
- Available to Anthem non-members (\$59)

*Only non-controlled substances can be prescribed via video doctor visits



LiveHealth Online Psychiatry

	LiveHealth Online Psychiatry	LiveHealth Online Psychology
Provider types	Board Certified Doctors	Licensed Psychologists and Therapists
Benefit offered	Medication*, if necessary after evaluation	Counseling with Psychologists or Therapists
Visit length	30-45 minute initial evaluation. 15 minute follow up sessions if needed for medication review	45 minute counseling sessions
Average wait time	14 days or less	4 days or less
Ages Served	Age 18 and higher	Age 10 and higher

*Prescriptions determined to be a “controlled substance” (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online.

EAP services:

Seeking help is a big step. That's why we've made it easy and convenient.

1. Member calls EAP.
2. Representatives will offer video therapy visit option if appropriate.
3. Appointments can be scheduled through EAP program and with use of the convenient online scheduling tool.
4. Visits are fully covered under your existing Anthem EAP program costs.
5. Once EAP visits are exhausted, member can continue seeing the same therapist using their behavioral health benefit.



Access



Convenience

Legal services

- Access to a qualified legal professional either by phone or in-person, as determined by the need
- Consultations are free, half-hour sessions with an attorney qualified to handle the issue
- A 25% discount on hourly attorney fees if representation is required; 10% discount on flat fees
- Issues for consultation may include:
 - Personal or family legal services
 - Civil or consumer issues
 - Estate law
 - Landlord/tenant issues
 - Divorce and child custody
 - Real estate issues
 - IRS
 - Personal injury

Financial services

The service provides toll-free access to financial professionals. Consultation is available on a variety of financial topics including:

- Bankruptcy prevention
- Comprehensive financial fitness
- Debt reduction and management
- Financial planning
- Housing education and purchasing
- Budgeting/Credit report review
- Estate planning
- Foreclosure prevention
- Long-term goal setting



ID Monitoring & Recovery

- Free 30-minute consultation with an identity recovery professional
- All necessary paperwork completed*
- Notification to credit agencies and contact with impacted creditors to negotiate credit issues
- ID theft specialists will work to restore credit to pre-theft level
- Educational materials on credit and ID theft
- Unlimited support

*Member must complete the police report



Resources to help manage life

The EAP can assist in finding resources for:

- child and elder care
- home improvement/repair
- education
- adoption information
- retirement
- and much more!

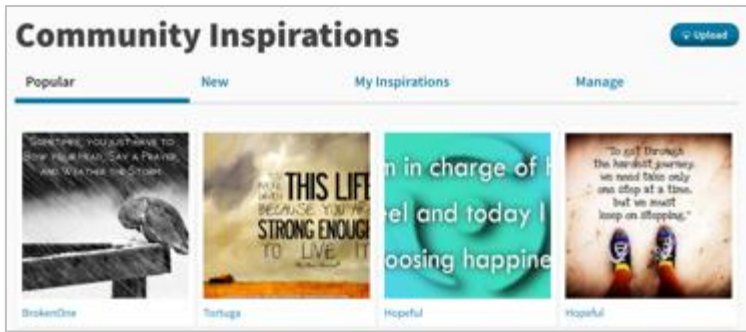
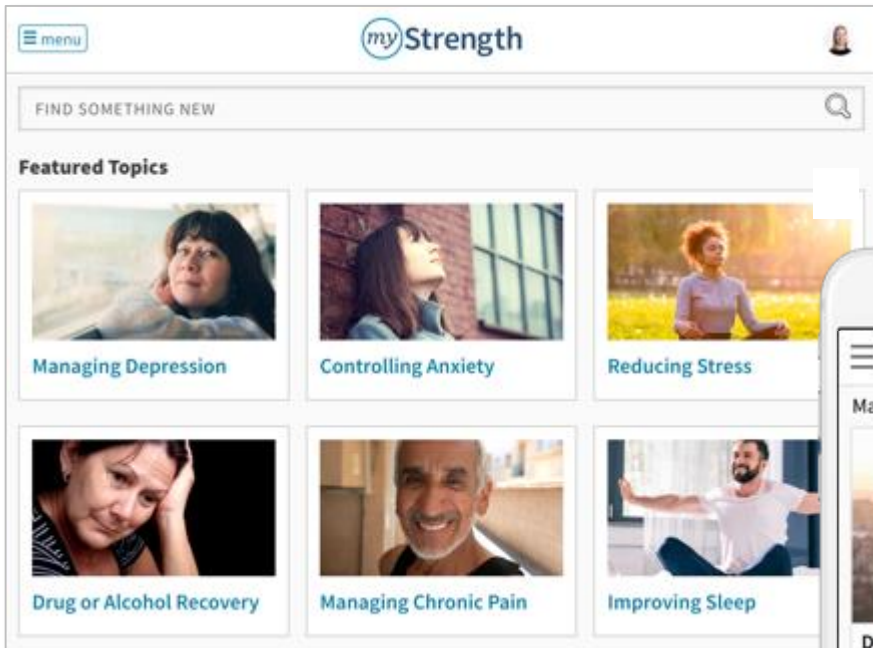
Simply call the EAP at 855-223-9277 to speak with a work/life consultant or visit anthemeap.com and enter the log in: Commonwealth of Virginia

Website resources

- More than 8,000 regularly updated articles/resources
- News for You monthly feature
- Self-search locators
- Financial calculators
- Free legal forms
- Monthly on demand seminars on a variety of health, wellness and work life issues
- Coronavirus resources

Non-Anthem members can access website resources at www.AnthemEAP.com log in [EAP Can Help](#)





myStrength

Evidence-based
self-help resources for
emotional health and
overall well-being

General Promo:

<http://view.vzaar.com/13670463/video>

Personalized Emotional Health Resources



Interactive Applications

- Stress
- Depression
- Anxiety
- Substance Use/Abuse
- Opioid Recovery
- Chronic Pain
- Insomnia
- Mindfulness and Meditation
- Balancing Intense Emotions
- Pregnancy & Early Parenting
- Nicotine Recovery
- Trauma & PTSD



Mind + Body + Spirit

- Wellness
- Spiritual
- Social and Community

Key EAP On-site Resources:



For crisis situations or consultation regarding a workplace trauma response which may involve Critical Incident Response (CIR) to include having a counselor on site following a tragic event, employee death, or layoff:

Call 855-223-9277 and press 1 for CRISIS

For Free On-Site Educational and/or Wellness workshops:

- View the catalog on www.AnthemEAP.com under Manager Tools to choose your training topic(s)
- Contact Lynn Vogel lynn.vogel@anthem.com or 804-305-0386 to schedule

Anthem EAP Manager's Manual

- Available on www.anthemEAP.com
Login: *Commonwealth of Virginia*
Under Manager Tools
- Also available on www.anthem.com/cova
Under Benefits Tab in EAP section

Calling the EAP for a Manager Consultation

- **Confidential call that does not commit you to a course of action**
- **Helps sort personal reactions from observable behaviors**
- **Directs you to your company's policies and internal resources for additional support**
- **Assists you in understanding the different levels of referrals available**
- **Helps you determine if a referral to the EAP could be of benefit to the employee**

Additional Resources in the Manager's Manual:

- Signs of substance abuse
- Concerns about workplace violence/emotional distress
- Tips for supporting employees who are emotionally distressed
- Situations requiring immediate action
- Self-care tips

Remember – your EAP is here to help

24/7 toll-free access
to the EAP:

855-223-9277

Or use the EAP website

www.AnthemEAP.com

Log-in:

Commonwealth of Virginia

