

*Communications
Workers of America
District 3
AFL-CIO*

*Alabama, Florida, Georgia.
Kentucky, Louisiana, Mississippi
North Carolina, South Carolina
Tennessee, Puerto Rico*

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March 27, 2020

TO: ALL Local Presidents, Staff & Secretaries
District 3

FROM: Richard Honeycutt
Vice President

RE: EAP

We hope this email finds you and your families safe and healthy.

In our efforts at the District 3 Office to provide our members with pertinent information about our livelihoods, we find it equally important to share information that addresses our mental health and daily lives during these challenging times.

The outbreak of the Coronavirus (COVID-19) is stressful.

This new unfamiliar health risk and its' daily uncertainty is greatly contributing to heightened anxiety and stress in our already overburdened lives.

Please be mindful that everyone reacts differently to stressful situations.

Fear and anxiety about this disease, our future, our families and our financial well-being can be overwhelming and cause strong emotions in both adults and in our children.

Although it may seem counterintuitive, remember that anxiety is actually a protective natural (and normal) human reaction.

Since the earliest days of humanity, the approach of predators or incoming danger sets off alarms in our bodies in a process called the "fight-or-flight" response.

This prepares humans to physically confront or flee any potential threats to safety; however recently, anxieties revolve around an unseen encroaching virus and all its' contributing concerns.

This nervous feeling during a difficult situation is natural and a result of our very human response to the ‘fight-or-flight’ reaction; however, ensuring that your anxiety doesn't exceed your ability to function and doesn't escalate into an anxiety disorder is important to be aware of.

The following are some suggestions that may help you modify your worry and anxiety so it remains in the healthy response range.

1. **Get the Facts-** Find credible sources of information from sources that you can trust. This includes, but not limited to, the U.S. Centers for Disease Control and Prevention, The World Health Organization, your family physician, Local and State Health Agencies and CWA. (please see attached list of resources & contact information).
2. **Take Breaks From the 24/7 News Cycle-** While staying informed is important, continuously watching news coverage for excessive hours each and every day is not cumulatively helpful and may have diminished mental returns. Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly and monitoring the real time growing death count can be upsetting and corrosive to mental health and well-being over time.
3. **Keep Connected to Family and Friends-** While we all are doing our best to maintain social distancing, technology has made it increasingly possible to communicate with family and friends via numerous electronic venues. Remember, calling a family member or friend still works and may provide comfort and appreciation on both ends.
4. **Take Action-** Engage in protective measures recommended by reliable sources so you can continue to function. Taking effective action steps not only protects you physically, but emotionally. Exercise, eat balanced meals, monitor alcohol consumption and continue to take all prescription medication as directed. Attempt to maintain a schedule, even while working or performing school assignments from home.
5. **Communicate with your children-** There are many resources to help you talk with your child.

- The National Child Traumatic Stress Network
www.nctsn.org/trama-types/natural-disasters

- CDC: www.cdc.gov/childindisaster/helping-children-cope

6. Seeking Additional Help-

If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or uncontrollable anxiety, or are already under professional care for an anxiety disorder and feel like you want to harm yourself or harm others call:

- 911
- Your company's EAP Hotline

- Substance Abuse & Mental Health Disaster Helpline
1-800-985-5990 or text TalkWithUs to 66746. (TTY 1-800-846-8517)

Company EAP Contact Information
(Information will continue to be updated.)

AT&T

EAP is available 24 hours a day, 365 days a year. To make an appointment or to seek a consultation, simply call Optum, the EAP administrator, at (866) 263-9253 or visit www.liveandworkwell.com (Access code: ATT).

Highland Telephone Cooperative
324 Employee Assistance Program
800-386-7055

Windstream
Magellan Health
800-327-5569

Website:

<https://magellanascend.com/>

link to the site:

<https://magellanascend.com/?ccid=hpZiwITni/VKNrZqvUQNBylvIVVwjrX%2B29b6rYhBYtE%3D>

Thryv (DEX/YP)
800-858-6714

City of Jacksonville
877-240-6863 or healthadvocate.com

City of Gainesville
Website: www.cpancf.com
352-336-2888

Centurylink
800-803-3737

Alachua Library
Meridian Behavioral Health is our public mental health service provider locally as well
Emergency Screening: 24/7 Crisis Line (352) 374-5600, option 1

Outside Gainesville, FL:
Toll Free: (800) 330-5615

ADT Security

EAP - 1-855-4ADT-EAP (1-855-423-8327) or guidanceresources.com

Atlanta Journal Constitution (AJC)

1-800-424-6008

<http://magellanprovider.com/MagellanProvider/do/LoadHome>

GCR

Call: 888-327-9573

TDD: 800-697-0353

Online: www.guidanceresources.com

Web ID: SYMETRA

American/Piedmont/Envoy Airlines:

24-HOUR ASSISTANCE AND COUNSELING

call 800-363-7190

my.aa.com/en/optum-eap

Visit: www.liveandworkwell.com. Access Code: American

ONSITE EAP AT AIRPORT HUBS: 1-800-555-8810

General Dynamics

Beacon Health Options

1-877-254-4582

Disaster Assistance Resources

American Red Cross

1-800-733-2767

<http://www.redcross.org/get-help>

American Red Cross Safe and Well List

Register your name or search for a name.

<http://safeandwell.communityos.org/cms/index.php>

American Red Cross Shelters

Search for a shelter in your area.

www.redcross.org/get-help/disaster-relief-and-recovery/find-an-open-shelter

Centers for Disease Control and Prevention (CDC) 1-800-CDC-INFO (800-232-4636)

www.emergency.cdc.gov

Emergency response and preparedness.

Federal Emergency Management Agency (FEMA) www.fema.gov
Info on preparing for and recovering from disaster.

FEMA Disaster Assistance
Disaster-related Helpline: 1-800-621-3362
www.disasterassistance.gov
Find local resources and shelters, plus call or apply for assistance online.

United Way
www.211us.org
United Way offers access to many services in times of crisis as well as for day-to-day needs.

GOVERNMENT / LAW ENFORCEMENT

Department of Homeland Security
<https://www.dhs.gov>