

COVID-19: Support for Employees & Managers Working Remotely

When you consider the sudden end to your commute and the opportunity to work in your favorite chair or beside a beloved pet, working from home may seem like a fun, stress-free change of pace. However, during a crisis such as the COVID-19 outbreak, there are additional challenges that can turn a remote workday into a less-than-enjoyable experience.

Your home may not be setup with the necessary equipment or connectivity for telecommuting. Your children may be home from school and inexperienced with the boundaries you need to complete your tasks. Your normal routine may become destabilized, creating issues with time management, sleeping habits, and eating schedules. You may feel disconnected from your friends and coworkers, which may deepen a sense of isolation and anxiety.

The important thing to remember is that you are not alone. Across the nation, employees who have been asked to take on remote work for the first time are wrestling with the same challenges and finding unique ways to overcome them. If they can find usable solutions to their new workdays, you can too. To help you find success, we've prepared a list of resources below to give you an opportunity to find your footing and create a plan of action that is flexible enough to adjust to your particular role, no matter how far you find yourself away from the workplace.

[A Guide to Managing Your \(Newly\) Remote Workers](#)

[How To Manage Remote Project Teams During The COVID -19 Outbreak](#)

[5 Tips For Effectively Working From Home During The Coronavirus Outbreak When You Have Kids](#)

[8 Tips To Make Working From Home Work For You](#)

[15 Questions About Remote Work, Answered](#)

[How To Work From Home Without Losing Your Sanity](#)

[Virtual Happy Hour Anyone? Working From Home But Keeping Connected](#)

You can also access these links on the IMPACT website under the 'News Alert' Banner at the top of the homepage. After clicking on the banner, select the 'Articles' tab and the article is number 7, "COVID-19: Support for Employees & Managers Working Remotely".

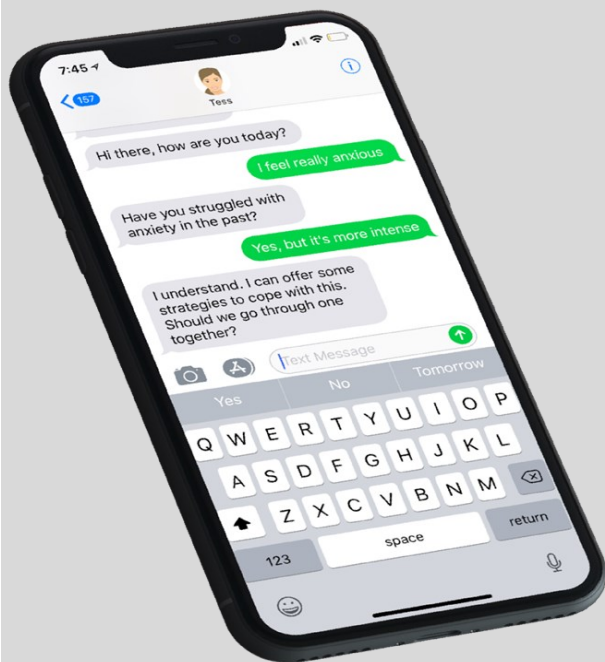
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To connect with services call 800-227-6007
Log in to our Website at www.MyImpactSolution.com

IMPACT EMPLOYEE ASSISTANCE PROGRAM

Tess - IMPACT's Mental Health Chatbot



Tess—Mental Health Support Using Artificial Intelligence

1. SAY Hi

Start chatting with Tess by texting “Hi” to +1 (415) 360-0023
Start Code: *your IMPACT Username*

2. Tess ASKS

Like a coach, Tess works to understand your needs by asking “How are you?”

3. Tess HELPS

Tess delivers coping strategies based on the emotions you express

Did You Know... IMPACT offers Tess, a NEW 24/7 mental health chatbot that coaches people through tough times to build resilience, by having text message conversations – similar to texting with a friend or coach.

Tess simulates how a human would behave as a conversational partner while providing clinically proven coping skills and strategies based on expressed emotion, similar to a self-help book. Research findings show that Tess is proven to reduce depression by 28% and anxiety by 18%. If at any time during a chat session with Tess you wish to speak to, or schedule an appointment with a counselor, Tess will provide the IMPACT phone number and/or emergency response services depending on your need.

- **Tess is completely confidential.** You can stop a conversation whenever you are ready by simply texting “stop” and/or ask Tess to delete your conversation at any time - It’s that easy!
- **Tess is a great resource for teens, college students and adults** who prefer technology as a communication tool or method for learning.
- **Tess is a great way to supplement counseling** and gain access to strategies and techniques that can help you manage stress in the moment.

Watch an informative video testimonial to learn more about Tess by logging on to your IMPACT website at www.MyImpactSolution.com and click on the Tess Tile.

Questions? Forgot your username? Give us a call at 800-227-6007.

IMPACT Employee Assistance Program

Mental Health & Coping with COVID-19



Call IMPACT
800-227-6007

Fear and anxiety about the outbreak of the coronavirus disease (COVID-19) can be overwhelming and cause strong emotions in adults and children.

The onslaught of news, information and misinformation can be very stressful for those with excellent coping and resiliency skills and can also be debilitating for those with pre-existing mental health concerns.

How Your IMPACT Program Can Help

24/7 In the Moment Phone Support

Immediate access to a licensed mental health professional offers you peace of mind that there is always someone to talk to when you are experiencing heightened anxiety, depression, difficulty attending to daily activities, trouble sleeping, and other emotional concerns.

Online Counseling Sessions

Online counseling (defined as live scheduled video, phone, text and chat sessions) is a convenient way to utilize your counseling sessions without leaving the safety and security of your home. Average time from initial request for service to getting help from an online counselor is typically within 24 hours.

IMPACT on the Web

Your IMPACT website is an excellent way to access vetted, up-to-date information on COVID-19 AND a variety of other tools to help with anxiety, depression, resiliency and other issues you may be dealing with.

Telephonic Coaching with an Eldercare Specialist

According to the CDC, older adults and those individuals with chronic medical conditions are at higher risk for COVID-19. This can create heightened anxiety and worry for caregivers and their elderly loved ones. You can connect with an Eldercare Specialist for support and guidance on how to best prepare and protect your loved one during this challenging time.

Financial Counseling

Has COVID-19 caused you financial stress? You can now schedule a video conference with a financial consultant to help guide you through this challenging time.

Visit us on the web at www.MyImpactSolution.com for more great resources.

Forgot your username? Give us a call at 800-227-6007.