



## EAP Support in Times of Uncertainty

### COVID-19: A Brief Overview

COVID-19 is a strain of the coronavirus identified as the cause of an outbreak in respiratory illness first detected in Wuhan, China and now impacting countries worldwide. As the COVID-19 outbreak is an emerging, rapidly evolving situation, it is best to stay informed on the latest information and guidance from the Centers for Disease Control (CDC) as well as your local information.

- Center for Disease Control ([CDC](#))
- World Health Organization ([WHO](#))
- National Institutes of Health ([NIH](#))

### EAP Support for Increased Stress Due to COVID-19 Concerns

It is normal to feel increased stress and anxiety due to COVID-19 concerns, especially as the situation is rapidly changing on a daily basis. As the national health experts advise, now is the time to prepare, not panic. While it is normal to feel increased concern around coronavirus, here are some helpful ways to manage anxiety and stress through times of uncertainty.

#### Focus on the facts.

Look to reputable and expert resources and outlets to stay informed, including the Center for Disease Control ([CDC](#)), World Health Organization ([WHO](#)) and National Institutes of Health ([NIH](#)). Be mindful of misinformation spread throughout social media, and avoid excessive media exposure.

#### Follow recommended health guidelines.

Basic preventive measures like washing hands for 20 seconds, avoiding touching eyes, nose

and mouth too much, staying home while sick, avoiding close contact with people who are sick, and disinfecting frequently touched objects help prevent illness and exposure to this virus.

#### Practice self-care and stress management techniques.

Get enough sleep, eat a balanced diet, remain active, and stay connected with loved ones. It also helps to stay connected to personal faith, as well as practice relaxation breathing, meditation or any preferred stress management techniques.

#### Prepare for change, but avoid panic.

In times of uncertainty, the most important thing is to focus on what is in one's control. Take reasonable measures to stay informed, follow hygienic practices, and prepare for any potential changes in school or work schedules while maintaining a healthy perspective.

#### Turn to your EAP for support.

For any individuals experiencing panic, anxiety or fear, having difficulty concentrating or sleeping, or increased emotional stress surrounding the coronavirus outbreak, it may help to speak to a professional clinician through your employee assistance program (EAP) powered by ACI Specialty Benefits. For any individuals in need of community resource referrals for child care or life management needs, your EAP provides work-life referrals that can help.

ACI's EAP is confidential, free to use for employees, and open to all family members. Call ACI at 855.775.4357 or email [rsli@acieap.com](mailto:rsli@acieap.com) to learn more about professional EAP support available.

### Questions?

Contact ACI Specialty Benefits toll-free at **855-RSL-HELP** (855-775-4357)  
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