

EAP RESOURCES AVAILABLE TO YOU

Stress, anxiety, depression and other mental health concerns can take their toll on those who suffer from them. These feelings and thoughts can also become heightened during stressful, unforeseen circumstances times, such as the current outbreak regarding the 2019 Novel Coronavirus (COVID-19).

In times of stress or trauma, the SupportLinc employee assistance program (EAP), can help employees develop coping skills to address real or perceived threats in a productive manner. SupportLinc offers a variety of remote and digital access points that allow participants to address stress, anxiety, depression, substance abuse, relationship issues and grief from the privacy of their own home.

- **VIDEO.** SupportLinc's video counseling platform, [eConnect®](#), is a confidential and secure technology-based counseling medium that provides members with video and web chat access to licensed masters- and doctorate-level mental health professionals who possess a BC-TMH (Board Certified TeleMental Health accreditation), as well as experience in distance counseling. Participants can schedule a 30- or 60-minute counseling session at their convenience.
- **PHONE.** SupportLinc's licensed and experienced mental health clinicians are available around-the-clock, every day of the year, to provide immediate support and guidance to employees who are trying to cope with Coronavirus-related anxiety.
- **TEXT THERAPY.** [Textcoach™](#) is a convenient and stigma-free message-based therapy application that can be accessed via the SupportLinc web portal's Access Bar. Through a secure desktop and mobile platform, licensed counselors (also known as 'Coaches') help participants boost emotional fitness and wellbeing via an exchange of text messages, voicenotes, tip sheets, resource links and videos.
- **SMS.** Employees can text 'SUPPORT' to 51230 and a licensed counselor will call them at a time of their choice.
- **LIVE CHAT.** SupportLinc offers live chat through the EAP's web and mobile platforms. While it's an excellent avenue to connect quickly to care, like Textcoach™, it's not a suitable modality for employees with severe or acute conditions.
- **SELF-SERVICE TOOLKITS.** SupportLinc offers resource-heavy interactive toolkits for [mindfulness](#), [resiliency](#), [mental health first aid](#) and [meditation](#) — all of which are ideally-suited for use during this unprecedented and stressful time.

Although face-to-face counseling is still the cornerstone of SupportLinc, alternative treatment channels are vital to the success of the EAP during times when in-person counseling may not be the modality of choice for many participants. The SupportLinc employee assistance program (EAP) is a free, confidential benefit for employees and their immediate family members to assist with a wide range of personal and professional concerns. Call SupportLinc today or visit the SupportLinc website for more information on how to boost your mental wellbeing during these stressful times.