



# Resilience

## Crisis support services during COVID-19

### Aetna Resources For Living<sup>SM</sup>

#### COVID-19 and your workplace

COVID-19 is creating chaos and worry. Our crisis support service, also called Critical Incident Stress Debriefing (CISD), can make a big difference in how well your employees cope and gain a sense of stability again.

#### Help restore balance during and after COVID-19

**Outreach.** During a crisis, call us for assistance. Our specialists are available 24/7 to receive your call.

**Assessment.** An experienced crisis consultant will work with you to formulate a plan.

In the case of COVID-19, there are several possible interventions. Virtual services are available to help meet your needs.

- You may receive written materials designed to help victims and others affected cope.
- We can help you communicate information about the situation to your employees.
- Any individual who is in crisis can access immediate support and referrals from one of our phone clinicians.
- We can provide telephonic and televideo groups as well as 1:1 sessions for employees during the window reserved by the plan sponsor.





### The right reaction for every event

Recognized for their expertise in the field, our crisis specialists can help provide support and coping mechanisms as your employees try to meet the challenges of COVID-19. We can also help you support your employees through:

- Deaths, both expected and unexpected
- Workplace accidents
- Violence in the workplace
- Robberies
- Layoffs and job loss
- Natural disasters and more

You can find additional resources in the **COVID-19 Resource Toolkit**.

We're here for you at a moment's notice. Our crisis support services are available 24/7. Call our management services team today to find out more.

**Aetna Resources For Living<sup>SM</sup> is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC. and in California for Knox-Keene plans, Aetna Health of California, Inc. and Health and Human Resources Center, Inc.**

All EAP calls are confidential, except as required by law. Information is not a substitute for diagnosis or treatment by a professional. Contact a professional with any questions about specific needs. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. For more information about Aetna plans, go to **aetna.com**.