



SPECIAL EDITION

Information for Member Employers and Employees

A Message From EAP

Child and Family Services Employee Assistance Program is “open for business”!

Over the past week, circumstances have required that our EAP counselors and staff completely redesign how they do their jobs. The C&FS EAP team, without hesitation, stepped up to ensure that we would remain connected to you! In the past week you too have likely experienced significant change and disruption to your normal routine. These changes have an impact on your day to day activities, as well as your long term planning. This is not a normal situation; however, it is normal to feel anxious, frightened, or worried. **Here are some ways to get back into routine, and take control of your emotional health while proactively confronting these stressors:**

- The better informed you are, the more prepared you are. Make sure that you follow news from reputable sources. Limit exposure to news, particularly if it distresses you. See our trusted resources in this newsletter for reliable information.
- Be kind to yourself, and others, as stress may reduce a person’s ability to respond or react as they would in a more normal situation. Keep phone numbers and emails handy for your family members, key work contacts, your doctor and your insurer. Keep a list of prescription drugs for every family member.
- To deal with stress, increase activities that calm you:
 - Meditating or praying.
 - Exercising.
 - Reading.
 - Watching movies.
 - Engaging in home hobbies.
 - Talking to a friend or loved one on the phone or writing letters.
 - Take walks, exercise or ride your bike in natural, uncrowded spaces. *(Continued on next page)*

C&FS EAP TRUSTED RESOURCES

If you are experiencing an emergency and are in need of immediate assistance, please call 911 for police response. If you would like general information about resources in your community – call 211 or visit [the 211 website](#). **If you are reading this newsletter offline and would like complete website addresses, please contact EAP.**

COVID-19:

[Reliable, up-to-date COVID-19 information from the CDC](#)

NYS COVID-19 hotline: 1-888-364-3065

Domestic Violence Resources:

[Haven House](#) - Child and Family Services Domestic Violence shelter and crisis line: 716-862-HELP (4357) or contact the shelter at 716-884-6000

National Domestic Violence Hotline: Call 1-800-799-7233 or TTY - 1-800-799-7233

If you’re unable to speak safely, you can [go online](#) or text **LOVEIS** to 22522.

Local Mental Health Crisis Services Hotlines:

Erie County: 716-834-3131

Chautauqua County: 1-800-724-046

Niagara County Crisis Services: (716) 695-23531

Monroe County Crisis Services: 1-800-338-6467.

Substance Abuse Resources:

[Substance Abuse Mental Health Services Administration Bulletin](#)

(Resources continued on next page)

- Outdoor activities, with limited contact, are not cancelled!
 - Laughing, music, singing, family and laughing are not cancelled!
- With social disruption, it's normal to be worried about work security and money issues. Many are experiencing temporary job disruptions or worry that they might in the future. Federal and state government agencies are planning packages that will provide helpful resources and financial assistance such as unemployment, but these are still in early stages. The most immediate source of help is your state and local governments.

Remember, if you are anxious or stressed and need to talk to someone, you have access to C&FS EAP counselors 24/7/365 at 716-681-4300. For the protection and safety of you and our staff, we have temporarily transitioned all counseling and work-life services to video and telephone. We are available to schedule with you - visit our [website](#) for updates and information.

Social Distancing: Some Quick Tips

A few weeks ago, no one ever heard of the term “social distancing” and now everyone is talking about it. But what exactly is it? It comes down to these core components:

- ⇒ Avoid crowds and busy public places.
- ⇒ Keep a distance between yourself and other people – experts recommend 6 feet.
- ⇒ Keep your social contact to the smallest number of people as possible. Use good sense in visiting family or friends, particularly any who are vulnerable.
- ⇒ Limit unnecessary travel, skipping social events and avoiding gathering places like restaurants, clubs, theatres, auditoriums and even churches. Limit trips to the market, and go on only necessary errands.

Social distancing helps protect our own health, but also protects the most vulnerable people in our lives – people with diabetes, heart conditions, asthma and other health conditions, and people over the age of 60. It's also important to keep our healthcare workers and systems from being overwhelmed. **Let's help them stay safe.** ●

[Online AA resources](#)

[On-line AA speaker series](#)

Job Workforce Resources:

[Workforce Guidance Information](#)

Employment and Unemployment Assistance:

The Buffalo Employment and Training Center will be offering remote (phone or video) counseling. To make an appointment call 716-856-5627(JOBS).

Food Resources:

[Emergency Food Assistance, Rochester](#)

[Emergency Food Assistance, Greater WNY](#)

Parenting Resources:

[How to Talk to Children about COVID-19](#)

EAP IS HERE TO HELP

- Free
- Confidential
- Covers Everyone in Your Household

(716) 681-4300

1-800-888-4162

eap.cfsbny.org

