

March 23, 2020

A Message from our Employee Assistance Provider (Empathia/Life Matters)

In these difficult times related to the COVID-19 pandemic, Empathia is well-prepared to deliver the quality services you are accustomed to receiving:

- Immediate access to our Master's level counselors 24/7, without a phone tree, is the hallmark of our services. Our highly stable virtual call center technology has been in use for years, so our counselors are available.
- We are providing scheduled telephonic and video EAP counseling sessions during this pandemic through our national network of Master's level counselors using a HIPAA compliant telehealth platform. We are confident in our ability to continue to meet the demand for counseling support.
- Our member website, mylifematters.com, has a special coronavirus section that is updated on an ongoing basis. The site also includes child and elder care locators, webinars, and links to trusted resources related to the pandemic.

*Remember the EAP is available to all employees 24/7 by telephone at 800-634-6433 or www.mylifematters.com (password is **DHL1**).*