

Coronavirus

Guidance for Leadership, Prepare without Panic

As leaders it is expected that we guide our employees/members in making good decisions that help the entire team be successful. The Coronavirus (COVID-19) has presented many new challenges for the workplace that will need to be overcome with good decision-making skills. Finding good information sources and avoiding poor ones may be hard when there is so much information on the virus changing daily. Share with your team the following practical steps and preparation techniques to help alleviate possible fears and panic from the effects of the Coronavirus.

- **Be Prepared** – Explain to your staff that if they have to stay home for several days; they'll need to prepare a list of necessities; water, non-perishables, medicine, paper products, hygienic items, etc. They may need to prepare for school and business closures or to stay home due to someone in their household having the virus. This preparation will give a sense of control for the possibility of a home stay.
- **Information Overload** – Inconsistent information is all over the internet, news outlets and airwaves. Have them turn to trusted sources to find the most current information on the Coronavirus such as the Center for Disease Control (cdc.gov), the World Health Organization, (who.int) and the National Institutes of Health (nih.gov).
- **Prevention Procedures** – Share that they will need to wash their hands frequently, and cough into their elbow or tissue not their hands. If they are having the symptoms of the virus, have them check in with their doctor and follow their advice. Explain that being mindful of the different ways to prevent the spread of the virus is a great way to stay prepared and prevention aware.
- **Prevent Panic** – With all the differing opinions, changing and updated information, it can be confusing and hard at times for them not to overreact. Have them take and use the precautions instructed from trusted resources like the CDC, WHO, NIH. Prepare for a stay at home if need be, and put these prevention procedures in place while trying to remain calm.
- **Reduce the Stigma** – Explain that anyone can get this virus; it does not discriminate. Encourage others to be kind to everyone. Discourage discrimination toward those from another country. Remind everyone we need to help and support each other through these trying times and remember a little kindness can go a long way.

This is an emerging, rapidly evolving situation. For the latest information visit CDC.gov.

As always, your EAP is here for you and your family. Whether you are staying home or continuing your routine, there are a variety of ways to connect with your EAP including: by telephone 800-327-4968 (800-EAP-4YOU), TTY: 877-492-7341, online at EAP4YOU.com, through video, by live chat or text message. Reach out to us to learn more about the many options you have to receive support from your Employee Assistance Program.