

COVID-19 preparedness and our support to clients

March 12, 2020 update

As COVID-19 continues to spread globally, Morneau Shepell is following the situation closely and taking steps to support both our employees as well as the people we support. Our planning and action to date addresses four main scenarios for each location in our global operations:

- Elevated risk that is largely travel related
- Small clusters of community outbreaks
- Wide-scale community outbreak
- Wide-scale illness

All of Morneau Shepell's operations are continuing without disruption. In addition, our core services, including counselling and other EAP services, trauma support, cognitive behavioural therapy, e-learning and webinars, absence and disability management, administrative services and retirement consulting services are designed to be delivered to you and your people remotely as needed or requested.

Several of our clients have reached out to request more detailed information on how we can help their employees, specifically with the impact of COVID-19. We are here to help and can do so in several ways.

Information for our clients

Our free *Heartbeat Webinar Series* for People Leaders will highlight supports available for clients of Morneau Shepell - March 18, 2020 at 2 p.m. ET. To enroll, [click here](#). If you are unable to attend, the recording will be available at the same link, following the presentation.

Communications that you can use and share with your people

- [Tips for protecting yourself and others from COVID-19](#)
- [Tips for coping with the COVID-19 outbreak](#)

Update on services that can help:

Employee Assistance Program (EAP) - Including digital delivery of services

- 24/7 confidential access to professional support to help employees manage stress, anxiety, grief, financial concerns, and much more
- Employees and managers can connect to get support by phone, video, or chat anytime, anywhere
- Vast library of online resources for coping with trauma, building resiliency, self-care, managing change, and more
- Manager consultations to support leaders in dealing with sensitive workplace situations

Workplace Learning Solutions - Digital delivery of services

Two 60-minute webinars that address the reality of the evolving situation and strategies to boost resilience:

- [Building Resilience while under Quarantine](#)
- [Building Resilience in Uncertain Times](#)

First Access - Global support for unique needs and for organizations who are not EAP clients

- Counselling and traumatic event support to address **unique needs worldwide**
- Allows organizations - **even those without a formal EAP in place** - to access support services, as needed, to ensure timely and effective issue resolution

Our commitment to you.

Morneau Shepell is committed to the continuity of all our services, and partnering with our clients to support the health and well-being of their people throughout this period of escalated concern and on an ongoing basis.

Your Morneau Shepell representative is available to answer questions or provide additional support as indicated.

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