



**YOUR EMPLOYEE
AND FAMILY
ASSISTANCE PROGRAM**

Caring and professional assistance
for personal, family and
work-related concerns.

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March 15, 2020

Dear FSEAP Customer:

I wanted to take a moment to reach out to let you know that FSEAP has been tracking the emergence of COVID-19 in Canada very closely. We will be tailoring our approach to each geographic region as appropriate and will be taking direction from Health Canada and Provincial Health Authorities.

We have begun phasing in initiatives and will advance our pandemic plan as new details unfold. FSEAP is ensuring we have a strong business continuity strategy in place. We currently have provisions in place to ensure our intake and crisis line is maintained 24 hours a day 7 days a week. We anticipate service access to remain seamless, but it is possible services may be delivered, at certain times, via telephone or video rather than in person.

Our facilities will be posting relevant COVID-19 information and people will be asked not to attend services in person if they are experiencing flu-like symptoms, suspect they may have been exposed to COVID-19, or are expected to self-isolate by health officials. In these circumstances, people will be encouraged to request telephone services.

We are anticipating that we will have personnel on sick leave and are working to minimize service disruptions for your employees.

As a valued customer we have appreciated the strong collaboration and partnership we have developed with you. We know that you are also working hard to manage this pandemic in your own organization to maintain services to your stakeholders and customers. To that end, FSEAP recognizes that during these difficult times, employees may experience increased personal stress and feelings of being overwhelmed by the magnitude of the situation. Please encourage employees to reach out to FSEAP for support during this time and to visit our web site at www.fseap.ca for information about COVID-19.

Attached is an electronic version of the wallet card that you may include in customized messages for your teams.

Your Partner in Workplace Health.