

Prioritizing your emotional wellness

It's important to make sure you are prioritizing your wellness, including your emotional wellness, as you experience the changes and impacts of the coronavirus.

We are committed to supporting you and your families during this time through our ongoing focus on emotional wellness including benefits, resources, and best practices.

Benefits, resources and programs to support your emotional wellness and mental health

Employee Assistance Program: Our Employee Assistance Program (EAP) provides counseling that can help manage the stress and broader emotional and mental impacts of events and uncertainty. They are always available — day or night, seven days a week — at 866 327 2725, and counseling is confidential. Visit HR Connect for your region or country's contact information for these resources.

Life Event Services: For the moments when you and your family need support the most, our internal, highly specialized Life Event Services (LES) group provides personalized connections to resources and benefits by tapping experts inside and outside the company. LES will work directly with you to discuss individual circumstances and needs. LES will direct and coordinate all actions that need to be taken.

- [U.S. Life Event Services](#)
- [Asia Pacific Life Safety](#)
- [Canada Life Event Services](#)
- [EMEA Life Safety](#)

Resources for adult care: According to the U.S. Center for Disease Control and Prevention (CDC), older people are one of the higher risk groups for developing serious coronavirus illness. While each person's situation and needs are unique, by helping your loved one evaluate their personal needs and making an emergency plan, you both can be better prepared and have peace of mind. Visit HR Connect for your region or country's contact information for these resources.

Employee Relief Fund: We recognize some of our employees may have been impacted by the coronavirus, including by actions taken to keep people healthy, like the temporary closure of schools and community centers that provide food and other support. For those who have experienced an impact related to the current environment, the Bank of America Employee Relief Fund at 855.823.6588 is available to provide grants to eligible US-based employees for emergency hardships, such as a spouse/partner losing their income or support for basic needs. Contact an Employee Relief Fund specialist at 855-823-6588 to learn more about the program, including eligibility criteria and how to apply.

Expanded! Teladoc consults with behavioral health providers are now available and at no cost to you through Dec. 31, 2020.

A board-certified psychiatrist, licensed psychologist or therapist is available for a wide variety of issues, such as anxiety, stress, depression, grief, family/marriage issues and eating disorders. And you can schedule ongoing treatment from the same (or a different) doctor if you choose.

Note: While Teladoc’s general medical consultations will continue to be available on demand, 24/7, appointments for behavioral health consultations must be scheduled in advance online.

To learn more visit [our physical and emotional wellness benefits](#) to ensure you have the support and resources you need.

Another way to focus on your emotional wellness

Whether you want to boost your mood, build your resiliency or find activities to support you during life’s challenges, **myStrength** can help. myStrength, a free online and mobile mindfulness app*, offers personalized activities to support your emotional wellness. Register by visiting myStrength.com. Once registered, you’ll be able to download the app (recommended).

Expert Tips for prioritizing your emotional wellness

Many mental health professionals are offering insights on how to stay both physically and emotionally well during these times of heightened stress and anxiety. Thanks to experts from the World Health Organization (WHO), the National Alliance on Mental Illness (NAMI), American Foundation for Suicide Prevention (AFSP), the American Psychological Association (APA), and the U.S. Center for Disease Control and Prevention (CDC), we have compiled a list of best practices that will help you and your family prioritize your emotional wellness.

Need tips to help you reduce stress?

Learn ways to better manage feelings of stress and anxiety by visiting [helpful tips to support your emotional wellness](#).

Avoid excessive exposure to media coverage

Experts share that it is important to make sure that we obtain accurate public health information regarding coronavirus, but too much exposure to the media coverage can lead to an increased sense of fear and anxiety. Psychologists recommend balancing time spent on news and social media with other activities unrelated to quarantine or isolation.

Create a daily self-care routine

Maintaining a daily routine can help both adults and children preserve a sense of order and purpose despite being isolated or quarantined, according to experts. Try to include regular daily activities, such as eating well, getting enough sleep, exercise, reading, and other healthy pastimes even if they must be executed remotely. Try to avoid unhealthy coping mechanisms to help with the stresses of isolation and quarantine. In addition to your country’s Employee Assistance Program (EAP), if needed, reach out to your psychologist or therapist if you already have one to discuss the potential of phone-based or online delivered sessions.

Challenge yourself to stay in the present

Worry can be compounding, as many are not only thinking about what is currently happening, but also projecting into the future. When you find yourself worrying about something that hasn’t happened, gently bring yourself back to the present moment. Notice the sights, sounds, tastes and other sensory

experiences in your immediate moment and name them. Engaging in mindfulness activities is one way to help stay grounded when things feel beyond your control.

Stay virtually connected with others

Your face-to-face interactions may be limited, but using phone calls, text messages, video chat, and social media to access social support networks can give you an outlet to discuss your experience and emotions during this time.

Get your emotional support system in place

Maintain familiar routines in daily life as much as possible and if you feel yourself experiencing heightened fear, stress, and/or anxiety, consider reaching out to your social network. If you find yourself needing more help, utilize the banks many resources that are there to provide for you and your family to help navigate times like these.

Talking to children about the coronavirus

As planned events are canceled and children hear conversations about the coronavirus, they may worry about themselves or a loved one becoming ill. Parents and other trusted adults can play an important role in helping children make sense of what they hear and minimize anxiety or fear with honest and accurate information. The [World Health Organization](https://www.who.int/) (WHO) and the [U.S. Centers for Disease Control and Prevention](https://www.cdc.gov/) (CDC) has created and ways they can avoid getting and spreading the coronavirus.

1 Source: American Psychological Association (APA) (<https://www.apa.org/practice/programs/dmhi/research-information/social-distancing/>)

2 Source: Centers for Disease Control (CDC) (https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html)

3 Source: National Alliance on Mental Illness (NAMI) (<https://www.nami.org/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus>)

4 Source: American Foundation for Suicide Prevention (AFSP) (<https://afsp.org/taking-care-of-your-mental-health-in-the-face-of-uncertainty/>)

5 Source: World Health Organization (WHO) (https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2)

We encourage you to take time to focus on your emotional wellness and mental health during these uncertain times. Take advantage of the resources available, and don't be afraid to ask for help.

Tell a teammate "I see the great in you"

During this time, it is more important than ever to take steps to support your health and safety, as well as show gratitude for everything you are doing to support our clients, communities and each other. Gratitude and appreciation are so important during these challenging times; we encourage you to recognize and celebrate employees for their continued commitment. An easy way to do this is by sending an email, Global Recognition eCard or expressing thanks during your team meetings. Tell a teammate, "I see the great in you."