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Resilience during adversity – COVID-19 Resources for Alberta municipalities



Organizations and individuals are facing common challenges as we look to find ways to cope with the constant change that is impacting our global community due to the COVID-19 pandemic. As we look to adapt and adjust to this changing landscape it is critical to understand how these changes impact you as an organization but also how they impact to your employees. In this resource document we will outline the changes that are impacting organizations and employees and we will provide tools and resources on managing these changes.

What is COVID-19 and what is the impact

COVID-19 is a virus that falls under the corona virus “family” of respiratory viruses. Its symptoms include:

- Fever
- Headache
- Body aches
- Breathing problems

If you believe you may have symptoms of COVID-19, it’s important to make sure you seek medical attention and follow the instructions from your local health authority to ensure that you do not spread the disease.

Learn more about COVID-19

Understanding what COVID-19 is and how you can avoid catching it can be helpful in preventing the spread of the virus.

- [What is COVID-19 \(Corona Virus\)?](#)
- [Preventative Measures: Best practices for handwashing \(infographic\)](#)
- [Protecting yourself against Coronavirus](#)
- [Protecting your well-being during the COVID-19 outbreak \(infographic\)](#)
- [How to practice social distancing \(infographic\)](#)
- [What you need to know now about COVID-19 \(Lifespeak\)](#)
- [Novel Coroncavirus \(COVID-19\) \(Vimeo\)](#)

In order to maintain awareness of best practices around preventing the spread of COVID-19 while at the same time bringing awareness to the EFAP. We encourage organizations to print and post infographics in common areas if employees are still coming to the workplace.





Self-Isolation and Social Distancing

Self-isolation and social distancing is top of mind for all Canadians, as we work together to prevent the exponential spread of COVID-19. Self-isolation and social distancing is counter intuitive to the human condition, so whether you are self-isolating because you have symptoms, may have been exposed to someone with symptoms, or are choosing to stay at home to reduce your risk of exposure, your life will require some major temporary adjustments.

Some of the most significant adjustments impacting Canadians are:

- Displacement from the workplace and working from home
- Children moved from learning at school to virtual learning at home
- Physical distancing from social supports
- Isolation

The following resources can help you maintain your well-being while you're at home.

- [Physical distancing](#)
- [Social distancing: What it means and how you can manage it is day-to-day life \(Lifespeak\)](#)
- [How to be active and stay fit at home](#)

If you are self-isolating, please refer to recommendations from your local health authority for more information on the specific measures you should take.

If you are struggling while self-isolating, call the Employee and Family Assistance Program for support from caring counselors and access to resources

www.workhealthlife.com

EFAP Support 24/7/365 – 844-880-9142

amsc.lifespeak.com

Password – lifespeak





Caring for others

There are supports that are available which are focused on caring for others during COVID-19 and there are resources that are valuable in understanding different challenges our families could be facing during these uncertain times.

Parenting

From your children's cancelled classes to feelings of isolation due to physical distancing or quarantine measures, caring for your friends, family and loved ones during the COVID-19 outbreak may seem like a challenge. However, there are many ways to create routines, reach out and stay connected during this difficult time.

- [EFAP family support services](#)
- [Talking to your children](#)
- [Talking to your child about COVID-19 \(Vimeo\)](#)
- [When you or your children are upset by news reports](#)
- [Choosing happiness \(Lifespeak\)](#)
- [Stress in children – How we can help \(Lifespeak\)](#)
- [Adolescent mental health issues \(Lifespeak\)](#)

Helping older relatives

In Canada there are many families who are supporting aging parents. This support takes many forms from our parents moving into a retirement community to hospice care to those who are supporting young families as well as aging parents or relatives at home. Our aging parents or relatives especially those with compromised immune systems have been identified as those most susceptible to COVID-19 and also at the highest risk of not being able to recover. With this in mind it is vital to understand changes in health, understand what measures we need to take to keep our aging parents or relatives safe and ensure we are in constant communication.

- [EFAP family support services](#)
- [Health concerns for elders in your life](#)
- [Elder care: Sources of stress and how to cope](#)
- [Caregiving: Planning Ahead \(Lifespeak\)](#)
- [Coronavirus: How to care for a person with COVID-19 at home \(Gov of Canada\)](#)





Working from home

Many Canadians are now being displaced from our workplace and moved to working from home. This can be an easy transition for some but very difficult for others. If you are working from home due to COVID-19, be sure to check in regularly with your manager and keep an eye out for communications from your company to stay up to date. You should also be mindful of maintaining your well-being. The following resources might help you with this:

- [Working from home challenges](#)
- [Introduction to working remotely](#)
- [How to make working remotely a success \(Lifespeak\)](#)

Support for leaders

Front line managers are on the front line leading your organization through these significant changes. During this time it more important than ever for leaders to understand the impact of infectious diseases on the workplace.

- [Managing concerns and anxieties about infectious diseases at work](#)
- [Managing a team during the COVID-19 outbreak](#)
- [How to make working remotely a success \(Lifespeak\)](#)
- [Mental health in the workplace for managers \(Lifespeak\)](#)

Self care for leaders

- [Building your personal resilience as a manager](#)





Financial worry

COVID-19 has caused volatility in financial markets impacting investments and with the changes due to social distancing we are seeing many businesses closing their doors. This has inflicted significant financial stress on Canadians and we now struggle with our new financial reality. During this time it is critical to understand financial supports that are available to you from your employer including EFAP, provincial government, federal government and financial institutions. If you are dealing with financial stress please see the following resources:

- [EFAP financial support](#)
- [Coping with an interruption in income](#)
- [Investment anxiety, coping with a volatile market](#)
- [Resources for a financial emergency](#)
- [Working with a financial planner](#)
- [Common personal finance challenges \(Lifespeak\)](#)
- [Finance for everyone \(Lifespeak\)](#)





Maintaining your mental well-being

Worries about COVID-19 can feel overwhelming, and some people may experience stress, anxiety and panic. If you are struggling, find support by calling your EFAP. The following articles and resources can also help:

- [EFAP counseling services](#)
- [Tips for coping with the COVID-19 outbreak](#)
- [Emotional well-being during the COVID-19 pandemic \(Vimeo\)](#)

Anxiety

- [Children and anxiety](#)
- [Keeping anxiety in check in the face of uncertainty](#)
- [Investment anxiety: coping with a volatile market](#)
- [Supporting someone with anxiety](#)
- [Understanding and treating panic attacks](#)
- [Anxiety disorder \(Lifespeak\)](#)
- [How to manage anxiety during the COVID-19 outbreak \(Lifespeak\)](#)

Resilience/mindfulness

- [Resilience during a pandemic](#)
- [Building resilience \(Lifespeak\)](#)
- [Practice happy habits to boost your psychological well being](#)
- [Quick tips for keeping a positive attitude](#)
- [Fostering mindfulness](#)
- [Creating your best mind and body](#)
- [Positive thinking \(Lifespeak\)](#)
- [Why strength matters for your health \(Lifespeak\)](#)
- [Better sleep for better health \(Lifespeak\)](#)





Morneau Shepell FAQs

At Morneau Shepell we are committed to supporting Alberta municipalities and while we provide an essential service it doesn't mean that COVID-19 has not impacted how we support Albertans. In order to do our part in preventing the spread of COVID-19 we have implemented the following changes:

- Counseling – We are adhering to social distancing therefore our counseling sessions will no longer be in person sessions will be providing using teleconferencing or video conferencing. We have also moved our clinicians out of our main offices to home offices to ensure the safety and stability of our clinical network
- Trauma – Response to major events is still available but response will be available using teleconference or video conference. Trauma impacting an organization can be a very personal experience for those impacted and while in person is the best modality for supporting these events it is the bringing together of large groups of people that is not safe. This change has been made to ensure the safety of our clinicians but also of your employees as we need to adhere to the current social distancing guidelines
- Continuity – As with any significant event there is the “calm before the storm”. This is where we find ourselves as individuals continue to be in survival mode focusing on the safety of their families, how to support a household for those who have been financially impacted and coping with significant changes in the global markets. To this end we have seen a significant decline in access to EFAP but expect to see a surge in access once we are through this initial phase.
 - Morneau Shepell has experience and is well equipped to support the ebbs and flows of catastrophic events and please see a link below to our business continuity plan ensuring that Albertans will always have support during these challenging times
 - [Morneau Shepell's business continuity plan for COVID-19](#)





Morneau Shepell and Alberta Municipal Services Corporation (AMSC) are here to support Alberta Municipalities and if you have any questions about the program or how to access support please reach out to your plan administrator for more information.

Out of respect for your confidentiality if you have questions you can contact the call center available 24/7 to answer any questions or respond to any concerns.

From all of the staff at Morneau Shepell and AMSC please stay safe and take care of yourselves, your families, your friends and your co-workers.

www.workhealthlife.com

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