



# National Postal Mail Handlers Union

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**Paul V. Hogrogian**  
*National President*

**Michael J. Hora**  
*National Secretary-Treasurer*

**June Harris**  
*Vice President*  
*Central Region*

**John A. Gibson**  
*Vice President*  
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*Northeastern Region*

**Lawrence B. Sapp**  
*Vice President*  
*Southern Region*

**Don J. Sneesby**  
*Vice President*  
*Western Region*

May 4, 2020

To: Local Presidents  
Regional Directors/Representatives  
National Executive Board

Fr: Charles R. Manago *CRM*  
Contract Administration Representative

Re: **USPS releases EAP – Behavioral Health During a Pandemic / Public Health Emergency.**

Dear Sisters and Brothers:

Please find enclosed a copy of the above-reference document from the Postal Service regarding:

- Behavioral Health During a Pandemic / Public Health Emergency
- Coronavirus – Avoiding Fear, Rumors, False Information and Panic
- Coronavirus – Encouraging Resilience
- Coronavirus – Support Around the Clock
- Coronavirus – Support through Telephonic Counseling
- Coronavirus – Support through Telephonic Coaching
- Coronavirus – Support Through Video Counseling
- Coronavirus – Support through Online Therapy
- Coronavirus - Support through EAP Wellness
- Coronavirus – Support through in the moment support
- Coronavirus – Support through Consultation
- Coronavirus - Support through Critical Incident Response

Cc: Paul V. Hogrogian, National President  
Michael J. Hora, National Secretary-Treasurer  
Teresa L. Harmon, Manager Contract Administration

# United States Postal Service EAP

Behavioral Health During a Pandemic/Public Health Emergency



A Program You Can Trust

# Coronavirus

## Avoiding Fear, Rumors, False Information and Panic

**COVID-19 is a new respiratory virus that has been detected in over 100 countries. Information is rapidly evolving but not complete, which can lead to fear, rumors, inaccurate information and possibly, panic. Knowing how to avoid these pitfalls can help people manage this difficult situation more effectively.**

**This is an emerging, rapidly evolving situation. For the latest information visit [CDC.gov](https://www.cdc.gov) and know that your EAP is here for you and your family.**

# Coronavirus

## Encouraging Resilience

By striving to be better at each of the following, you will naturally increase your ability to be resilient not only during the current Coronavirus (COVID-19) pandemic, but in your every day life:

- Have a sense of purpose
- Have a positive outlook
- Take an active approach to problem-solving
- Build relationships
- Have a sense of humor
- Expect change
- Care for yourself
- Continue to learn

# Coronavirus

## Support Around the Clock

The USPS Employee Assistance Program has the counseling tools and resources designed to help you face challenges related to Coronavirus (COVID-19). The tools offered by your EAP can help you and your loved ones begin to address those challenges.

### We're here for you through...

- *Telephonic counseling*
- *Telephonic Coaching*
- *Video Counseling*
- *Online therapy*
- *Web-based resources*
- *"In the Moment" support*
- *Consultation*

# Coronavirus

## Support through Telephonic Counseling

### Telephonic Counseling

Access confidential counseling in a location that's convenient for you.

Whether you are staying home or continuing your routine, you can connect with your EAP by telephone 800-327-4968 (800-EAP-4YOU), TTY: 877-492-7341



A Program You Can Trust

# Coronavirus

## Support through Telephonic Coaching

### Telephonic Coaching

USPS EAP coaching is a unique service available through your EAP. It is a process designed to help you clarify your values and intentions. You'll work with a coach to create an individualized plan made specifically for you to set and achieve your personal goals.

You are the driver who determines the ultimate destination (goal) but the EAP coach is there to navigate — to help you find the easiest route to success and overcome obstacles.

Because we know your time is valuable and often limited, we make the coaching process easy.

# Coronavirus

## Support through Video Counseling

### Here is how it works:

1. Call in to the 800-EAP-4YOU (800-327-4968) and speak with a Customer Service Associate (CSA).
2. The CSA will connect you with your local EAP staff member.
3. We will set up a Skype meeting for the both of you to join at the given time.
4. Counseling will proceed in the same manner as an “in person” session.



# Coronavirus

Support through Online Therapy

## **Audio, video and text message therapy**

### Online Therapy includes:

- Access from a computer, smartphone or tablet
- No commutes or appointments
- Ability to communicate with a chosen therapist
- Secure and confidential support

### To get started:

- Visit [EAP4YOU.com](http://EAP4YOU.com)
- Click “Get Started” under Online Counseling Services
- When prompted, enter organization name “USPS”
- Follow instructions to connect with a therapist

# Coronavirus

## Support through EAP Wellness Tools

Your **EAP** and **myStrength**.

Take charge of your mental health with digital behavioral health tools as part of your Employee Assistance Program. Now you can use web and mobile tools to help you get better and stay mentally strong. myStrength is safe, secure and customized for you. This digital behavioral health platform can help you reach goals and maximize your overall wellbeing to face challenges presented by the Coronavirus (COVID-19) and every day life.

### **Sign up today.**

1. Visit [EAP4YOU.com](https://EAP4YOU.com)
2. Click “Get Started” under myStrength
3. Follow instructions to sign up
4. Create a personal profile

### **We all have our struggles.**

Depression, stress, chronic pain, anxiety, lack of sleep and even substance use can be impacted by COVID-19 challenges. Finding support to improve these things and focus on your emotional health is important during this time.

# Coronavirus

Support through In the Moment Support

- For those times when you need someone to talk to
- Available through 800# and local EAP staff
- Not counseling or coaching

# Coronavirus

## Support through Consultation

- During an unprecedented time, leaders are being tasked with many challenges and unfamiliar situations
- EAP can be a great support and resource through consultations to Management and Union representatives or stewards

# Coronavirus

Support through Critical Incident Response

## Critical Incident Response

**At times in life, a crisis may occur and the USPS EAP will be there to help employees through it.**

**Though it may be different than what you are used to, we are here for you.**



**A Program You Can Trust**



[EAP4YOU.com](https://www.eap4you.com)

1.800.327.4968

1.877.492.7341 - TTY