



Miami-Dade County Employee Assistance Program



Supporting Employees Emotional Wellness through COVID-19 and beyond

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for our employees and communities. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults. With many organizations requiring employees to stay out of the office or work varied hours it's more important than ever to encourage and facilitate regular communication with employees.

Emotional Wellness Tip:

Remember to breathe.

Intentional breathing slowly in through the nose and out through the mouth can help slow down the anxiety response in the brain and body and help you focus on the present moment.



Miami-Dade County
Human Resources Department
Employee Assistance Program

601 NW 1st Court
Miami, FL 33136

Office: 305-375-3293

Emotional Wellness Stream:

<https://web.microsoftstream.com/channel/28dc7326-8d6f-4855-b3a2-70d7f6e8ca01>

Here are tips for managers, human resources professionals and department personnel representatives in supporting employees in staying connected to the workplace and each other:

- **Show empathy and be available:**

Understand that employees are likely feeling overwhelmed and anxious about circumstances related to the virus. Make yourself available to your staff to talk about fears, to answer questions and to reassure them about work and other issues that might come up.

- **Stay connected with communication and meeting tools:**

Use virtual meeting options with video, like Zoom or GotoMeeting, for regular check-ins and to allow teams to connect with one another "face-to-face."

- **Recognize the impact of isolation and loneliness:**

Working remotely can cause people to feel isolated, making it more important to routinely check in with your team, not only about their work product, but also to see how they are doing. Loneliness can lead to depression and other mental health issues. Be aware of significant changes you may see in your team member's personality or work product, because it may be a sign that a person is struggling.

- **Encourage online training:**

This is a great time to encourage employees to sharpen their skills with online training. It is also a good distraction to focus on learning rather than worrying about other issues. Find

online trainings and new learning opportunities to recommend to employees.

- **Check in with your EAP and Health Plan:**

Get familiar with the support services that are available. Remind the staff that the EAP is there if they need support and can connect employees with behavioral health support, if needed. Also, connect with our Benefits Department, AvMed and Miami-Dade County's health plan(s) to learn what they are offering to support plan members and pass that information onto employees. Be sure you are familiar with all of the EAP's resources, relevant website links and phone numbers for both the EAP and health plan in communicating with employees.

Miami-Dade's Employee Assistance Program (EAP) is a confidential service which focuses on assisting those who are struggling with personal problems that may be affecting their ability to function at home, work or in the community. Our EAP counselors focus on supporting employees with internal and external resources that assist in setting the foundation for restoration or enhancement of emotional and mental wellness.

Due to current CDC recommendations, the EAP is also providing telephonic assessments for all employees that are in need of assistance. To set up telephonic assessment with an EAP counselor at no cost please call [305-375-3293](tel:305-375-3293) or email Jessica.Hughes-Fillette@miamidade.gov. The hours of operation are Monday-Friday from 8:00 am to 5:00 pm.