

Subject: EAP Employee memo

Dear Colleague

The COVID-19 pandemic, declared a National Emergency on March 13, 2020, is testing our organization as it has never been tested before throughout our long and storied history. The service we provide has emerged as a vital one on the frontlines of our region's battle against the Coronavirus, and our employees are among the many heroes at the forefront of this war as we provide vital transportation to health care workers, first responders, and other crucial essential personnel responding to this pandemic.

There is no way to ignore the toll this fight is taking on us – not only on those who directly fall ill as a result, but also from the stress and fear associated with the struggle and its risks to us and to our families. Whether you are reporting to work sites every day, interacting with our customers on trains and at ticket windows, cleaning and disinfecting stations, rolling stock or employee facilities, or if you are one of the many employees continuing your vital work via telecommuting, we want you to know that there is support for whatever you may be dealing with or struggling to cope with during this unprecedented time fraught with so much anxiety and uncertainty.

The LIRR's Employee Assistance Program (EAP) is a benefit available to all LIRR employees and family members. It is free and it is strictly confidential. The EAP offers professional assistance from mental health professionals with a wide array of training and experience in the form of short-term counseling and referrals for those experiencing personal problems or emotional difficulties impacting their personal lives. EAP is available to assist with issues including stress, depression, anxiety, crisis, grief, substance abuse, marital and family problems and emotional problems to name just a few.

Your EAP is a voluntary, confidential program that will assist you in finding help for whatever problems and challenges you are facing. You can contact the LIRR EAP by phone at any time. Again, there is no charge for you or your family members and all information is kept confidential. **TO CONTACT YOUR EAP: call [\(516\) 248-3434](tel:5162483434).**

We have also been asked by New York State to raise awareness about resources available for individuals and families with unsafe home situations/domestic violence and we want you to know that domestic violence shelters and essential services are still available. If you need help with safety planning, finding shelter or getting resources, call the NYS Domestic and Sexual Violence Hotline anytime at [1-800-942-6906](tel:18009426906). In an emergency, call [911](tel:911). To learn more, visit the NYS Office for the Prevention of Domestic Violence website at opdv.ny.gov. Similarly, if you know someone who may be at risk of domestic violence, call or text to check in on how they are doing. As always, use your judgment when it comes to safety and call the police if someone is in immediate danger.

Whatever our separate circumstances, there is one thing that unites and binds us together: you, our employees, more than 7,500 strong, are our most important asset. If you need help, know

that it is there for you. And as we continue to muscle our way through, remember to take care of yourself along the way with these simple but effective tips:

- Take Breaks from the News
- Make Time to Unwind
- Take Care of Your Body
- Connect with Others
- Focus on the Facts

Your courage and commitment are a true inspiration. I'm proud to be a part of this organization working side by side with all of you in service to the people of New York. We will get through this together!

Sincerely,

LIRR EAP

Andrew W. Sandberg
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