

March 24, 2020

Dear Valued Client:

As we shared in previous updates, Inova Employee Assistance continues to closely monitor COVID-19 and is making key decisions on service delivery based on updates from the World Health Organization (WHO), the CDC and in response to changing governmental laws and directives in the US around the world.

In view of the accelerating spread of the virus worldwide, the call from governments for greater social distancing, and requests from participants and providers for alternative channels of support, we have made the decision to **temporarily suspend face-to-face counseling for all Inova locations except China and Singapore** (where social distancing has been lifted).

All other modalities are available and participants will have access to structured counseling through:

- **Structured telephone counseling**
- **Structured video counseling**
- **In-the-moment/crisis support**

Inova service centers, as well as members of our global partner network have added alternative support channels through the recruitment of additional staff clinicians and the expansion of teams through our affiliate providers who are trained to provide telephonic and video counseling.

Our first service delivery mission is to provide timely emotional support to all participants in need. We will continue to build the resources needed to ensure that support is easily accessible to all during this extraordinary pandemic.

Thank you for your support.

Brian

Brian Petz
Senior Director
Inova Employee Assistance