

Critical Support



Support is here when you need it

When a big event affects our lives and our communities, it's understandable to feel unsettled and unsure about the future.



Help is available

- Finding financial assistance
- Applying for disaster relief
- Understanding how to replace important documents
- Connecting to a counsellor to talk about what you've experienced
- And more



Tips to keep you and your family safe

- Listen to local officials for updates and instructions — evacuate if necessary
- Check in with family and friends by texting or using social media
- Return home only when authorities indicate it is safe
- Watch out for debris and downed power lines
- Photograph the damage to your property to assist in filing an insurance claim



There are a variety of resources available for yourself and loved ones at

optumeap.com

Our Critical Support Centre offers emotional support resources and information when you need it most. Find a variety of topic areas including mental health, traumatic events, natural disasters, grief and loss, supporting adolescents in crisis and more.



Things you can do to recover from a traumatic event

Talk to someone

Get in touch with friends or family for support. It's one simple way to help process a natural disaster.

Choose when to connect

Disconnecting from media may give you time to focus on important things — like your health or stress management.

Keep things in perspective

Try to find something you've learned from the negative experience. It may be helpful to gain a broader perspective.

Focus on your feelings

Acknowledge your feelings as they occur to you. Self-awareness is an important first step in learning to manage your feelings.

Pay attention to your health

Don't forget the importance of regular exercise,* a healthy diet and good sleep.



Creating a communication and action plan

Be prepared for the future by creating a family communication and action plan. This helps you understand how to contact one another and reconnect

in case you get separated, or in case the internet or mobile phones are not available.

1. Collect contact information for everyone in your family and other important information, including GPs, medical facilities, schools and service providers.
2. Give a paper copy of this information to everyone in your family and make sure they carry it with them at all times.
3. Review as a family what you would do to meet up in an emergency. Practise your plan.

For sample plans that you can follow, including plan templates that you can download, visit <https://www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies#:~:text=read%20what%20you%20can%20do,published%20by%20Local%20Resilience%20Forums>.



Connect online or by phone

To access specific benefits information, visit [Livewell.optum.com](https://www.livewell.optum.com) and log in with your company access code:



Call for Support at

Your Optum benefit offers support from specially trained, mental health specialists to help anyone who is overwhelmed, depressed or searching for answers.



Available 24/7

Confidential in accordance with the law



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Visit [optumeap.com](https://www.optumeap.com) for additional critical support resources and information.



This programme should not be used for emergency or urgent care needs. In an emergency, call 999 or go to the nearest A&E (accident and emergency). This programme is not a substitute for a GP's or professional's care. Consult your GP for specific health care needs, treatment or medication. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g. employer or health plan). This programme and its components may not be available in all areas or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

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