

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

- 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

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.

Create 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 physicians, 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>



There are a variety of resources available to yourself and loved ones at [optumwellbeing.com](https://www.optumwellbeing.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.



Critical support when you need it

Visit optumwellbeing.com for additional critical support resources and information.



To access specific benefits information

visit livewell.optum.com and log in with your access code:



Call for support



This programme should not be used for emergency or urgent care needs. In an emergency, call the local emergency services phone number or go to the nearest ambulatory or emergency room facility. This programme is not a substitute for a doctor's or professional's care. This programme and its components may not be available in all locations, and coverage exclusions and limitations may apply.

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