

# COVID-19 EXPERIENCE

**July 1**   
Safe post-lockdown  
re-opening for all staff

**54**   
New hires  
within the organization

## NEW SERVICES PROVIDED:

**Adapt** Organizational  
Resiliency Questionnaire

### Helpline

**AIR 2.0** Manager Training for VUCA World

**Guides on COVID-related topics:**  
Socially Safe Summer, and Return  
to School

**My Family Care Network** App



## NEW WELLBEING PROGRAMS IMPLEMENTED WITH:



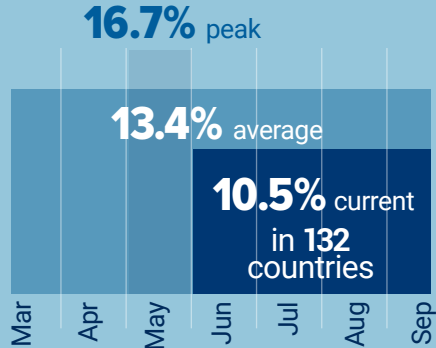
**308**  
new  
organizations



**625K+**  
covered  
employees

## BETWEEN JUNE AND SEPTEMBER

### PANDEMIC-RELATED CASES:



### 85% VIRTUAL VS. 15% IN-PERSON CASES:



SINGLE-SESSION  
THERAPY  
- from 46%



VIDEO  
THERAPY CASES  
+ slightly from 19%



TELEPHONIC  
THERAPY CASES  
- from 32%

### OVERALL INCREASE:

**+17%**  
increase in  
cases



**+18.6%**  
increase in  
calls

