

COVID-19 MILITARY & CIVILIAN SUPPORT AGENCY GUIDE

AIR FORCE EMPLOYEE ASSISTANCE PROGRAM (EAP)

Available to Civilian Employees and their family members. All services are available telephonically and via web at afpc.af.mil/EAP. For locations that have on-site counselors, those offices have been instructed to follow local area guidance regarding teleworking. Counselors will reach out to currently scheduled clients to ensure that continuity of care is maintained – sessions will be offered via telephone or web-conferencing.

EAP is available 24/7/365 at 1-866-580-9078.

CIVILIAN HEALTH PROMOTION SERVICES (CHPS)

Active Duty personnel and Civilian Employees can visit our wellness website portal and create an account at USAFwellness.com. The site offers free health and wellness tools and resources such as an in-depth health library, form alliances with friends to create support, complete a health risk assessment, participate in daily goal achievements, and track activity while linking to apps like Fitbit® and MyFitnessPal™. CHPS can be reached for questions at CHPSsupport@us.af.mil.

MENTAL HEALTH SERVICES

Routine and acute mental health clinical services for *beneficiaries* will continue throughout this crisis. In addition, 24/7 consultation and disaster mental health resources are available through the local command post to support installation leaders and the local population. The sites below offer excellent resources for individuals, parents and caregivers, healthcare workers and leaders:

[Center for Disease Control](#)

[American Psychological Association](#)

[World Health Organization](#)

SEXUAL ASSAULT PREVENTION AND RESPONSE (SAPR)

Available to Military, Adult Dependents of Military, and AF Civilian Employees. 24/7 SAPR response capabilities will remain operational. You can contact the DoD Safe Helpline at 1-877-995-5247 or visit safehelpline.org/ to be connected to your local SAPR office.

MILITARY ONESOURCE AND MILITARY FAMILY LIFE COUNSELING

Available to Active Duty and their Dependents. Military OneSource and the Military and Family Life Counseling Program (MFLC) are committed to supporting the military community during this time of uncertainty. Our Military OneSource call center remains available 24/7/365 for personalized support. Call us at 1-800-342-9647 or visit www.militaryonesource.mil. Contact your local Airman and Family Readiness Center for MFLC services.

MISSIONFIT APP

Active Duty personnel and Civilian Employees can still stay fit-to-fight thanks to the Defense Health Agency MissionFit mobile app. Available in both the Android and Apple app stores—just search ‘MissionFit’ - this app offers a 12-week program of exercise routines along with a library of more than 90 exercises and detailed instructions with video, images and text.