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## On-going Team Member Support

We continue to feel the impacts that COVID-19 is having on our communities and lives. We want to help you navigate the personal and financial resources available at TriHealth and in the community.

### Internal Resources

**The Team Member Resource Center** Navigators are here for anyone who needs assistance managing COVID-19-related issues. We can connect you to community resources, like food banks and utility bill assistance, and TriHealth resources, like our emergency funds and the TriHealth Employee Assistance Program (EAP).

Reach out to the Team Member Resource Center at 513 569 4000 or [resourcecenter@trihealth.com](mailto:resourcecenter@trihealth.com) Monday through Thursday from 8 a.m.-5 p.m. and Friday from 8 a.m.-4:30 p.m. Your Resource Navigator will serve as your guide to make connections between you and community resources.

**The HR Service Center** is available at 513 569 5950 or [trihealthhrbc@trihealth.com](mailto:trihealthhrbc@trihealth.com) to answer any benefits, leave of absence, or retirement questions.

**TriHealth Employee Assistance Program (EAP) [Additional COVID-19 Childcare Resources](#)** provides links to resources, including CDC recommendations regarding school closures, resources, and financial assistance for finding out-of-home childcare providers and hiring in-home childcare providers.

**EAP Back to School Parent Discussion Series** is a two-session parent discussion focused on the challenges of returning to school during an on-going pandemic. Join us on **Wednesday, August 19**, and **Wednesday, September 2**, from 12:30-1:30 p.m. ET. Click [here](#) to sign up now! Registration is limited to 14 parents.

### School-age Childcare Solutions

TriHealth is offering a variety of support options for our team members with school-age children. We sincerely hope you can find safe, reliable care for your children through family, friends, or neighborhood organizations. For team members who are unable to find a childcare solution, TriHealth has secured childcare options through community organizations that are more than willing to help solve your childcare needs during these unprecedented times. As we identify additional childcare resources, we will update this information.



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**Kids' Life Center at TriHealth Fitness & Health Pavilion, 6200 Pfeifer Road**

The Kids Life Center is developing Guided Learning options for school-age children. More information will be available soon. Call 513 246 2615 to find out more.

**Discounts Apply! KinderCare Locations**

KinderCare locations vacancies and programs for school-age children vary. Visit [www.kindercare.com](http://www.kindercare.com) to find a location near you. Don't forget to use your 10% TriHealth discount.

**Discounts Apply! Kids First Sports Center, 7900 East Kemper Road**

Kids First Sports Center are offering daytime learning support. Let the staff know you are a TriHealth team member during registration to receive a 10% discount. Call 513 489 7575 for more information.

**Greater Cincinnati YMCA branches**

TriHealth is working with the **Greater Cincinnati YMCA** locations to secure vacancies for daytime learning support. Call the local branch for details, actual costs, and to register.

**Financial Support**

**Team Member Emergency Fund for Daycare Support**

If you are a team member and you are struggling with unexpected childcare costs as a result of closures due to COVID-19, TriHealth is offering childcare relief thanks to the generous donations from Bethesda, Inc., the Bethesda Foundation, and the Good Samaritan Foundation.

To apply, please complete the Team Member Emergency Fund application for daycare support and provide copies of your childcare bills. The committee is frequently meeting to discuss open cases and expedite approvals.

Access the form on HR Central (HR Central > All Forms from the left-hand menu > Employee Relations Forms section > select Team Member Emergency Fund Application for Daycare).

Contact the Team Member Support Center at 513 569 4000 with application questions.

**Special COVID-19 Team Member Emergency Relief Fund**

You can apply to the special COVID-19 Team Member Emergency Relief Fund for additional financial assistance with bills, car payments, and rent or mortgage. Assistance is reviewed on a case-by-case basis.



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Complete the COVID-19 Team Member Emergency Relief Fund application on HR Central (HR Central > All Forms from the left-hand menu > Employee Relations Forms section > select COVID-19 Emergency Fund FAQs and Application).

The COVID-19 Team Member Emergency Relief Fund Committee will review applications frequently to determine eligibility.

Contact the Team Member Support Center at 513 569 4000 with application questions.

### External Resources

#### **4C for Children, Southwest Ohio and the Miami Valley regions**

As a nonprofit Child Care Resource & Referral Agency for Greater Cincinnati (Hamilton, Butler, Warren, Clermont and Clinton counties) and Miami Valley regions, 4C for Children is a *free resource* to assist you with finding childcare providers that meet your needs. They can provide a list of all available care options and support alternative care using family, friends, or neighbors.

Visit <http://childcaresearch.ohio.gov/> to find providers who will take school-agers or use the childcare search engine.

[The U.S. Department of Education Resources for Learning at Home](#) offers many different types of support, including meal service during school closures.

[CDC – Schools and Childcare Programs site](#) provides more information on preparing for returning to school.

[CDC – Back to School Planning: Checklists to Guide Parents, Guardians, and Caregivers](#) helps explain the return to school options.

[The National Association of School Psychologists' COVID-19: Return to School](#) list resources to support learning interventions for kids who may need extra support.



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[World Health Organization's Key Messages and Actions for COVID-19 Prevention and Control in Schools](#) offers guidance for physical and emotional health for Parents, Caregivers, and Community Members, and Students and Children.

[FreeStore FoodBank Coronavirus Updates and Information](#) can provide information on accessing food distributions.