

Your Employee and Family Assistance Program is a support service that can help you take the first step toward change.

How to deal with stressful news: Tips from our call center agents

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How to deal with stressful news: Tips from our call centre agents

While most people have a few simple questions when they call their EAP, some are calling with great hardships. Our call centre agents handle all those saddening life stories and, as for any other bad news, it can be overwhelming.

How do you deal with stressful headlines when you're facing difficult situations over which you have little control? Our agents share some of their favourite tips that help them get through challenging times and remain calm.



"I try to focus on what I can do rather than what I cannot. When I hear about the healthcare system being overworked, I remember that I am doing my part by staying home."

- Lyonne

"I watch a lot of comedies! Laughter is the best medicine. I've been binging on all my favorite comedy movies and cartoons."

- Carolyn





"Reach out more. Have calls with friends across the country or contact relatives you don't keep up with much. We have to make each other laugh and bring up some good news we have heard or seen."

- Samantha

"I get my own counselling every 3 weeks—having a safe outlet with counselling helps me on a professional and personal level."

- Emily



"I write down the things bothering me.