

**UKRAINE: SERVICE UPDATE FROM WPO**

The conflict between Russia and Ukraine will create a very difficult and challenging time for the people of Ukraine. We cannot even begin to imagine the anxiety and fear that so many are experiencing for their own safety, the safety of their loved ones and the future of their country. The political escalations that are likely to follow may result in Russia being placed in the OFAC list of countries, with repercussions on how the employees of our Russia clients will be supported.

Workplace Options is about helping people. Whatever difficulties our local, national and expatriate employees and family members of our Ukraine clients face at this time, we are ready to support their needs 24/7/365 through our employee assistance and support programs.  We are also committed to further expand the support available to all. At the same time, we are mindful of our Russian clients as well and what the future holds for our programs there.

WPO has assembled a task force of senior leaders to quickly review this rapidly escalating situation between the two countries and developed a plan on how we can best to support your employees in the region. We have delayed our communication to clients to allow WPO teams some time to leverage new resources from within and outside Ukraine to provide the following additional support to your Ukraine employees.

1. *We are pleased to announce that with IMMEDIATE effective we will have a new Toll-Free Number available to be purchased in Ukraine that will be answered by clinicians in the Ukrainian language. This service will be focused on providing In the Moment/Crisis support to individuals 24/7/365. This team will be required to work closely with WPO service centers outside Ukraine to schedule any additional services needed such as structured counselling support, work life services or ManagerAssist. Please bear with us as timelines to schedule these services are likely to be extended.*

As we launch this additional language service, we are mindful that if escalations continue certain infrastructure networks in Ukraine may be disabled and this may impede WPO from delivering support. To this end our global teams are in the process of strengthening our Ukrainian and Russian language resources around the world and planning how these will be deployed

1. *Our global learning solutions team are in the process of creating a number of helpful pre-recorded webinars in both English and Ukrainian. The first of these will be on Remaining resilient during a crisis and is NOW available. Please click on the following links and register to view the webinar.*

**English:** [**https://attendee.gotowebinar.com/recording/1322742596330974723**](https://attendee.gotowebinar.com/recording/1322742596330974723)

**Ukrainian:** [**https://attendee.gotowebinar.com/recording/3249302472471606542**](https://attendee.gotowebinar.com/recording/3249302472471606542)

1. *We are also please to offer your employees a new WhatsApp service that we have created this week. This will be a chat-based program and will allow your employees an additional access route into our support program.*
2. *Our partner, International SOS, is kindly inviting all our clients to register for Live Security & Logistics Update webinar on the Ukraine situation on Friday February 25th. Shared with this email.*

For now, we send our best wishes to all of your employees and family members in Ukraine and hope that they will stay safe.