



THE TOP FIVE

WEEKLY ASSOCIATE NEWSLETTER

Monday, April 12, 2021

1. IT'S OK TO TAKE FIVE

CHECK OUT OUR COVID-19 AND MENTAL WELLNESS RESOURCES

The challenges we face and our responses to them are as diverse and unique as each Encova associate, and when we face difficult circumstances, it is OK to seek help and support. It is also important to respect our co-workers and the challenges they face by demonstrating empathy and understanding. When you need to reach out for assistance, Human Resources has created a [hub of mental wellness resources](#) and information regarding COVID-19. These resources include a virtual Aetna program called [AbleTo](#), which provides an initial consultation followed by eight weekly coaching sessions. In addition, you can access COVID-19 testing information, a vaccine finder, compensated family caregiver leave and access to the Employee Assistance Program to help connect you with a local counselor. [Read more.](#)



2. THESE UPDATES WILL BE LIVE

UPCOMING INFORMATION TECHNOLOGY UPDATES

IT will deploy an update to Columbus and Charleston associates' virtual desktops Wednesday, April 14. When you log off your virtual desktop on Wednesday, you will automatically receive the update. If you do not log off, your update will be automatically installed Saturday, April 17, from 1-4 p.m. EDT. Your computer may be unavailable for up to 30 minutes during the update.

In addition, system maintenance is scheduled for storage hardware at the Charleston data center on Saturday, April 17, at 8 a.m. EDT, and will occur for approximately 6-8 hours. Although we do not anticipate disruption, you are advised not to schedule work during this upgrade.

Contact the [Service Desk](#) with questions regarding either of the upcoming updates.

3. HELP OUR COMMUNITIES THRIVE

OPERATION FEED 2021 IS AROUND THE CORNER

Although it will look very different this year, Operation Feed is coming this May! Each week we'll share information about foodbanks and one way you can support one near you. Stay tuned!

4. GIVE THEM POINTS IN STRIVE

CONGRATULATIONS, TAWANA MIMS AND RALPH SMITHERS JR.

Recently, Tawana Mims, transformation small business underwriter, and Ralph Smithers Jr., AVP, diversity and community relations, were recognized for their contributions to the community and their diversity, equity and inclusion efforts. Tawana was named a [YWCA 2021 Woman on the Rise](#), an honor recognizing young women making an impact in the community. Ralph was recently featured in Columbus CEO's article "[A year of change and cautious hope for corporate diversity, equity and inclusion](#)," speaking about Encova's efforts in the diversity, equity and inclusion sphere. Thank you, Tawana and Ralph, for representing Encova! In addition, on Thursday, April 15, from noon - 1 p.m. EDT, Ralph and Tawana are assisting in moderating a [think tank panel](#) regarding COVID-19 vaccines. If you're available, be sure to check it out!

5. STAY ALIVE, DON'T TEXT AND DRIVE

APRIL IS DISTRACTED DRIVING AWARENESS MONTH

According to the West Virginia Parkways Authority, approximately 660,000 drivers use or manipulate electronic devices while driving at any given moment across the U.S. In 2018 alone, distracted driving claimed 2,841 lives. We are proud to have partnered with the West Virginia Parkways Authority to establish Safe Phone Zones along the West Virginia Turnpike to encourage drivers to stop and use their mobile devices safely at a Safe Phone Zone. [Learn more here](#), and drive safely!

PLUS ...

- Congratulations Lisa Fowler, winner of last week's poll question drawing! We're giving you one more week to complete your [Prudential portal profile](#) and join the [Financial wellness Yammer community](#). We'll draw and share the winner next week!
- Reminder: You are required to complete [virtual R Factor training](#) by July 1.
- You can find the ongoing return-to-workplace FAQ on [Yammer](#) and the [intranet](#). Submit questions to questions@encova.com.
- Did you catch the [March issue](#) of our monthly agent newsletter, *The Loop*?
- **Got news?** Send submission requests in draft article format or bullet points to associate.communications@encova.com.

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