



FOR IMMEDIATE RELEASE

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Pinebrook Family Answers Expands Free Warmline Services to help during Covid 19

Warmline is for adults challenged by loneliness, isolation, stress and anxiety.

Lehigh Valley, PA – March 27, 2020, Social distancing is an important way to slow down the spread of the coronavirus. But for many Lehigh Valley residents keeping distance from other people — especially during a time of stress and uncertainty — can feel isolating and lonely. “Keeping people emotionally healthy through this crisis is critical.” said Bill Vogler, President of Pinebrook Family Answers. “Expanding Warmline services to the Greater Lehigh Valley along with Telehealth Mental Counseling Services enables Pinebrook to provide the needed mental health support during this unprecedented time.”

Warmline is a free telephone support service for Lehigh Valley adults challenged by loneliness, isolation, stress and anxiety or who need information about available services. Warmline is a safe, nonjudgmental concerned service for people struggling with emotional and mental health concerns or isolation. Staff members offer Warmline callers someone to listen and to care about the caller’s feelings. Workers answering the phone are not counselors, but are kind, caring and compassionate people, trained in active listening, referral support and other skills that allow them to assist Warmline callers. Normally offered only for Lehigh County residents, Pinebrook Family Answers believes that during the COVID-19 crisis there is an additional need for these services and has chosen to expand them.

The Warmline accepts calls between 6:00 AM and 2:00 AM seven days a week. Call 610-820-8451 to reach Warmline.



Additionally, Pinebrook offers the following mental health programs for those concerned about the impact the coronavirus epidemic is having on their emotional health and their family's mental well-being:

Outpatient Psychiatric & Counseling Services addresses a wide range of behavioral health problems, interpersonal issues and stressors related to life transitions for children, adolescents, adults and seniors. All counseling is conducted by master's level clinicians and is informed by our certification as a trauma-informed agency. Psychiatric services are provided by psychiatrists, Advance Practice Nurse Practitioners, and through the innovative use of telepsychiatry.

The **Employee Assistance Program (EAP)** provides information, short-term counseling, advice, and referrals from master's level clinicians. The program is designed to identify and help employees with any number of problems that may interfere with his or her ability to work. This can include personal, professional, financial, emotional, marital, family, or substance abuse issues. Initial counseling through the EAP benefit is provided at no cost to the employee. The employer covers the cost for a specific number of sessions (this number varies by employer). For more information about establishing an Employee Assistance Plan for your company, call Leslie Ten Broeck at 610-774-1434 or email lttenbroeck@pbfalv.org.

ABOUT PINEBROOK FAMILY ANSWERS

Our Mission is to transform lives across generations by nurturing healthy children and strong families, supporting seniors, empowering individuals, and strengthening the Greater Lehigh Valley. Our goal is to help all types of families become healthy and flourish by providing services and programs to overcome challenges and succeed in daily living. Our focus is supporting children, adults and seniors to make them healthy, strong and self-sufficient. For more information, www.pbfalv.org.

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