

# Lessons Learned in 2020 – Round 2

## Reflections from EAP staff members



**2020 was quite the year.** We thought it would be a great idea to ask our staff what they learned in 2020. Truly we didn't anticipate how reflective and insightful all our staff would be when responding. We were going to share a few lines from each but they were all so good! So, over the next few weeks, we'll be sharing all of them.

What did you learn in 2020? Here are the first few:

**April Epley, Manager, Business Office:** Teamwork – When I think back to the beginning of the pandemic it took everyone to make/implement the changes that we needed as a business to continue to be operational. It was not just one person. Everyone had to truly pull together so that we could continue to serve our clients during such a trying time. Parenting – No one said it would be easy, but I don't know if anyone thought that meant going through a pandemic. During a time of uncertainty, I learned how resilient kids are and how my daughter (who is older) can step-up and be such a great role model for her little brothers.

**Amy Monzingo, EAP Counselor:** 2020 showed me the importance of being intentional in the connections I have with others.

**Kalena Lyon-Braunersrither, Business Office:** Life can be difficult at times be thankful, make the best of it and take it day by day. Grateful, thankful and blessed 😊

**Jean Faber, Best Care EAP Corporate Director:** The biggest lesson from 2020 for me has been learning to be content. A sense of contentment means being happy and satisfied no matter what your circumstances are. Our society promotes discontent day in and day out and thus creates great amounts of anxiety and unhappiness. Daily gratitude and optimism, along with a hefty dose of flexibility, have brought me a sense of peace and hope in the midst of the fears and uncertainties of 2020. Facing the future with hope and optimism truly bring peace to the soul and increase overall well-being.

**Marie Gotthardt, EAP Counselor:** Throughout 2020 and its many trials, my confidence was strengthened and I learned to focus on my own self-care in addition to the needs of my clients.

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**Counselors are just a phone call away.**