

Dear Sir/Madam,

The COVID-19 pandemic situation affects us all. If you feel the need to talk to someone because you feel lonely and/or isolated, we have set up the HR-TELE-CARE hotline +32 (0) 229 54000 for you. The line will be open from 09:00 to 17:00 Mondays to Fridays included.

Please do not hesitate to contact one of our volunteers on the HR-TELE-CARE line. We have also set up a Buddy Programme. If you wish, we can put you in touch with a "buddy" - a volunteer who speaks your language, and with whom you can exchange and receive calls on a more regular basis.

All volunteers are colleagues from the European Commission. Our aim is to accompany you and meet your needs during this period.

In addition to the phone-line assistance, we offer you practical help. For this, a section "EC STAFF VOLUNTEERING COVID 19" has been created in the "small ads" of My IntraComm. (Please click on the link to access it)

In this section people can offer and you can request practical aid such as:

- Going to the pharmacy
- Shopping for groceries
- Going to the post office
- Walking the dog

Many colleagues from the European Commission have already published their offer of help there. Please do not hesitate to contact them if you want to avoid going out and need someone to do something for you\*.

The services of the European Commission are with you wholeheartedly during this unique period.

We invite you to define beforehand which practical service you would need. This will allow you to better complete the "Description" section.

Remember to be clear and precise, too many details in the description can lead to confusion. Do not forget that the advertisement is accessible to all staff.

For those who are going to opt for the request to do food shopping, we recommend that you limit yourself to necessities, for an indicative amount of 20€.