

# Benefits update



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## Supportiv Chat Is NOW Available

Use anonymous peer-to-peer group chat from any device!

Say hello to Supportiv -- Michaels has launched Supportiv, a new peer-to-peer group chat support service for U.S. full time and part time Team Members and their family members over the age of 13.

Supportiv

We live in a very challenging time and Michaels knows there are tremendous pressures and complex struggles that Team Members and family members are facing each day. Supportiv is an anonymous, 24/7 online chat service that connects you with individuals from around the United States who are experiencing similar emotional, social, financial or mental health related struggles.

### What is “Peer-to-Peer Chat”?

When you access the chat service, you'll be matched with others who have indicated they are struggling with similar issues. You will be able to safely interact with peers who can better relate to the challenges you are facing since they too have identified a similar struggle. Each chat is limited to no more than five participants and each session is monitored by a trained, professional facilitator to ensure the discussions stay on track and each participant is heard in a non-judgmental setting.

### What can I talk about?

Supportiv chat sessions can cover a wide range of topics including stress, financial concerns, job pressures, parenting, grief, dealing with divorce, anxiety to motivation. There is virtually no limit to the topics you will be able to discuss and get input on using Supportiv.

### Is it really anonymous?

Completely anonymous. You are never asked for any identifying information when using Supportiv. You choose any name, real or fictitious, that you want others to call you. Users enter a Supportiv chat through a URL address that is unique to their employer. This employer information is only used to ensure the chat is provided at no cost to you. Additionally, chats are never published or accessible to anyone outside of Supportiv.

### How does this work?

When you participate in a peer-to-peer chat session you will likely learn from others the things they did to cope, actions they may have taken, or approaches they may have followed to help them deal with a similar issue. You can listen and choose what is relevant to your situation and helpful to you. The moderator may also give you new coping skills in the form of short articles, podcasts or videos written by subject matter experts. You may also find yourself helping others by sharing your experience.

### Will Supportiv really help me?

Most of us feel better once we have had a chance to discuss a troubling issue with others, particularly if we are feeling safe, aren't being judged, and can speak freely.

Over 1.8 million users have accessed the Supportiv peer-to-peer chat platform and 90% of the users rated the help they received with either 4 or 5 stars.

### How much does this cost?

Supportiv peer-to-peer chat is completely free for Team Members and dependents age 13 or over. There is never a charge for you to use the service. And you can use Supportiv as often as you feel you need to.

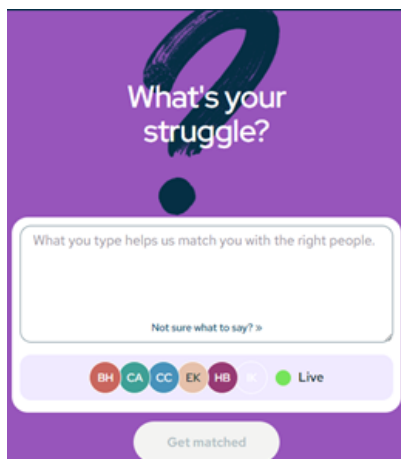
### How do I access Supportiv?

You can access the Supportiv chat site directly by visiting [www.supportiv.com/michaels](http://www.supportiv.com/michaels) or you can use the QR Code. Once you are on the web site, click "chat now" and you will see a chat window open that asks you to type in your "struggle". Supportiv will search existing chats around the country for one that most closely matches your issue and will place you into the peer-to-peer chat.

### What if Chat Isn't for Me?

You will likely find the ability to interact with others with a similar challenge to be very helpful. But the help doesn't end there.

Once you begin with Supportiv you can access literally thousands of informational videos, podcasts and articles about healing techniques you can access on your own. From meditation to mind exercises and a wealth of coping tools, you will no doubt find a resource that will help.



Watch a short 1 minute video overview of how Supportiv works: <https://youtu.be/xWPCgMdtXZg>

### **Want more information?**

If you have questions about how Supportiv works or can help you with your struggle, you can email them directly at [info@supportiv.com](mailto:info@supportiv.com). Or you can call them at (800) 845-0015.

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