

COVID19 Response Team Resource Sheet

During this time, you are at higher risk for traumatic stress reactions. As a healthcare responder, you need to become fully informed about the impact of the COVID19 outbreak on you personally and professionally and how to protect yourself. Below are some common experiences, suggestions for coping, and available healing resources.

Seek help if you experience:

- Anxiety or distress so severe that it interferes with daily work and relationships
- Prolonged preoccupation with care events.
- Self-medication using unhealthy substances such as alcohol, drugs, etc
- Colleagues, friends or family observing or commenting on significant behavior changes they are observing from you
- Significantly diminished work satisfaction or wanting to leave work before your shift is finished or your work is done
- New or exacerbation of physical symptoms

Common Reactions:

Emotional	<ul style="list-style-type: none"> • Fear or terror in life threatening situations • Depression, intense sadness • Shame, regret, guilt • Feelings of worthlessness • Argumentativeness • Difficulty maintaining emotional balance • Anger, irritability, frustration, mood swings • Sense of isolation or self-isolation • Anxiety, panic attacks • Overwhelmed, vulnerable • Loss of confidence, self-esteem or professional stability
Cognitive	<ul style="list-style-type: none"> • Decreased concentration • Indecisiveness or difficulty problem solving • Disorientation or confusion • Difficulty remembering instructions • Misinterpretation of comments and events • Obsessive, rumination about events • Fear/avoidance of taking care of COVID19 patients • Loss of sense of humor
Behavioral	<ul style="list-style-type: none"> • Unnecessary risk taking • Failure to use personal protective equipment • Refusal to follow orders or leave the scene • Endangerment of team members

	<ul style="list-style-type: none"> • Difficulty sleeping • Changes in eating pattern • Decreased productivity
Physical	<ul style="list-style-type: none"> • Inability to relax when off duty • Nightmares/flashbacks • Lack of energy • Worsening of pre-existing medical symptoms • Heart racing, backaches, nausea

Coping Strategies:

You may need to manage your work and relationship expectations differently. How you react and how you take care of yourself, significantly impacts you, your team, your patients and your family. Here are some suggestions for coping.

Suggestions for Helpful Coping	
	<ul style="list-style-type: none"> • Limit working hours to no longer than 12 hour shifts, if possible. • Utilize teams and limit the amount of time you work alone. • Nurture team support by: creating a buddy system, encouraging breaks away from the scene and promoting support and tolerance. • Recognize and heed early warning signs of stress. • Be careful not to identify too much with survivors/victims' grief and trauma. • Self-monitor your thoughts and behavior. • Place more focus on healthy sleeping and eating. • Keep physically active. • Take brief breaks for basic bodily care and refreshment. • Avoid or limit the use of caffeine and alcohol. • Learn relaxation methods – mindfulness can help with rumination. Reduce physical tension by deep breathing, meditating and/or walking. • Talk with co-workers about your experiences; get and give support to one another. • Spend time when you are not at work with positive social connections. Utilize phone calls, facetime and group calls/chats. • Seek counseling or coaching.
Less Helpful Coping Strategies	
	<ul style="list-style-type: none"> • Pretending like this is not stressful or scary. • Using alcohol or other substances. • Spending money and/or gambling. • Withdrawing, emotionally from others.

Resources for Healing:

- **24/7 COVID19 Emotional Response HOTLINE: 1-855-874-7100**
- **HFHS OneHenry COVID 19 Resource Page:**
<https://onehenry.hfhs.org/departments/infectionpreventionandcontrol/Pages/Wuhan-coronavirus.aspx>
- **Thrive (employee well-being) Website:** <https://onehenry.hfhs.org/initiatives/empwellness>
- **Physician Wellness Website:**
<https://onehenry.hfhs.org/departments/meded/physicianwellnessprogram/Pages/Overview.aspx>
- **Work Life Services:** 1-855-492-3637 <https://onehenry.hfhs.org/departments/eap/Pages/WorkLife-Services.aspx>
- **Participate in our daily – 7 days a week - virtual COVID19 Support Groups** led by mental health professionals using Zoom:
 - a. 7:30 am – press this link: <https://zoom.us/j/182778190>
 - b. 1:30 pm – press this link: <https://zoom.us/j/224706355>
 - c. 5:30 pm – press this link: <https://zoom.us/j/432735467>
- **Employee Assistance Program HF ENHANCE (EAP)**
 - To schedule an appointment with a HF ENHANCE EAP therapist for counseling call 1-888-EAP-HFHS (327-4347).
 - If you are in crisis and need to speak with a HF ENHANCE EAP therapist, call 1-888-EAP-HFHS (327-4347) and press # 9 for assistance 24/7.
<https://onehenry.hfhs.org/departments/eap/Pages/Overview.aspx>
 - Julie Hamilton, Physician-EAP Therapist, at jhamil14@hfhs.org OR 313-433-8962
- **National Suicide Prevention Lifeline**
 - 1-800-273-TALK (8255) or Text Line 741-741
- **Behavioral Health Referral Information**
 - HF Behavioral Health Services Crisis Line- 313-916-2600
 - Behavioral Health Appointments – 1-800-436-7936
- **Substance Abuse Treatment**
 - Talk with a Peer Recovery Coach – 1-313-916-5792 This service is FREE for all HFHS employees. A Peer Recovery Coach works with folks to remove barriers to recovery by serving as a personal guide and mentor.
 - Virtual AA meetings: <https://www.drugabuse.gov/related-topics/covid-19-resources>
 - Referral to Maplegrove Substance Abuse Treatment Center – 1-248-661-6100
 - Health Professional Recovery Program information: <http://hprp.org/> or 1-800-453-3784.