



Behavioral Health Resources for Health Care Providers and Personnel During COVID-19

Stressors related to the the COVID-19 public health emergency, coupled with incidents of police brutality and increased awareness of racial inequities, have put a strain on everyday life for New Yorkers. New York City (NYC) health care and mental hygiene staff, including clinical providers, and non-clinical staff such as administrators, maintenance and custodial staff face additional unique stressors and challenges. Supporting the physical and mental well-being of health care providers and personnel is critical for their well-being, and for ensuring their ability to help stop the spread of COVID-19 and keep New Yorkers safe and healthy.

The NYC Department of Health and Mental Hygiene (Health Department) compiled the following list of resources tailored to support NYC health care providers and personnel. The list focuses on Health Department resources and related supports and is not exhaustive.

Informational Resources:

Review the NYC Health Department [COVID-19: Coping and Emotional Well-being webpage](#) for more information on how you and your staff can maintain your physical and mental well-being. Select resources are as follows.

- [Grief and Loss in the Workplace During COVID-19](#)
- [Burnout During the Time of COVID-19](#)
- [Improving Sleep Habits During the COVID-19 Pandemic](#)
- [Acknowledging Psychological Trauma and Promoting Resilience During COVID-19](#)
- [Taking Care of Your Emotional Well-Being: Tips for Health Care Workers During COVID-19](#)
- [Coping with Stress and Social Distancing During the Coronavirus \(COVID-19\) Outbreak](#)
- [Supporting Children and Youth Through the COVID-19 Pandemic](#)
- [Supporting Children Through Grief and Loss During the COVID-19 Pandemic](#)

For more resources in your community, visit our [community resources webpage](#).

Emotional Support:

- **NYC Well:** For brief, confidential counseling and connection to support services, call 888-NYC-WELL (888-692-9355), text “WELL” to 65173, or chat online at nyc.gov/nycwell. Support is available 24 hours a day, seven days a week, in over 200 languages.
- **Project Hope, New York’s COVID-19 Emotional Support Helpline:** Through an emotional support helpline, educational materials, and trusted referrals, Project Hope helps people manage changes brought on by COVID-19. Call 844-863-9314, 8 a.m. to 10 p.m., seven days a week.

- **NYC Frontline Essential Workers (FEW) Hotline:** The NYC FEW Hotline is free, confidential, and available to all NYC community-based providers and essential workers in emotional distress. Call 866-565-7715, 10 a.m. to 10 p.m, Monday through Friday.

Trainings and Presentations:

- **COVID-19 Community Conversations (3C):** 3C offers free, one-hour virtual presentations on mental health resources available in NYC and information on the impact of COVID-19 on mental health, health disparities in communities of color, trauma, grief and anxiety, and coping skills. Presentations are available for 10 to 30 participants; in Spanish, Cantonese and Mandarin, with American Sign Language (ASL) interpreters available upon request; and can be scheduled any day of the week during the following times: 9:30 a.m. to 11 a.m., 11:30 a.m. to 1 p.m., 1:30 p.m. to 3 p.m., and 3:30 p.m. to 5 p.m, with evening times available upon request. For more information or to schedule a presentation, contact Michelle Moe at mmoe@health.nyc.gov.
- **General COVID-19 Provider Webinars:** The NYC Health Department offers webinars with the most up-to-date COVID-19 information for health care providers. You can find information on all upcoming events and recordings of past events on our [COVID-19: Information for Providers](#) webpage.
- **Healing, Education, Resilience and Opportunity for New York’s Frontline Workers (HERO-NY):** HERO-NY’s train-the-trainer series is designed to help expand existing wellness initiatives to meet the mental health and wellness needs of frontline health care workers as they respond to COVID-19. More information about the series is available [here](#). HERO-NY’s list of information and support hotlines, resources for health care leadership and workers and first responders, and suicide prevention resources is available [here](#).

The NYC Health Department may change recommendations as the situation evolves.

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