

2019 Novel Coronavirus (COVID-19) Mental Health Supports for Employers and Staff April 13, 2020

Workers on the frontlines of delivering services during COVID-19 are critical partners in supporting our communities and most vulnerable neighbors. These staff are facing unprecedented and challenging situations that require attention and care for their mental and emotional well-being and health. We offer the following resources for employers as they support their staff.

The materials are organized into four categories for ease of access: (a) General Resources for Employers and Staff, (b) supporting employers as they consider their organizations and individual staff, (c) direct support services for staff, and (d) resources to help staff support clients. We note that many of these resources can be helpful across all three categories.

Thank you for your commitment and know that the City stands with you as we persevere through this challenging time.

General Resources for Employers and Staff

- [NYC Department of Health Resources for Coping and Emotional Wellbeing](#): The Department of Health's COVID-19 webpage offers tools to reduce stress and help manage symptoms of distress, as well as a range of resources for caregivers, community leaders, and responders. Also accessible via nyc.gov/coronavirus. Contact Thrive at twp@thrive.nyc.gov to schedule a consultation, or fill out [this survey](#).
- [Comprehensive Mental Health Resources for COVID-19](#): Mental Health America provides a comprehensive look at resources available nationally, organized by a range of helpful categories.

Supporting Employers

- [Thrive in Your Workplace Resources for Workplace Mental Health](#): Thrive in Your Workplace, an initiative of ThriveNYC, partners with employers who are interested in identifying and implementing best practices to promote their employees' mental health. In addition to this list of resources, they are currently available remotely to provide customized consultation with employers on the following:
 - [Shaping supportive workplace practices](#) and strategies for remote work
 - Identifying the best telehealth programs and apps for your workforce
 - Reviewing the range of [free mental health services](#) available to New Yorkers
 - And thinking through your [comprehensive workplace mental health strategy](#)

Contact Thrive at twp@thrive.nyc.gov to schedule a consultation, or fill out [this survey](#).

Direct Support for Staff

- [NYC Well](#): The City’s confidential helpline for mental health and substance misuse services. Trained counselors provide support 24 hours a day, 7 days a week, in over 200 languages. Services include crisis counseling, peer support, short-term counseling, mobile crisis teams, and connections to ongoing mental health and substance misuse services. NYC Well can be reached by: Phone: 1-888-NYC-Well (692-9355) | Text: “Well” to 65173 | Web: nyc.gov/nycwell.
- New York State COVID-19 Emotional Support Helpline: The Emotional Support Line provides free and confidential support for callers experiencing increased anxiety due to the coronavirus emergency. The Help Line is staffed by volunteers, including mental health professionals, who have received training in crisis counseling. Phone: 1-844-863-9314. Available 8 AM – 10 PM, 7 days a week.
- [ThriveNYC Mental Health Resources to Access from Home](#): New Yorkers, including those who work for health and human services nonprofits, can access a range of mental health services by phone or online while practicing social distancing. Thrive has identified a number of resources, all of which are free to New Yorkers, regardless of insurance coverage or immigration status. They recommend New Yorkers check back often for updates.
- [Staff Anxiety and COVID-19](#): This 20-minute webinar was developed by the Montefiore Medical Center to support staff who are working on the frontlines to stem the COVID-19 pandemic, with an emphasis on healthcare workers, to destress and maintain optimal health.

Education, Resources, and Training for Staff to Support Client Needs

- [Identifying and Supporting Complicated Grief](#): The Center for Complicated Grief at Columbia School of Social Work is dedicated to improving the lives of people suffering from complicated grief by helping clinicians and the general public learn how to recognize complicated grief. The Center’s “For the Public” page provides accessible information about this condition and how to address it.
 - [Register here](#) for workshops on understanding and treating complicated grief. Offered on April 24 and May 15-16 through the Center.
- [Supporting Children's Mental Health During COVID-19](#): Staff may be struggling with how to best support children under their care. Child Trauma experts at the Child Trauma Training Center at the University of Massachusetts and Child Trends offer guidance, recommendations, and resources on supporting and protecting children’s emotional wellbeing at this time.
- [Psychological First Aid \(PFA\) Guide for Field Workers](#): The World Health Organization promotes PFA as a strategy to prevent PTSD after a disaster. PFA includes information on how those in helping positions can approach a situation safely (see Chapters 2 and 4, in particular).