



HEALING, EDUCATION, RESILIENCE & OPPORTUNITY
FOR NEW YORK'S FRONTLINE WORKERS

WEB AND HOTLINE RESOURCES

INFORMATION AND SUPPORT HOTLINES

NYC Employee Assistance Program

Provides services to select NYC Employees and their family members of these agencies. Generally, an EAP provides education, information, counseling and individualized referrals to assist with a wide range of personal and social problems.

Telephone: [212-306-7660](tel:212-306-7660)

NYS OMH Emotional Support Helpline

Provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency.

Telephone: [844-863-9314](tel:844-863-9314)

NYC WELL Telephonic Support Services

Free, confidential mental health support for NYC residents to get access to mental health and substance use services, in more than 200 languages, 24/7/365.

Telephone: [888-692-9355](tel:888-692-9355)

National Suicide Prevention Lifeline

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

Telephone: [800-273-TALK \(8255\)](tel:800-273-TALK(8255)) – Press 1 if you are Veteran

Substance Abuse and Mental Health Services Administration Helpline

A free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

Telephone: [1-800-662-HELP \(4357\)](tel:1-800-662-HELP(4357))

Physician Support Line

This is a national, free, and confidential support line service made up of volunteer psychiatrists providing peer support for physician colleagues during COVID-19 epidemic.

Telephone: [1-888-409-0141](tel:1-888-409-0141)

NYC's 24-hour Domestic Violence Hotline

Survivors of domestic violence may receive temporary housing, emergency shelter and supportive services for themselves and their children.

Telephone: [1-800-621-4673](tel:1-800-621-4673)



RESOURCES FOR HEALTH CARE LEADERSHIP

American Medical Association

- Caring for our caregivers during COVID-19, Resources for health care leadership
<https://www.ama-assn.org/delivering-care/public-health/caring-our-caregivers-during-covid-19>
- Physician Well-being
<https://www.ama-assn.org/topics/physician-well-being>

BC Center of Disease Control

- Supporting the Psychosocial Well-being of Health Care Providers During the Novel Coronavirus (COVID-19) Pandemic
<http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19-Psychosocial-Supports-HCW.pdf>

RESOURCES FOR HEALTH CARE WORKERS

American Medical Association

- Managing mental health during COVID-19
<https://www.ama-assn.org/delivering-care/public-health/managing-mental-health-during-covid-19>
- 6 ways to address physician stress during COVID-19 pandemic
<https://www.ama-assn.org/delivering-care/public-health/6-ways-address-physician-stress-during-covid-19-pandemic>

CSTS | Department of Psychiatry | Uniformed Services University

- Sustaining the Well-Being of Healthcare Personnel during Coronavirus and other Infectious Disease Outbreaks
https://www.cstsonline.org/assets/media/documents/CSTS_FS_Sustaining_Well_Being_Healthcare_Personnel_during.pdf

U.S. Department of Veterans Affairs National Center for PTSD

- Managing Healthcare Workers' Stress Associated with the COVID-19 Virus Outbreak
<https://www.ptsd.va.gov/covid/COVID19ManagingStressHCW032020.pdf>

University of Colorado, Department of Psychiatry

- Health Care Provider Well-Being During COVID-19
<https://www1.ucdenver.edu/docs/librariesprovider45/covid-19-support/health-care-provider-well-being.pdf>

NYS OMH

- Psychological First Aid for Health Care Providers
https://omh.ny.gov/omhweb/disaster_resources/pfa/healthcare.pdf
-



RESOURCES FOR FIRST RESPONDERS

CDC

- Emergency Responders: Tips for taking care of yourself
<https://emergency.cdc.gov/coping/responders.asp>

EMS1

- Protecting the mental health of first responders during a pandemic
<https://www.ems1.com/health-and-wellness/articles/protecting-the-mental-health-of-first-responders-during-a-pandemic-U1LTkVxHYf09u8QI/>
- Self-care is critical for managing stress levels in EMTs and paramedics responding to COVID-19
<https://www.ems1.com/mental-health/articles/self-care-is-critical-for-managing-stress-levels-in-emts-and-paramedics-responding-to-covid-19-tXvclhD64dZnqPqY/>

Thrive Global

- First Responders First: Supporting First Responders in the Fight Against Coronavirus
<https://thriveglobal.com/categories/first-responders-first/>

SAMHSA

- Psychological First Aid for First Responders- Tips for Emergency and Disaster Response Workers
<https://store.samhsa.gov/product/Psychological-First-Aid-for-First-Responders/NMH05-0210>

SUICIDE PREVENTION

American Foundation for Suicide Prevention

- Taking Care of Your Mental Health in the Face of Uncertainty
https://afsp.org/taking-care-of-your-mental-health-in-the-face-of-uncertainty/?utm_source=All+Subscribers&utm_campaign=3b5166ea09-Research_Connection_July_COPY_01&utm_medium=email&utm_term=0_3fb-f9113af-3b5166ea09-383524973





RESOURCES NOTED IN PRESENTATIONS

Slide Deck 1: Stress, Trauma and Resiliency

- Ursano, R.J., Fullerton, C.S., Weisaeth, L., Raphael, B. (Eds.). (2017). *Textbook of Disaster Psychiatry*, 2ED. London, UK: Cambridge University Press
- <https://optionb.org/build-resilience/lessons/the-importance-of-resilience>
- Morganstein, J. C., Fullerton, C. S., Ursano, R. J., & Holloway, H. C. (2017). *Pandemics: Health Care Emergencies. Textbook of Disaster Psychiatry* (2nd ed., pp. 270–284). Cambridge University Press.

Slide Deck 2: Personal and Professional Wellness

- <https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4885.pdf>
 - NYC DOHMH: Taking Care of Your Emotional Well-Being: Tips for Health Care Workers During COVID-19
 - <https://www.psychologytools.com/resource/fight-or-flight-response/>
 - *Disaster Mental Health Standards and Procedures*, The National American Red Cross, December, 2016
 - *Cognitive Therapy, Basics and Beyond*, Judith Beck, 1995
 - <https://www.psychologytoday.com/us/blog/art-and-science/201801/identifying-your-feelings>
 - *The Feeling Wheel: A Tool for Expanding Awareness of Emotions and Increasing Spontaneity and Intimacy*, Gloria Willcox, 1982
<https://doi.org/10.1177/036215378201200411>
 - NYC DOHMH: Handouts on Grief
 - <https://www.massgeneral.org/psychiatry/guide-to-mental-health-resources/general-mental-health-and-coping>
 - https://www.massgeneral.org/assets/MGH/pdf/psychiatry/HSPH-COVID-19-mental-health-tips-3-11-20_kk.pdf
 - <https://health.gov/our-work/physical-activity>
 - <https://www.cdc.gov/physicalactivity/basics/age-chart.html>
 - Korte, K.J., Denckla, C.A., Ametaj, A.A., & Koenen, K.C. *Managing Stress: Tips for Coping with the Stress of COVID-19*. Harvard T.H. Chan School of Public Health
 - <https://www.cdc.gov/nccdphp/dnpao/features/national-nutrition-month/index.html>
 - <https://www.mayoclinic.org/healthy-lifestyle/nutrition-and-healthy-eating/in-depth/fat/art-20045550>
 - <https://theconversation.com/7-science-based-strategies-to-cope-with-coronavirus-anxiety-133207>
 - <https://www.health.harvard.edu/blog/be-careful-where-you-get-your-news-about-coronavirus-2020020118801>
 - <https://www.health.harvard.edu/blog/coping-with-coronavirus-anxiety-2020031219183>
 - <https://www.nccih.nih.gov/health/meditation-in-depth>
 - <https://www.massgeneral.org/psychiatry/guide-to-mental-health-resources/mindfulness>
 - <https://www.nytimes.com/guides/well/yoga-stress>
 - <https://www.nytimes.com/guides/well/beginner-yoga>
 - <https://www.nytimes.com/guides/well/how-to-meditate>
 - <https://emergency.cdc.gov/coping/responders.asp>
-



Slide Deck 3: Impact, Effect and Outcome on Frontline Workers

- Caring for our caregivers during COVID-19, Resources for health care leadership
<https://www.ama-assn.org/delivering-care/public-health/caring-our-caregivers-during-covid-19>
- 6 ways to address physician stress during COVID-19 pandemic
<https://www.ama-assn.org/delivering-care/public-health/6-ways-address-physician-stress-during-covid-19-pandemic>
- Sustaining the Well-Being of Healthcare Personnel during Coronavirus and other Infectious Disease Outbreaks
https://www.ctsonline.org/assets/media/documents/CSTS_FS_Sustaining_Well_Being_Healthcare_Personnel_during.pdf
- <https://adaa.org/tips-manage-anxiety-and-stress>
- www.proqol.org
- www.compassionfatigue.org
- <https://www.tendacademy.ca/warning-signs-of-vicarious-traumasecondary-traumatic-stress-and-compassion-fatigue/>
- www.ptsd.va.gov
- <https://www.ptsd.va.gov/covid/COVID19ManagingStressHCW032020.pdf>
- University of Colorado, Department of Psychiatry: Health Care Provider Well-Being During Covid-19
<https://www1.ucdenver.edu/docs/librariesprovider45/covid-19-support/health-care-provider-well-being.pdf>
- <https://compassionresiliencetoolkit.org/staying-resilient-during-covid-19/>
- https://www.healthychildren.org/English/family-life/family-dynamics/communication-discipline/Pages/Positive-Parenting-and-COVID-19_10-Tips.aspx
- Nash, W. P. (2011). US Marine Corps and Navy combat and operational stress continuum model: A tool for leaders. *Combat and operational behavioral health*, 107-119.
- NYS OMH: Psychological First Aid (PFA) for Health Care Providers
https://omh.ny.gov/omhweb/disaster_resources/pfa/healthcare.pdf
- CDC: Emergency Responders: Tips for taking care of yourself
<https://emergency.cdc.gov/coping/responders.asp>
- EMS1: Protecting the mental health of first responders during a pandemic
<https://www.ems1.com/health-and-wellness/articles/protecting-the-mental-health-of-first-responders-during-a-pandemic-U1LTkVxHYf09u8QI/>
- EMS: Self-care is critical for managing stress levels in EMTs and paramedics responding to COVID-19
<https://www.ems1.com/mental-health/articles/self-care-is-critical-for-managing-stress-levels-in-emts-and-paramedics-responding-to-covid-19-tXvclhD64dZnqPqY/>
- Thrive global: First Responders First: Supporting First Responders in the Fight Against Coronavirus
<https://thriveglobal.com/categories/first-responders-first/>
- SAMHSA: Psychological First Aid for First Responders- Tips for Emergency and Disaster Response Workers
<https://store.samhsa.gov/product/Psychological-First-Aid-for-First-Responders/NMH05-0210>

Slide Deck 4: Help-Seeking for Self and Others

- Response to Threat: Freeze, Appease, Flight, Fight," Psychology Tools Limited. 2020
 - The Professional Quality of Life Scale Tool: https://proqol.org/ProQol_Test.html
-



- LifeStress Test: <https://www.compassionfatigue.org/pages/lifestress.html>
- Empath Test: <http://www.tarameyerrobson.com/empath-test>

Slide Deck 5: Resilience and Wellness Program Development

- Scott, S.D., Hirschinger, L.E., Cox, K.R., McCoig, M., Hahn-Cover, K., Epperly, K., Phillips, E., and Hall, L.W. (2010) Caring for our Own: Deployment of a Second Victim Rapid Response System. *The Joint Commission Journal on Quality and Patient Safety*. 36(5):233-240.
 - Scott, S. D., Hirschinger, L. E., Cox, K. R., McCoig, M. M., Brandt, J., & Hall, L. W. (2009). The natural history of recovery for the healthcare provider second victim after adverse patient events. *Journal of Quality and Safety in Health Care*, 18, 325-330.
 - Leadership development: <https://hbr.org/2020/03/the-best-leaders-are-versatile-ones>
 - CDC "ADDIE" Model: https://www.cdc.gov/trainingdevelopment/develop_training.html
 - CDC training standards
https://www.cdc.gov/trainingdevelopment/standards/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2F-trainingdevelopment%2Fstandards%2Fstandards.html
 - SMART objectives: https://www.cdc.gov/phcommunities/resourcekit/evaluate/smart_objectives.html
 - <https://www.managementtraininginstitute.com/5-leadership-skills-best-manage-crisis/>
 - Brene Brown: Empathy: <https://www.youtube.com/watch?v=1Ewgu369Jw>
 - <https://disastermilitarymedicine.biomedcentral.com/articles/10.1186/s40696-016-0013-8>
 - Psychological Trauma Is the Next Crisis for Coronavirus Health Workers
<https://www.scientificamerican.com/article/psychological-trauma-is-the-next-crisis-for-coronavirus-health-workers1/>
 - Traumatic Stress in the Age of COVID-19: A Call to Close Critical Gaps and Adapt to New Realities
<https://pubmed.ncbi.nlm.nih.gov/32271070/>
 - Psychological Effects on Military Personnel Assigned to Humanitarian Assistance And Disaster Response Mission
https://www.researchgate.net/publication/305734953_PSYCHOLOGICAL_EFFECTS_ON_MILITARY_PERSONNEL_ASSIGNED_TO_HUMANITARIAN_ASSISTANCE_AND_DISASTER_RESPONSE_MISSIONS
 - The Kings Fund: Responding To Stress Experienced By Hospital Staff Working With COVID-19: Guidance For Planning Early Interventions
<https://www.kingsfund.org.uk/audio-video/stress-hospital-staff-covid-19>
-