



COVID-19 SUPPORTS FOR EMOTIONAL WELLBEING OF TeamUHN

Counselling Supports and Self-Directed Care Options

Counselling Supports and Helplines

PEER TO-PEER SUPPORT LINE: 416-340-5443

- For all UHN Staff and Physicians to speak to a supportive counsellor.
- You will be provided emotional support and a listening ear.
- Your Peers will help you navigate resources that can foster and cultivate resilience.
- The service we provide are delivered by professional counselors and is **anonymous and confidential**
- **Hours of Operation:** Monday – Friday: 0800-2000

UHN CARES – COVID-19 MENTAL HEALTH SUPPORT: Call 416-340-5033 or self-refer UHNCARES-COVIDPROGRAM@uhn.ca

- Address fear, anxiety, sleeplessness, depression, irritability, assessment for optimization of medication and other concerns.
- UHN Psychiatry, Psychology and Psychotherapy staff provide confidential mental health support to TeamUHN
- Easy-to-access, **self-directed resources** are available in multiple formats.
http://intranet.uhn.ca/departments/infection_control/covid-19/mental_health.asp
(UHN Intranet > COVID-19 Preparedness page > Mental Health Supports)
- **Hours of Operation:**
 - Intake Coordinator available: Monday to Friday 0900-1700
 - Some extended hours available for appointments

EMPLOYEE & FAMILY ASSISTANCE PROGRAM (EFAP): Call 1-800-387-4765 or visit www.workhealthlife.com

- A voluntary, confidential counselling and referral **service for you and your *immediate family members** (*as defined in your benefit plan)

SPIRITUAL CARE & LAVENDER ALERT: Page 416-719-1234

- Spiritual Care Practitioners will help you explore your feelings, responses and concerns in a way that honours your values and beliefs.
- Lavender alerts are a safe space for staff to talk about their experiences of moral distress, emotional fatigue, stress after codes, and traumatic deaths.
- The discussion is facilitated by a Spiritual Care staff member and is available one on one or for small groups while respecting social distancing.
- **Available:** 0830-2300

WEEKLY VIRTUAL SUPPORT GROUP

- For nurses and/or allied health professionals.
- Several groups currently available, with likelihood to increase.
- Sign-up on the Wellness Access page: (UHN intranet > left navigation bar > Wellness > Wellness Access > Psychosocial support from the de Souza Institute – UHN).
- Host – Dr. Mary Jane Esplen, de Souza Institute www.desouzainstitute.com

Self-Directed Care and Drop-in Services

PHYSICIAN MINDFULNESS

1. ZOOM DROP-IN

- Available: Mon, Tues, Wed, and Thurs at 2000h
- For physicians (staffed by physicians who specialize in mindfulness)
- Details here: (UHN intranet > left navigation bar > Wellness > Wellness Access > Physician Mindfulness)

Or email: DrMary.Elliott@uhn.ca

2. WEBEX VIRTUAL COFFEE CHAT

- For Emergency Department Staff
- Host – Dr. Dawn Lim
- Frequency – TBD
- RSVP via Amy.Becker@UHN.ca

RESPITE CENTRES ACROSS UHN

- Available at UHN Sites: TG, TW, PM, TR-UC/BC/LC
- Goal: Relieve stress, restore energy, and promote balance.
- Light refreshments and tea available.
- Please follow room capacity and physical distancing guidelines.

Hours of Operation	Locations
Weekdays (M-F) at TG/TW/PM 8:00 a.m. to 10:00 p.m.	TW – 3 West Wing, Rm 424 PM – 610 Bldg, 5th floor Rm-5-407 TG – TG library
Weekdays (M-F) at TR-UC/BC/LC 10:00 a.m. to 6:00 p.m.	TR-UC - 2nd floor Auditorium TR-BC – Auditorium main floor TR-LC – Resources Centre 1 st floor Rm 142, (Rumsey staff are welcome)
Weekends (Sat/Sun) TG, TW, PM & TR-UC 10:00 a.m. to 6:00 p.m. *TR - BC & LC - are closed on weekends	

WORKING FROM HOME: PRODUCTIVITY & MENTAL WELLNESS @ A GLANCE

- As the COVID-19 pandemic continues, safety is the primary concern and for many, this means working from home to do our part to #StayAtHome and protect the community. Obtain a One-pager on Promoting Productivity, Maintaining a Sense of Normality, Staying Mentally Healthy.
- Buddy-up for Connected Social Distancing
- Pairs, trios or groups should formally identify themselves as a “buddy system”.
- Details here: (UHN intranet > left navigation bar > Wellness > Wellness Access > Buddy up – taking care of one another).
- Teams and departments are encouraged to ensure that everyone has a buddy.

CENTRALIZED WELLNESS AND MORE

Centralized Communication and Access to Wellness

- See <http://intranet.uhn.ca/home/wellness/>
- Details here: (UHN intranet > left navigation bar > Wellness)
- Find information on: Resiliency, Skill building, Counselling support, Respite Centers and Staff News

Mental Health Resources on Wellness Page

- This page has many e-resources to support mental health such as:
 - [Toronto Rehab Foundations Webinar on Depression, Resiliency & Self-care](#)
 - Mental health education for Healthcare workers
 - [Princess Margaret eLearning on Mindfulness & Resiliency](#)
 - [One pager on Wellness Apps](#)
 - Mindfulness micro-practices
 - Coping with COVID, from ECHO Ontario and CAMH:
 - [For Healthcare Providers](#)
 - [For Residents](#)

Mental Health Page

- Access from the [Wellness homepage here](#): (UHN intranet > left navigation bar > Wellness > right hand navigation box > What's New)
- Access virtual groups, e-counselling, helplines and live chat from Apps.
- Resources when needing support in your personal Mental Health, including Canadian Mental Health Association, Bell Let's Talk: Conversation Guide, Big White Wall, Bounce Back - Reclaim Your Health and Mood Disorders Society of Canada.