

**COVID-19
PHSA**

STAFF PSYCHOSOCIAL SUPPORT SERVICE

If you are experiencing stress associated with the COVID-19 Pandemic, you are not alone.

Staff working in healthcare may be experiencing stress or anxiety due to the evolving COVID-19 pandemic. In the midst of ongoing and evolving information, staff have concerns for their own well-being and for their families and friends. We understand these concerns and recognize that working in a health care environment has the potential to heighten stress and anxiety. In these times, our typical coping strategies may not be easily available. Our **Psychosocial Staff Support Team** are mental health clinicians who are colleagues and work in various PHSA services. The team is committed to supporting the wellbeing and psychological health and safety of all staff during the COVID-19 pandemic.

How do I access the Staff Psychosocial Support Service?

Email workplacewellness@cw.bc.ca or **Phone** 604-875-2982

Please provide your name, telephone number, your worksite and a time, or times during the day/early evening when we can contact you. If you have a preference to talk to someone who works at the same site as you, please let us know and we will do our best to accommodate your request.

We are actively monitoring the email and phone number from M-F 7am-7pm



What can I expect?

You can expect to have a confidential 15-30 minute conversation with a professional colleague who has experience providing support related to stress, anxiety or other emotional responses related to coping with the COVID-19 pandemic. This conversation is not considered 'therapy'; instead, a supportive conversation that can be helpful in exploring coping strategies related to unique and common experiences to this situation. The Staff Support Team will have access to additional support/resource information to share with you. We are unable to provide any medical advice or advice about whether you should be attending work. Please note that this not a mental health crisis line.

Who will I be talking to?

You will be called by a colleague who has professional training. These individuals have a background in Psychology, Counselling, Social Work and Psychiatry and are part of the COVID-19 PHSA Staff Psychosocial Support Service.

Will this be a confidential conversation?

Yes, this will be a confidential conversation with a Staff Supporter. No aspects of the conversation will be shared with anyone nor will we be keeping records of these conversations. We will only be keeping track of how many colleagues we connect with. You may be asked if you want to complete a 1 minute anonymous satisfaction survey.

We are in this together. We are here to support you.

Questions or concerns about the PHSA Staff Psychosocial Support Service Email: tnewlove@cw.bc.ca or, telephone Dr Theresa Newlove: 604-789-4294