



Supports & Resources Especially for *you*

April 28, 2020

Baystate Health is grateful for the extraordinary work you are doing to meet the challenges brought by the COVID-19 pandemic. We are committed to your safety and well-being and are working hard to find ways to support and care for you. This is how we can help:

Work, Home and Family Life

☆ Pop-up Markets

Essential grocery items are now available in hospital cafeterias so you can skip the grocery store on the way home.

☆ Meals-to-Go

Prepared grab-and-go value meals to make meal time a little easier. Check your facility's Food & Nutrition Department for details.

☆ Discount Hot Beverages in Cafés

As a thank you, prices for any size hot beverage in hospital cafés have been temporarily reduced to 99 cents.

☆ 24-Hour Employee COVID-19 Hotline, Now Including Immediate Emotional Support

Call the hotline at 413-794-6045 for any COVID-related questions and choose option 4 for 24/7 confidential, emotional support from Baystate Health licensed clinicians.

☆ Back-up Child Care Services

Baystate Health/YMCA partnership for back-up child care and connection to other local back-up child care resources for essential workers. Call the hotline at 413-794-6045.

More family resources are available: [The HUB>BaystateHealthy> Employee & Family Well-being Resources COVID-19](#)

☆ Alternative Living Accommodations

Hotel accommodations and connection to local RV program for caregivers who have special circumstances. Speak with your manager or HR Business Partner for details.

☆ Free Financial Consultation for You and Your Family Members

Two free, 30-minute telephone financial consultations per issue, per year for you and for your dependents and household members. Call WorkLife and EAP Support at 800-888-6332 and ask to speak to a financial consultant.

More info at: baystatehealth.org/employees/baystate-healthy/employee-family-wellbeing-covid19



Supports & Resources Continued

Well-Being, Self-Care and Emotional Support

☆ **Pandemic Response Resilience *Group Meetings***

During a pandemic we are at risk for emotional distress. This workshop reviews the signs of psychological distress and how to prevent it and build/enhance resiliency and coping skills. Two version of the workshop: one for frontline staff and the other for all team members. To enroll: [The HUB>BaystateHealthy> Employee & Family Well-being Resources COVID-19](#)

☆ **Digital Programs and Apps**

- Stress Management and Resiliency Training by *meQuilibrium* – a clinically validated stress management and resilience skill building platform and App.
- Digital Cognitive Behavioral Therapy Apps by *Magellan Health* - addresses anxiety, insomnia, chronic pain, depression, obsessive compulsive disorder, and substance use disorder.
- To access, visit [The Hub> BaystateHealthy](#). Search in *Mental and Emotional Well-being and WorkLife and EAP Support*.

☆ **Moment of Renewal Every Friday on Workplace**

A few minutes for calm and renewal at noon every Friday on the [Workplace Baystate Health Events Group](#), hosted by Spiritual Services.

☆ **Grief Support for Loved Ones Lost**

A variety of resources from WorkLife and EAP Support, Spiritual Services and a Memory Wall on Workplace to share tributes to loved ones lost. Access it here: [The HUB>BaystateHealthy> Employee & Family Well-being Resources COVID-19](#)

Critical Response at Manager's Request

☆ **Team Emotional Support Response**

This is a resource for intact work teams that provides opportunities to learn coping skills as well as discuss challenges that are impacting the team. These virtual group meetings will be provided by licensed clinicians at Baystate Health. Managers may arrange by contacting Magellan Workplace Support at 1-800-888-6332, with a request to schedule with Baystate's Licensed Clinician team.

☆ **Individual Psychological First Aid for Frontline Staff**

The service is for individual team members in COVID care zones, provided by Baystate Health's Psychiatry Department. Managers may arrange through Magellan Workplace Support at 800-888-6332 with a request to schedule through Baystate's Psychiatry team.