Take this home with you!

IMPORTANT EMPLOYEE RESOURCES
Supporting our healthcare heroes through COVID-19

See this guide for info about:

Employee Supports & Resources in response to your needs.

Employee & Family Well-being Resources; including coaching and counseling by phone and self-care resources to help you feel better now.

Household Cleaning & Disinfecting guidance from the CDC
We are deeply grateful for the sacrifice, commitment, and heroic efforts you are making in this unprecedented health care emergency. We are committed to your safety and well-being; we know we cannot meet this challenge without taking the best care of our team members.

In order to provide the most comprehensive care we can to our team members, we have a growing list of supports available to you and on behalf of you, including:

**Safety**
- Trained PPE coaches maximizing safe use of protective equipment in key areas
- Training videos available to maximize safe use of protective equipment
- Surgical masks now available for team members working in lower-risk areas

**Testing**
- Employee Health Services drive-through for approved COVID-19 testing

**Employee & Family Well-being Resources**
- 24/7 Employee Hotline for COVID-19 related questions: 413-794-6045
- Counseling support by phone 24/7, from master’s level clinicians: 800-888-6332
- WorkLife, well-being, stress reduction, financial and legal resources: The Hub>Baystate Healthy>WorkLife and EAP Support
- Parent & Community Resources, including Exempt Emergency Child Care centers

**Pay & Benefits**
- Temporary Furlough with Pay and Benefits policy assisting employees without work: The Hub>COVID-19 Information>HR Updates> Redeployment and Furlough with Pay and Benefits Policy
- PTO policy revised to temporarily allow employees to go negative in their banks, using more time than they have saved.

**Workplace Supports**
- Redeployment of qualified staff to areas of greatest need policy
- Spiritual Services rounds for employees: 413-794-2899
- Ethical decision support for clinicians: The Hub>COVID-19 Information>Resources for Medical Providers
- Continuously updated and expanded clinical guidance and support for clinicians: The Hub>COVID-19 Information>Resources for Medical Providers>COVID-19 Clinical Care Guidelines
- Remote work for non-clinical employees
- Expanded I&T Resources and Service Desk Support
- Employee needs assessments conducted through managers

**Organizing Community Support**
- Securing PPE donations from the community
- Restaurant food donations deployed to staff
- Fundraising to support the organization’s greatest needs

Let your manager know if you have any specific needs that we can help you with.
When life presents challenges and you need support managing the many responsibilities of everyday life, WorkLife and EAP Support is here for you.

**WorkLife and EAP Support services are:**
- Completely confidential services provided by Magellan Health
- Available 24/7/365 telephonic support from master’s level clinicians
- No-cost to all Baystate team members, dependents and household members

**Core Services:**
- **Counseling & Concierge Service**—Choose from a national network of licensed professionals trained to help with common challenges such as stress, anxiety, grief, marital/family relationship concerns, parenting, addictions and more. You and your dependents and household members each have up to 6 counseling sessions per issue/concern per year and concierge service for appointment scheduling.

- **Coaching**—There are times when we can all use a little help, encouragement and insight to keep us moving forward. Coaching is designed to help you define goals, keep accountable and achieve your desired end state. Coaches can help you work on solutions for a variety of issues including handling work stress, parenting, not getting enough sleep and more. Coaching is not counseling, and session limits do not apply to this service.

- **Online Programs and Apps**—Webinar trainings and self-guided, interactive programs help improve your emotional well-being for issues like anxiety, insomnia, chronic pain, depression, addiction and substance misuse.

- **WorkLife Balance Services** -Save time and money with specialists who research service providers in many areas including childcare, adult care, education, home improvement, travel planning and more.

- **Financial Services (Legal)**—Access to free consultations and resources with financial coaches; budget planning, debt and credit, college and retirement planning, taxes, loan and mortgage assistance. This also includes ID Theft and Legal Service free consultations and resources.

**COMMON REASONS PEOPLE USE WORKLIFE AND EAP SUPPORT:**
- Manage stress
- Enrich relationships
- Better balance work and life
- Build coping skills
- Improve sleep
- Mitigate harmful thoughts
- Boost emotional health
- Alcohol/Substance concerns
- Enhance parenting skills
- Manage mood swings
- Process grief or trauma

**CREATE AN ONLINE ACCOUNT:**
1. Visit [magellanascend.com](http://magellanascend.com)
2. Select Find My Company/Login
3. Select the tab Log In
4. Next to “Don’t have an account?” select “Sign up”
5. Complete account registration form
6. Select Get Started

**Call WorkLife and EAP Support at 1-800-888-6332 – 24/7/365**
There are times when we can all use a little help, encouragement and insight to keep us moving forward. Coaches can help you work on solutions for a variety of things including handling work stress, parenting, not getting enough sleep and more.

This new service is available to all employees through our new partner, Magellan Health.

Give it a try. More in-depth counseling is also available.

Call 800-888-6332
There’s no better time than now to access the breadth of resources available to you.

**Take care of your basic needs.** In order to function mentally and physically at your best, you need to allow your body and mind time to recover. Pay attention to your bodies cues and do the best you can to remain well rested, well fed, physically active and clear-minded.

**It’s okay to not be okay.** It is normal and expected that you feel anxious, emotional and stressed right now. Talking to someone can help you learn new strategies to manage your feelings before they overwhelm you. Seeking help is not a sign of weakness, but actually a sign of great strength.

**Take time to learn new coping skills.** Focus on what you can control in this current situation and learn new skills to better manage what is in your control. Effective stress management and resiliency building skills can be learned and put into practice very quickly.

**Look for the positive.** There is kindness and compassion surrounding you. Look for the silver linings and find the good in every encounter you have. Focusing on the positive and building on that positivity will help you get through this difficult time.

**Expect every day to be different.** Recognize that stress, anxiety or feeling overwhelmed can have an impact on how you make sense of things or process information. To help with this, try to limit your information streams to only a few sources that you know and trust.

**Stay connected with loved ones.** It is important that you continue to see and engage with your loved ones. Utilize virtual meeting tools such as Zoom or FaceTime to stay connected. Invite your family and friends to a remote “happy hour” to be together and engage in happy conversations.

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**Employee & Family Well-being Resources**

- **Confidential counseling** - licensed therapists are available at no-cost to help you process stress, anxiety, grief, and more. Crisis counseling for immediate concerns and referrals to local providers. Telehealth appointments and appointment setup services are available. Call 800-888-6332.
- **Coaching** - provides telephonic support to work on solutions for a variety of things like work stress, parenting, sleep health, and more.
- **Stress Management and Resiliency Training by meQuilibrium** - an online, clinically validated stress management and resilience skill building platform.
- **Digital Cognitive Behavioral Therapy Apps by Magellan Health** - addresses anxiety, insomnia, chronic pain, depression, obsessive compulsive disorder, and substance use disorder.
- And more, including resources to support your family.

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**Access These Resources and More from Work or on Your Mobile Device!**

**FROM HOME OR MOBILE:** Go to www.baystatehealth.org. At the bottom of home page, select For Healthcare Professionals, then select Employee Resources, then In This Section, select Baystate Healthy.

**FROM WORK:** Go to The Hub>Baystate Healthy
A special website was created to help employees quickly and efficiently access supportive resources during COVID-19.

Resources to Help You Cope and Feel Better
• Confidential Coaching and Counseling for you and your household members
• Online stress management and resiliency training platform and app
• Digital Cognitive Behavioral Therapy apps
• Webinars, Trainings and Podcasts to learn new coping skills
• And more!

Resources to Manage Financial Challenges
• Financial resources and coaching
• Local community resources for you and your extended family and friends
• And more!

Resources for Parents
• Emergency childcare solutions; babysitter share and emergency centers for essential healthcare workers
• School and learning resources and ideas to help your children cope
• And more!

Access the Website from Anywhere!

FROM WORK:
Go to The Hub>Baystate Healthy> Employee & Family Well-being Resources: COVID-19

FROM HOME OR MOBILE:
2. At the bottom of home page, select For Healthcare Professionals
3. Select Employee Resources
4. Select In This Section
5. Select Baystate Healthy
Resilience and Emotional Support Virtual Group Meetings

A series of live group webinar sessions for work teams and individual team members has been developed to provide added support during these difficult times. The meetings are designed to increase awareness and understanding of the emotional distress that arises during times of crisis and provide techniques to promote resiliency.

Topics include:

- Signs of distress
- Building resiliency
- Emotional Support
- Social Connection
- Self-Care
- Mindfulness

SCHEDULED TO MEET YOUR TEAM’S NEEDS

REGULARLY SCHEDULED WORKSHOPS THROUGH CONTINUING EDU

For Details or to Schedule Support:
Email Giselle.Hernandez@baystatehealth.org

Caring for the Caregiver in a Time of Crisis (CCTC)

Provided by the Department of Psychiatry
Cleaning And Disinfecting Your Home

Everyday Steps and Extra Steps When Someone Is Sick

How to clean and disinfect

⚠ Wear disposable gloves to clean and disinfect.

Clean

- Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces.

High touch surfaces include:
Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Disinfect

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.

- Recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product.
  Many products recommend:
  - Keeping surface wet for a period of time (see product label)
  - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

- Diluted household bleach solutions may also be used if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.
  Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
  Leave solution on the surface for at least 1 minute
  To make a bleach solution, mix:
  - 5 tablespoons (1/3rd cup) bleach per gallon of water
  OR
  - 4 teaspoons bleach per quart of water

- Alcohol solutions with at least 70% alcohol.
Soft surfaces

For soft surfaces such as carpeted floor, rugs, and drapes

- **Clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.
- **Launder items** (if possible) according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.

**OR**

- **Disinfect with an EPA-registered household disinfectant.** These disinfectants meet EPA’s criteria for use against COVID-19.

Electronics

For electronics, such as tablets, touch screens, keyboards, and remote controls.

- Consider putting a wipeable cover on electronics.
- Follow manufacturer’s instruction for cleaning and disinfecting.
  - If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

Laundry

For clothing, towels, linens and other items

- Wear disposable gloves.
- Wash hands with soap and water as soon as you remove the gloves.
- Do not shake dirty laundry.
- Launder items according to the manufacturer’s instructions. Use the

Clean hands often

- Wash your hands often with soap and water for 20 seconds.
  - Always wash immediately after removing gloves and after contact with a sick person.
- **Hand sanitizer:** If soap and water are not readily available and hands are not visibly dirty, use a hand sanitizer that contains at least 60% alcohol. However, if hands are visibly dirty, always wash hands with soap and water.
- **Additional key times to clean hands** include:
  - After blowing one's nose, coughing, or sneezing
  - After using the restroom
  - Before eating or preparing food
  - After contact with animals or pets
  - Before and after providing routine care for another person who needs assistance (e.g. a child)
- Avoid touching your eyes, nose, and mouth with unwashed hands.
When Someone is Sick

Bedroom and Bathroom

Keep separate bedroom and bathroom for sick person (if possible)

- The sick person should stay separated from other people in the home (as much as possible).

- If you have a separate bedroom and bathroom: Reduce cleaning to as-needed (e.g., soiled items and surfaces) to minimize the amount of contact with the sick person.
  - Caregivers can provide personal cleaning supplies to the sick person (if appropriate). Supplies include tissues, paper towels, cleaners, and EPA-registered disinfectants.

- If shared bathroom: Clean and disinfect after each use by the sick person. If this is not possible, the caregiver should wait as long as possible before cleaning and disinfecting.

- See precautions for household members and caregivers for more information.

Food

- Stay separated: The sick person should eat (or be fed) in their room if possible.

- Wash dishes and utensils using gloves and hot water: Handle any non-disposable used food service items with gloves and wash with hot water or in a dishwasher.

  Clean hands after handling used food service items.

Trash

- Dedicated, lined trash can: If possible, dedicate a lined trash can for the sick person. Use gloves when removing garbage bags, and handling and disposing of trash. Wash hands afterwards.