

WELCOME

We will be starting soon

There is no sound until we begin

Please keep your phone and computer on mute
to support a pleasant experience for all

Crisis Response Training

Providing Support for Health Care Staff in Crisis Situations

Topic: Coping with Workplace Grief & Loss during COVID-19

Coping with Workplace Grief & Loss during COVID-19

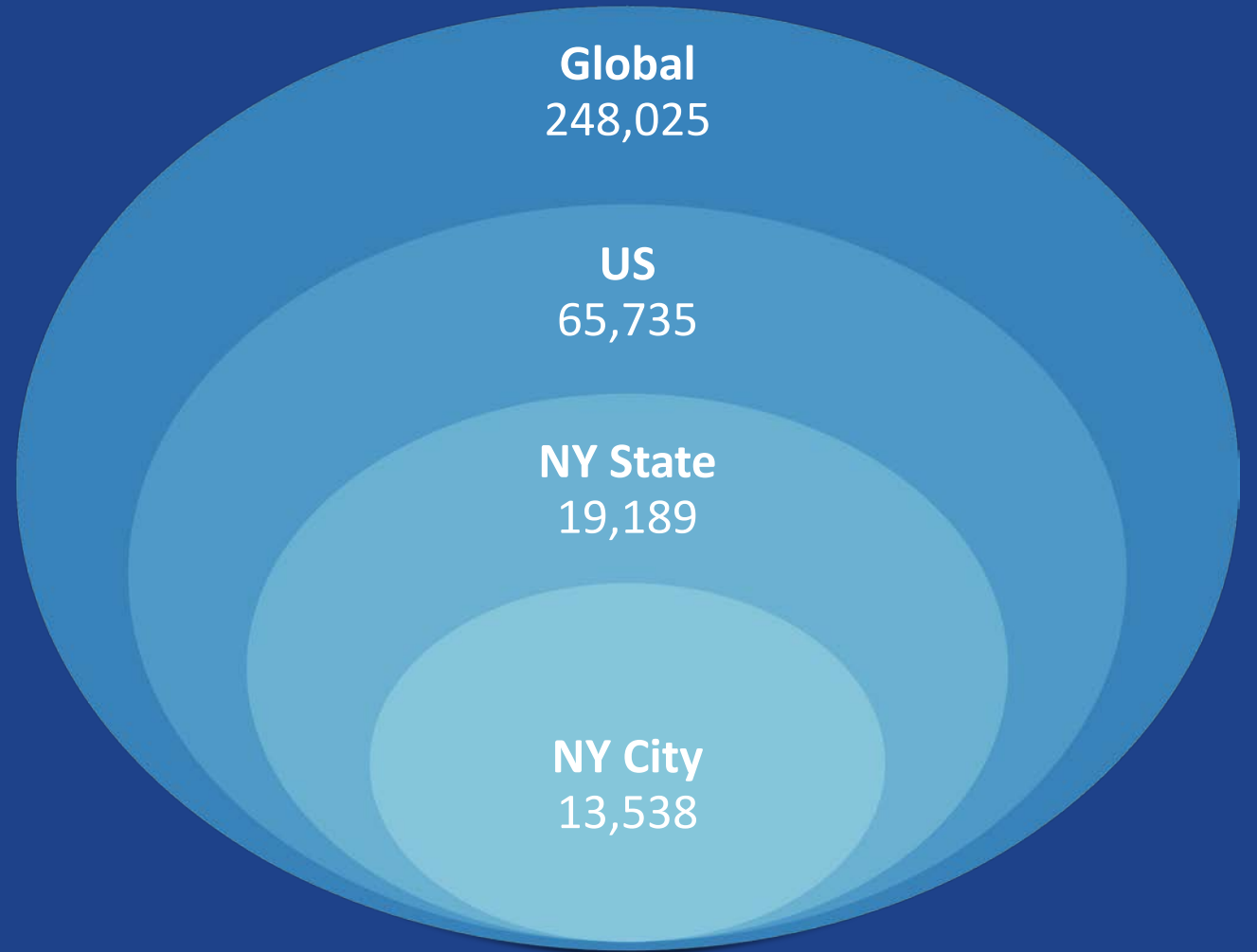
Presented by

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Director of Programming
Adolescent Health Program
Ambulatory Care Operations
divinol@nychhc.org

COVID-19 Deaths
(as of 5/3/20)

A “Novel” Disease

We are experiencing anxiety, isolation, and uncertainty globally due to this new virus



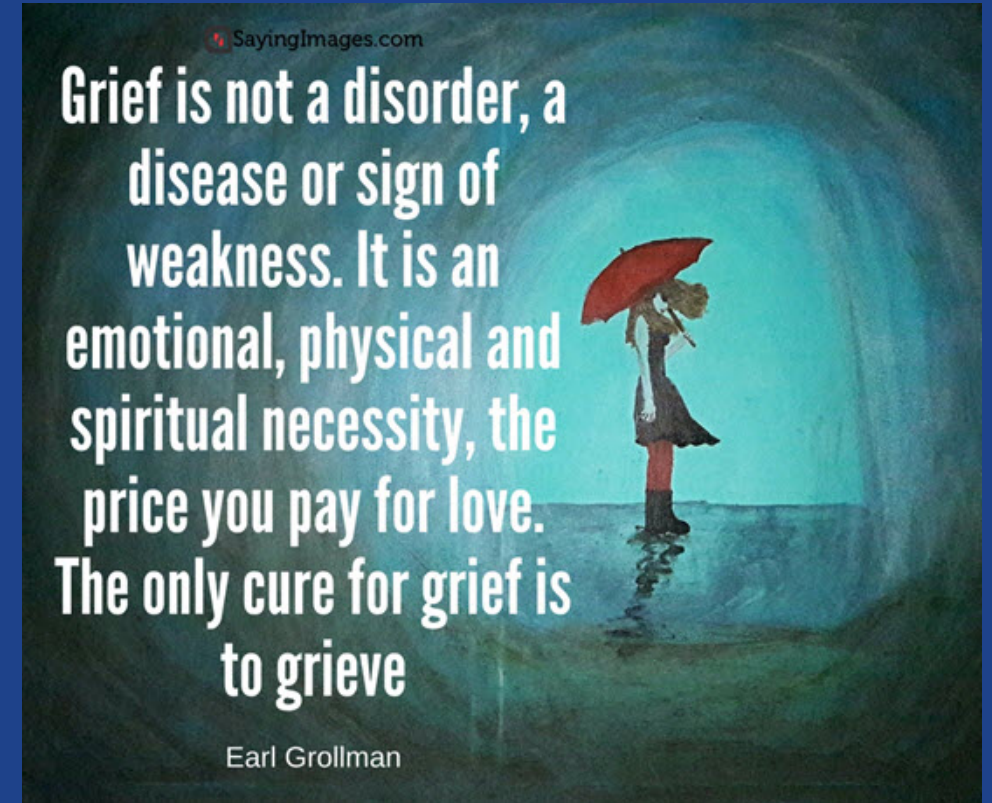
Workplace Grief

- Many of us have lost of a coworker
- This can impact everyone at work
- New challenges with physical distancing
- Coping with grief individually and collectively



Grief

- Natural response to losing someone
- Everyone grieves differently
- No right or wrong way to feel
- Conflicting feelings are normal
- Depends on relationship with deceased



Types of Grief

Anticipatory

Grief before an impending loss or death of someone close to you with a terminal illness.

Uncomplicated

Grief after the loss or death of someone close to you.

Complicated

Grief lasting more than 6 months impairing one's ability to engage in daily activities.

Collective

Grief felt by a group as a result of an event leading to mass casualties.

Common Reactions

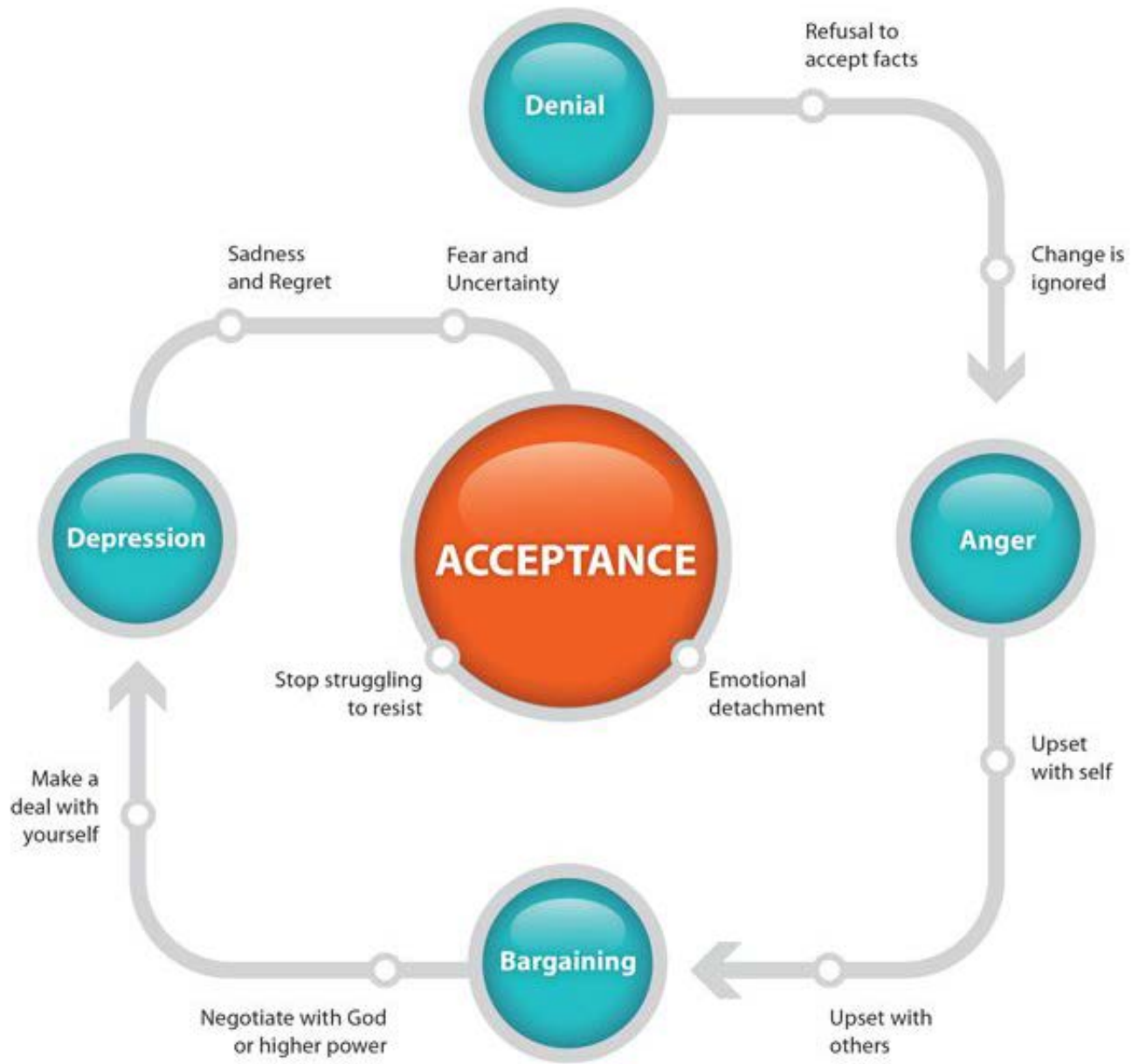
Emotional

- Tearfulness
- Restlessness, inability to concentrate
- Recurring dreams of the loved one or loss
- Mood swings
- Feeling angry/guilty over relationship with loved one(s)
- Anger toward loved one for dying

Physical

- Sleep disturbances (insomnia, hypersomnia, nightmares)
- Fatigue, tension, and irritability
- Loss of appetite or overeating
- Stomach distress

Stages of Grief



Source: Elisabeth Kübler-Ross 'Grief Cycle' and Alan Chapman for Businessballs.com

What NOT to Say

You're going to be fine.

You're still young, so you can still have a great life.

They are in a better place.

Time heals everything.

Everything happens for a reason.



Supporting a Grieving Coworker

Show Empathy

Be attentive to the loss and be present for them

Acknowledge Grief is a Process

Check-in with your coworker regularly

Offer Support

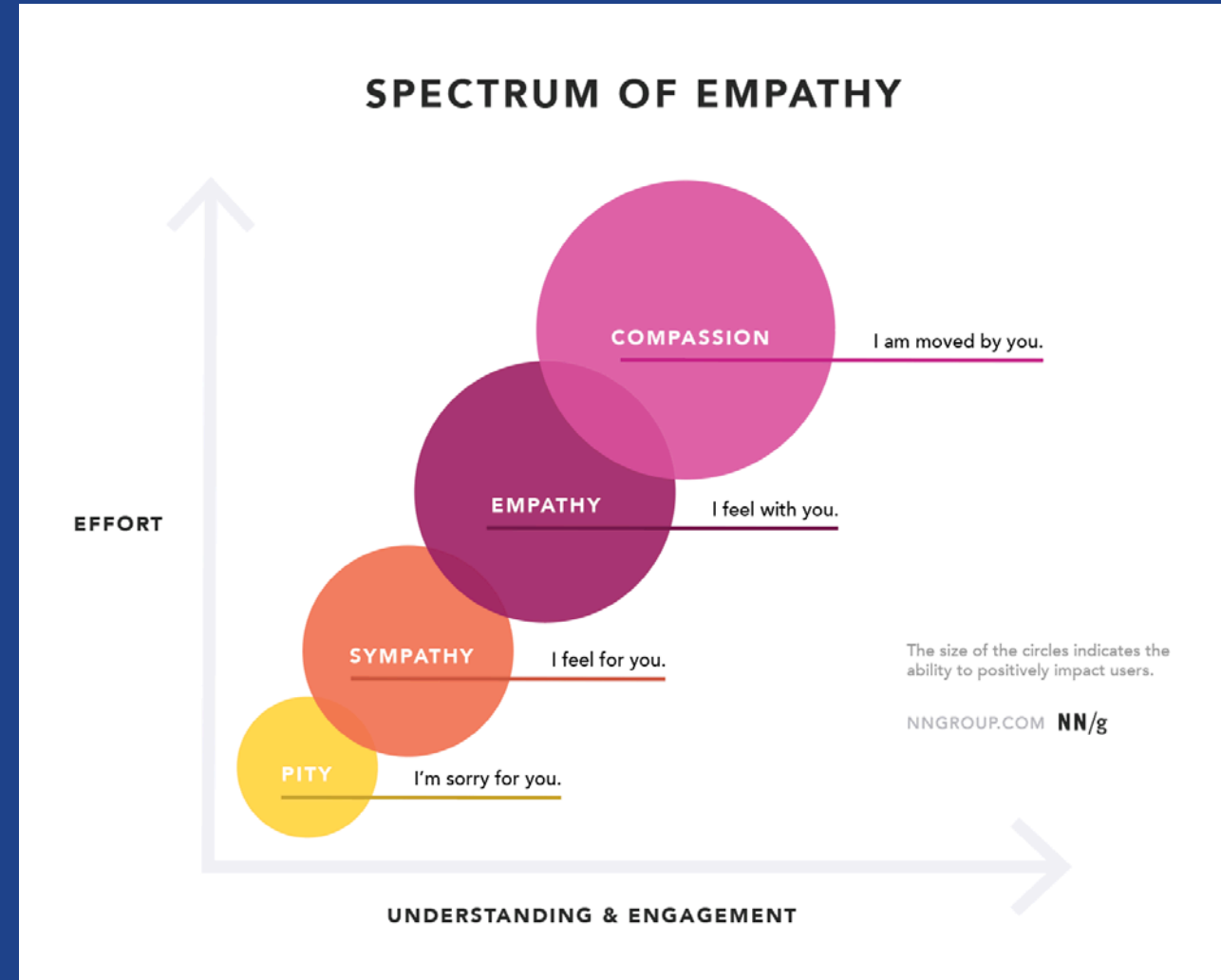
Offer help but do not pressure them to accept help

Take Your Cues from the Griever

Just listen and be ready, if and when they want to talk

Sympathy vs. Empathy

- Sympathy: acknowledges the suffering of others
- Empathy: the ability to fully understand and mirror another person's feelings



What to Say ...

Sorry for your loss.

Is there anything you
or your family need?

I'm thinking of you.

How are you today?



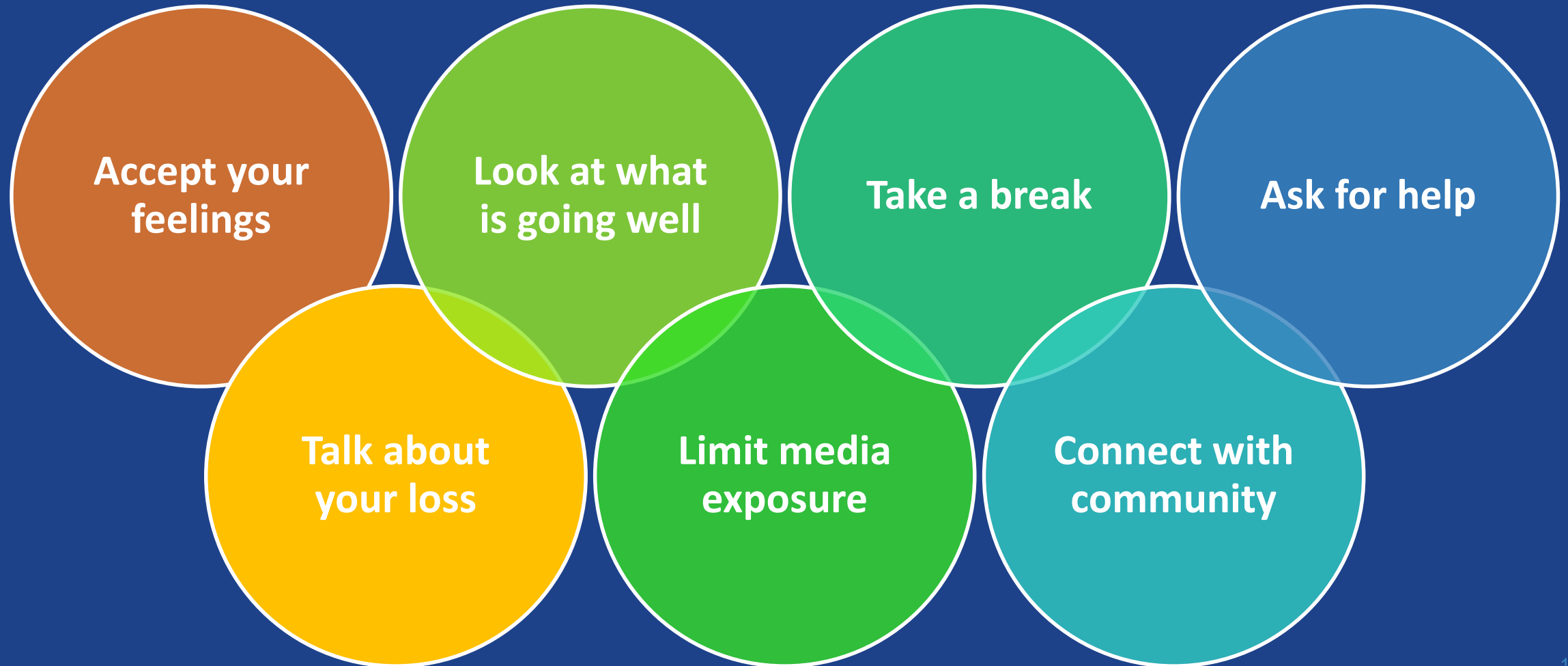
I'm here whenever
your ready.

... and When

- Reading cues behind the mask
 - Eyes
 - Voice (tone, volume)
 - Facial expressions
 - Hand gestures
 - Body posture
- Be genuine



Coping as an Individual



Where to Get Help

If you notice ...

- feelings of grief persist
- mood doesn't improve or worsens
- can't function or perform basic daily tasks
 - Eat, sleep, social, physical

Reach Out For Help.





Honoring a Coworker Together

- Find a structured and safe space
- Schedule time to say good-bye
 - In person, phone, or video
 - A moment of silence
 - “Light” a flameless candle
 - Tell stories, share memories
 - Honor wall – photos, post-it notes



Share the Load

- Designate a point person
- Tap into your coworkers' talents
- Share ideas and resources
- Simple gestures
- Donate to a charity or a cause in honor of the coworker



Reach out to the Coworker's Family

Ask permission to publicize funeral or memorial event information.

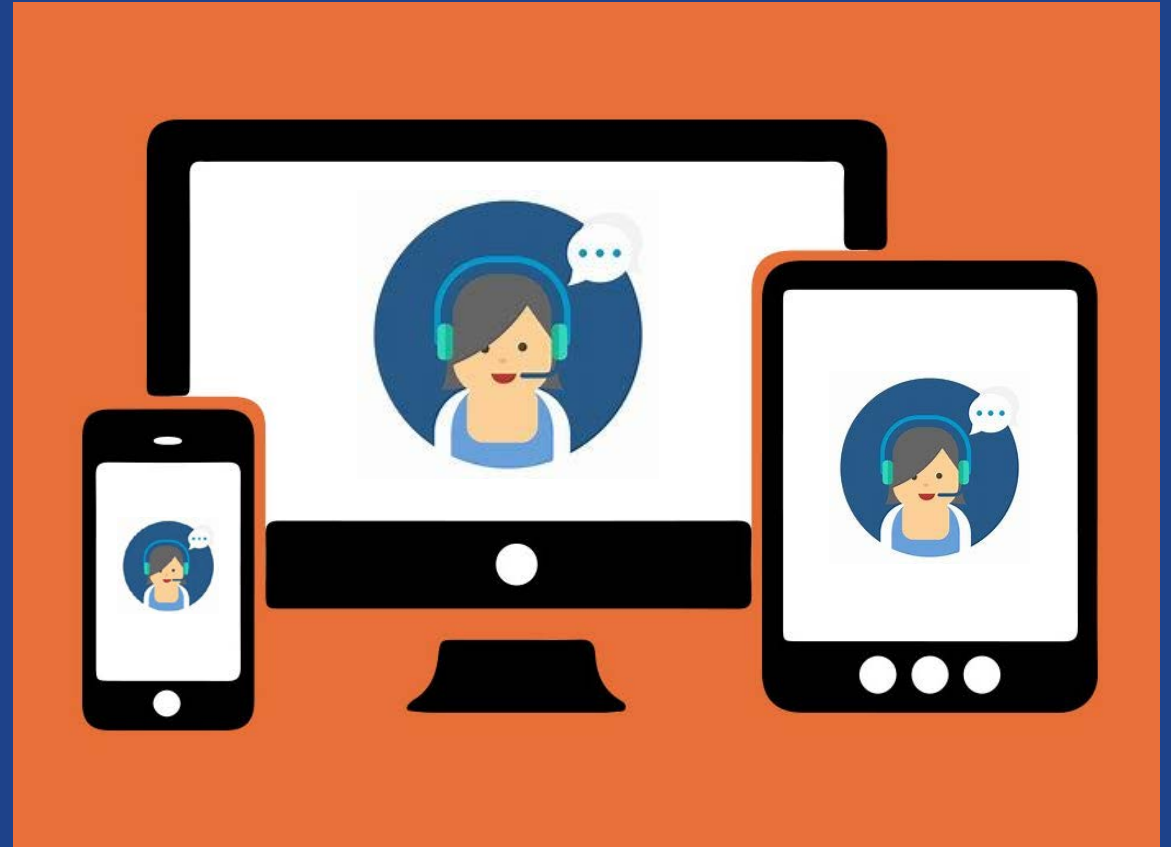
Ask if they need support

- Emotional, concrete resources
- Returning deceased's personal items

Send cards, flowers, messages via funeral home's website



Employee Supports





1:1 Peer Support & Group Debrief


Support for employees impacted by the death of a coworker

Request support through the Insider page

NYC
HEALTH+
HOSPITALS | INSIDER

HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POI

COVID-19
Guidance &
Resources

THANK YOU
HEALTH CARE HEROES 
BECAUSE OF YOUR HARD WORK AND DEDICATION
4,837 COVID-19 PATIENTS
HAVE RETURNED HOME
AS OF APRIL 28, 2020

COVID-19 Guidance and Resources

- Home
- Clinical Guidance
- PPE Guidance
- Employee Resources
- Training Resources
- For Patients & Community
- Emotional Staff Support Resources
- Crisis Response Just-in-Time Training and Schedules
- Frequently Asked Questions
- Ventilator Resources



CLICK HERE TO REQUEST EMOTIONAL OR PSYCHOLOGICAL SUPPORT

CLICK HERE TO ACCESS CRISIS RESPONSE JUST-IN-TIME TRAINING AND TRAINING SCHEDULES

PERSONAL PROTECTIVE EQUIPMENT HOTLINE
FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES.

CLINICAL GUIDANCE

PPE GUIDANCE

EMPLOYEE RESOURCES

TRAINING RESOURCES

FOR PATIENTS & COMMUNITY

FREQUENTLY ASKED QUESTIONS

MESSAGES OF HOPE

VENTILATOR RESOURCES

ANONYMOUS SUPPORT HOTLINE 646-815-4150
FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES.

COVID-19 Guidance and Resources > COVID-19

COVID-19 EMOTIONAL & PSYCHOLOGICAL SYSTEM-WIDE RESPONSE

Facility: *	<input type="text"/>
Date and Time *	<input type="text"/> 12 AM <input type="text"/> 00 <input type="text"/>
What kind of support is requested?: *	<input type="radio"/> Group Debrief <input type="radio"/> 1:1 Peer Support <input type="radio"/> Wellness / Respite / Relief Area <input type="radio"/> Anonymous Counseling
Requestor Name: *	<input type="text"/>
	Please write Anonymous if that is the preference.
Requestor Title:	<input type="text"/>
Requestor Department:	<input type="text"/>
Requestor Phone:	<input type="text"/>
Requestor Email:	<input type="text"/>

Person/Unit Requiring Support

BELLEVUE

Room 12 E 12
Hours: 8a – 12a

Ground Floor,
South Lobby

Location Pending

- Ground floor near ED



H3 Lead
Natalie Kramer

CONEY ISLAND



Main Building
3rd Floor
Room 306A
(Next to
Nursing Office)

H3 Leads
John Jannes
Lynn Hussey

LINCOLN

Conf Rm: 8D-200
Mon–Fri,
9a – 4p

Room 1C4
Mon-Fri, 9a-11p
Sat, 9a-5p



H3 Leads
Paul Moh
Gabriele Thomas

METROPOLITAN

Mental Health Bldg
5-West
Open 24/7

Additional location
is pending



H3 Leads
Leonard Davidman
Linda Takourian

ELMHURST

Room D4-28
Hours: 9a-5p



H3 Leads
Lisa Saraydarian
Suzanne Bentley
Samantha Warner

NORTH CENTRAL BRONX

Tranquility Room
9M-06B



H3 Leads
Yvonne Torres
Kalsang Tshering

HARLEM

MLK 16th Floor
Room 16-112
Hours: 8:30a – 8p



H3 Lead
Tawanna Gilford

QUEENS

Main Bldg. Basement
Thu-Fri, limited hrs

N Bldg., 5th Fl, A540
Hours: Open 24/7

Pavilion Bldg.
Mon-Fri, limited hrs

H3 Leads
Gail Hirsch
Jean Fleischman

JACOBI

Inpatient: Zen Room
Bldg. #6
4D Dayroom
Hours: Open 24/7

Finance Area
Bldg. #4, Room: 1201
Open M-F, during
business hours

Additional room in
ED Area

H3 Lead
Donna Geiss

WOODHULL

Hours for all 5
locations below:
10a-12p, 2p-4p

ED Conf Room
8th Fl Med. Conf. Rm
9th Fl Surg. Conf. Rm
Amb. Care Conf. Rm
5th Fl BH Conf. Rm

H3 Leads
Marlene Dacken
Sharon Neysmith-Crawford

Hours for all 3
locations below:
10:00am – 4:00pm

KINGS COUNTY

C Bldg, Room 5130
R Bldg, Room 2118
C-D links
(Floors 3,4,7)

H3 Leads
Donna Leno-Gordon
Geralda Xavier

**acute care
wellness &
respite rooms**



**rest. relax.
breathe.**

** All rooms and hours
listed are subject to
change*

CARTER

LTACH clinic
1st Floor, Room 1-106
Open 24/7

H3 Lead
Daniel Stone



COLER

2nd Floor Atrium
12:30pm – 3:30pm

H3 Leads
Cheryl Dury
Nelson Cabrera



GOUVERNEUR

Wellness/Meditation
Room
1st Floor Lobby

H3 Lead
Emalyn Bravo



MCKINNEY

Serenity Grove
Room 1B14
Open 24/7

Learning Center
Room 1A36
Open 24/7

H3 Lead
Angela Cooper

SEAVIEW

Basement
Employee Lounge
Open 24/7

H3 Leads
Marisol Arroyo
Jennifer Newburger



** All rooms and hours listed are subject to change*

post acute care
wellness &
respite rooms



rest. relax. breathe.
thank you for all that you do.

COVID-19

SYSTEM-WIDE EMOTIONAL STAFF SUPPORT



646-815-4150

Monday – Friday, 9:00am – 3:00pm

**Hours may be extended upon demand*

ANONYMOUS SUPPORT HOTLINES FOR ALL NYC H+H EMPLOYEES

- Home
- Clinical Guidance
- PPE Guidance
- Employee Resources
- Training Resources
- For Patients & Community
- Emotional Staff Support Resources
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- Messages of Hope



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 **CLINICAL GUIDANCE**

 **PPE GUIDANCE**

 **EMPLOYEE RESOURCES**

 **TRAINING RESOURCES**

 **FOR PATIENTS & COMMUNITY**

 **FREQUENTLY ASKED QUESTIONS**

 **MESSAGES OF HOPE**

 **VENTILATOR RESOURCES**

 **ANONYMOUS SUPPORT HOTLINE 646-815-4150**
FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES.

Counseling Services



NYS COVID-19 Hotline

<https://coronavirus.health.ny.gov/home>

For Mental Health Counseling

Available for All New Yorkers

1-888-364-3065

Hours: 8:00am - 10:00pm, 7 days a week

**Hours may be extended upon demand*



Employee Assistance Program

<https://www1.nyc.gov/site/olr/eap/eaphome.page>

A free anonymous service for All

NYC Health + Hospitals Employees

Make an appointment by phone or email

(212) 306-7660

eap@olr.nyc.gov



<https://nycwell.cityofnewyork.us/en/>

A free anonymous service for NYC residents

Available 24/7/365

Call or Text anytime.

English: 1-888-NYC-WELL (1-888-692-9355), Press 2

Call 711 (Relay Service for Deaf/Hard of Hearing)

Español: 1-888-692-9355, Press 3

Text WELL to 65173



<https://suicidepreventionlifeline.org/>

Confidential. Available 24 hours everyday

For English Call: 1-800-273-8255

For Spanish Call: 1-888-628-9454

For Deaf & Hard of Hearing Call: 1-800-799-4889

UPCOMING JUST-IN-TIME CRISIS RESPONSE TRAININGS

Coping with Workplace Grief & Loss

- Monday, May 4th
- 11:00AM-12:00PM
- Meeting number (access code):
475 599 654
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Emotional Justice: Recognizing Emotional Trauma After Crisis Event

- Tuesday, May 5th
- 11:00AM-12:00PM
- Meeting number (access code):
473 756 488
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Coping with Workplace Grief & Loss

- Wednesday, May 6th
- 1:00PM-2:00PM
- Meeting number (access code):
477 053 935
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Emotional Justice: Recognizing Emotional Trauma After Crisis Event

- Thursday, May 7th
- 1:00PM-2:00PM
- Meeting number (access code):
476 408 879
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Grieving the Loss of Loved Ones

- Tuesday, May 12th
- 11:00AM-12:00PM
- Meeting number (access code):
470 748 610
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Grieving the Loss of Loved Ones

- Thursday, May 14th
- 11:00AM-12:00PM
- Meeting number (access code):
478 028 690
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

UPCOMING JUST-IN-TIME CRISIS RESPONSE TRAININGS

Gratitude in the Midst of Crisis

- Tuesday, May 19th
- 11:00AM-12:00PM
- Meeting number (access code):
475 032 173
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Compassion Fatigue

- Tuesday, May 26th
- 11:00AM-12:00PM
- Meeting number (access code):
477 776 317
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Gratitude in the Midst of Crisis

- Thursday, May 21st
- 1:00PM-2:00PM
- Meeting number (access code):
473 848 802
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)

Compassion Fatigue

- Thursday, May 28th
- 1:00PM-2:00PM
- Meeting number (access code):
474 185 288
- [Join meeting](#) here
- Join by Phone: [1-844-621-3956](tel:1-844-621-3956)



Thank You



Special thanks to:

Laura Collins, LCSW, CCCE

Director of Integrated Mental Health Services in Primary Care,
Gouverneur Health

Justin List, MD, MAR

Chief Quality Officer, Gotham Health

Kathryn Sacks-Colon, LCSW-R

Senior Clinical Supervisor, Mental Health Service Corps,
Primary Care

Emma Schubert, LCSW

Program Manager, Mental Health Service Corps, Primary Care



Grief can be the garden of compassion. If you keep your heart open through everything, your pain can become your greatest ally in your life's search for love and wisdom.

Rumi