Supporting Frontline and Mental Health and Addiction Staff in the Covid-19 Environment

Collated by Janet Peters
Edited by Steve Appleton
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Introduction

This report is a speedy review of how IIMHL countries are supporting staff wellbeing in the COVID-19 environment. The focus is on Government information and national health agencies and mental health/addiction agencies. The aim is to share information quickly across countries.

There are a wide range of resources contained in this briefing, and we hope you will find much of interest and use. To aid you in navigating the variety of information quickly, we have set out below a summary of the top takeaways from those resources, enabling you to see the key themes, and then dive more deeply into those of most relevance to you.

Top Takeaways

Isolation and social distancing can have an effect on individuals' mental health, and can increase incidence and symptoms of depression and anxiety. This short blog from John Hopkins University's Dani Fallon, explores this issue.

https://hub.jhu.edu/2020/04/06/dani-fallin-mental-health-challenges-coronavirus/

Beyond Blue is a well established Australian independent non-profit organisation working to address issues associated with depression, suicide, anxiety disorders and other related mental disorders. Many people will be working from home in this period. This web page offers some useful ideas about managing your mental health while socially isolating.

https://coronavirus.beyondblue.org.au/managing-my-daily-life/coping-with-isolation-and-being-at-home/managing-your-mental-health-while-in-self-isolation-or-quarantine.html

The Canadian Society of Physician Leaders have set out some useful advice about ensuring the wellbeing of practitioners. Using the 5 C's of Resilience framework they share some tangible things we can do to remain well.

https://www.aomrc.org.uk/wp-content/uploads/2020/03/Coronovirus-ensuring-out-own-wellbeing-as-we-care-for-others.pdf

In the UK NHS all of the NHS's 1.4 million staff are being offered free mental health support to help them cope with the impact of tackling Covid-19. NHS staff will be given free access to a programme of more than 1,500 specialists, online therapy and group counselling sessions.

https://www.england.nhs.uk/2020/04/nhs-launches-mental-health-hotline-for-staff-tackling-covid-19/

Mental Health Ireland is a well established and leading provider of mental health promotion in the third sector. This six-page resource pack was co-produced by people with lived experience of mental health challenges, supporters, family members, the Office of Mental Health Engagement & Recovery and Mental Health Ireland.

https://www.mentalhealthireland.ie/wp-content/uploads/2020/04/Connect-Communicate-Reassure-Pack-of-Resources-Low-Res-FINAL.pdf?utm_source=Website+sign+ups&utm_campaign=eac88f4b26-EMAIL_CAMPAIGN_2020_04_09_02_22&utm_medium=email&utm_term=0_a4560 43528-eac88f4b26-557269285

In Scotland, this useful visual resource on stress, coping and resilience has been created in a partnership between the Scottish Quality and Safety Fellowship Programme (SQS Fellowship), a quality improvement and clinical leadership course managed by NHS Education for Scotland with Healthcare Improvement Scotland and NHS Scotland.

https://medium.com/@HazeloneWhite/stress-coping-and-resilience-d01139ac4a8e

In the US, the Centers for Disease Control and Prevention (CDC) have developed advice for Emergency Responders to help them take care of themselves
https://emergency.cdc.gov/coping/responders.asp

In New Zealand, the Ministry of Health has extensive information for all frontline staff

https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-novel-coronavirus-resources-health-professionals#hydro

The Mental Health Foundation provides a series of resources to help individuals and their teams navigate this stressful, difficult time. Here are some simple wellbeing tips for both managers and staff working through the pandemic.
https://www.mentalhealth.org.nz/get-help/covid-19/wellbeing-for-frontline-health-workers/

WHO

Mental health and psychosocial considerations during the COVID-19 outbreak 18 March 2020

This article gives helpful advice for front line staff and managers among others.
https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf

Healthy at home
Working from home advice
https://www.who.int/news-room/campaigns/connecting-the-world-to-combat-coronavirus/healthyathome/healthyathome---mental-health

Johns Hopkins

Managing and understanding mental health concerns during the COVID-19 pandemic

Dani Fallin, chair of the Department of Mental Health at the Johns Hopkins Bloomberg School of Public Health, discusses the psychological and emotional challenges that arise during social distancing
https://hub.jhu.edu/2020/04/06/dani-fallin-mental-health-challenges-coronavirus/

World Economic Forum

Experts explain how to manage mental health during COVID-19

To learn about methods to handles this stress and how to help others, the WEC spoke with leading social innovators who are experts in the field of mental health and healthcare to garner their insights.
https://www.weforum.org/agenda/2020/04/covid-19-mental-health/

In pictures – this is what social distancing looks like around the world

It's estimated that about a third of the world's population is under lockdown in their own homes, and, in many countries, social distancing is being enforced by the police. However, people still need to go out to buy food and medicine. Here's a selection of images showing social distancing in practice across the globe.

https://www.weforum.org/agenda/2020/04/covid-19-in-pictures-this-is-what-social-distancing-looks-like/

IIMHL Countries

Australia

Australian Government Department of Health
Coronavirus (COVID-19) resources for health professionals, including aged care providers, pathology providers and healthcare managers

A collection of resources for health professionals, including aged care providers, pathology providers and healthcare managers, about coronavirus (COVID-19).

https://www.health.gov.au/resources/collections/coronavirus-covid-19-resources-for-health-professionals-including-aged-care-providers-pathology-providers-and-healthcare-managers

Australian Government Department of Health
Coronavirus (COVID-19) at a glance

This infographic provides a quick view of the current coronavirus (COVID-19) situation in Australia. We update it every afternoon based on the data they receive by 3.00pm from states and territories.

https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-at-a-glance-coronavirus-covid-19-at-a-glance-infographic_5.pdf

Australian Government: Head to health
Mental health and COVID-19

Discussions and concerns around the coronavirus outbreak and practising self-isolation can be stressful and impact our mental health and wellbeing. It's natural to feel a range of emotions, such as stress, worry, anxiety, boredom, or low mood. Many people feel distressed by the constant news and overwhelming amount of information about the situation.

Head to Health is committed to providing Australians with trusted information and digital supports to help support everyone's mental health and wellbeing during this pandemic. This page covers where to get the facts about the COVID-19 outbreak, tips for maintaining good mental health, information on how to access mental health services, information for parents, and how to keep older Australians safe and connected by helping them get established online.
https://headtohealth.gov.au/covid-19-support/covid-19

Beyond Blue: Heads Up
Work and your mental health during the coronavirus outbreak

Extensive information
Beyond Blue recognises and understands the feelings of anxiety, distress and concern many people may be experiencing in relation to the coronavirus (COVID-19) and offers the following wellbeing advice. For general information about looking after

yourself during the coronavirus outbreak, visit the dedicated Beyond Blue page, https://coronavirus.beyondblue.org.au/managing-my-daily-life/coping-with-isolation-and-being-at-home/managing-your-mental-health-while-in-self-isolation-or-quarantine.html

Australian Psychological Society
Tips with coping with COVID-19
https://www.psychology.org.au/COVID-19-Australians

Canada

Government of Canada
Mental health and COVID-19 for public servants: Protect your mental health

The Coronavirus disease (COVID-19) outbreak and the necessary public health measures to contain its spread are creating stress for people and communities across Canada, including federal public servants and their families. Under these challenging circumstances, it is perfectly normal if you are feeling angry, anxious, lonely, sad or worried. On this page:

- Mental health and wellness during COVID-19
- Self-care and resilience
- Financial well-being
- Additional resources

https://www.canada.ca/en/government/publicservice/covid-19/protect-mental-health.html

More information for staff:
https://www.canada.ca/en/government/publicservice/covid-19/covid-19-mental-health-work.html

Workplace Wellness: Coping during COVID-19

This page contains resources for staying psychologically well during this time. This includes 24/7 counselling, stress management, self care strategies - from virtual mindfulness and fitness to webinars - and recognition programs for our workforce
http://www.phsa.ca/staff-resources/health-promotion/workplace-wellness-coping-during-covid-19

The Canadian Society of Physician Leaders COVID-19 Bulletin #1
Ensuring Our Own Wellbeing as We Care for Others During the COVID-19 Crisis

As individual physicians, we can practice strategies to increase and maintain our personal resilience. Feeling stress does not mean we are not coping well or not able to do our job. In fact, it is a normal human response, and may be useful in allowing us to function during this difficult time. The important thing is to manage it effectively

so that stress does not become distress. Using the 5 C's of Resilience framework (1), there are tangible things we can do to remain well.

https://www.aomrc.org.uk/wp-content/uploads/2020/03/Coronovirus-ensuring-out-own-wellbeing-as-we-care-for-others.pdf

England

Gov.UK
Coronavirus (COVID-19): guidance
for health professionals and other organisations

A range of information is available e.g:
1. **COVID-19: investigation and initial clinical management of possible cases**

o   6 April 2020
o   Guidance

2. **COVID-19: management of exposed healthcare workers and patients in hospital settings**

o   4 April 2020
o   Guidance

3. **COVID-19: guidance for stepdown of infection control precautions within hospitals and discharging COVID-19 patients from hospital to home settings**

o   9 April 2020

https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance#guidance-for-health-professionals

NHS Staff support

All of the NHS's 1.4 million staff will be offered free mental health support from Friday to help them cope with the "shell shock" of tackling Covid-19.
NHS staff will be given free access to a programme of more than 1,500 specialists, online therapy and group counselling sessions. They will also receive practical and financial assistance as well as specialist bereavement, psychological support and help with sleep problems.

https://www.england.nhs.uk/2020/04/nhs-launches-mental-health-hotline-for-staff-tackling-covid-19/

Academy of Medical Royal Colleges
COVID-19 - Mental health & wellbeing for healthcare professionals

For many doctors and healthcare professionals this may be a time of increased pressure and stress. It is quite normal to experience feelings of distress in the current situation and it is important to recognise that this is not a reflection on your ability to do your job or to cope.

It is important during this time that you take time to prioritise your own mental health and wellbeing, recognising that it is more difficult to provide outstanding care for others when you are not adequately cared for yourself.

They outline 10 top tips and give many other agencies to turn to.

https://www.aomrc.org.uk/covid-19-mentalwellbeing/

Mental Health Foundation UK
Looking after your mental health while working during the Coronavirus outbreak

Our working lives have been changing for a while now – but the emergence of Coronavirus (COVID-19) has led to a massive change, more uncertainty, and new challenges for many of us. This page is about mental health and work during the Coronavirus outbreak.

https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak/while-working

Intensive Care Society: Poster
Advise for Sustaining Staff Wellbeing in Critical Care During and Beyond COVID-19
https://www.ics.ac.uk/ICS/Education/Wellbeing/ICS/Wellbeing.aspx

Kings Health Partners

Six tips on mental health and wellbeing
https://www.kingshealthpartners.org/latest/2802-six-tips-on-mental-health-and-wellbeing

Workforce Wellbeing Covid-19 Response Plan: North Central London (NCL) In Mind

Our health and social care staff across the UK are working in unprecedented conditions. In NCL we are developing a plan to coordinate efforts to safeguard our staff's emotional wellbeing throughout what is anticipated to be a protracted period of extremely challenging working conditions. There are circa 52,000 staff directly employed by the 12 NCL provider trusts alone, which doesn't take account of our colleagues in commissioning, primary care or social care. Taking an offer to scale across the footprint will necessarily have a primary emphasis on the effectiveness of good, coordinated communications and easily disseminated psycho-social education tools focused on improving mental wellbeing.

This outlines a plan for the future.

https://www.iimhl.com/files/docs/20200414a.pdf

Ireland

Mind the Frontline: Website
Who is this website for? Anyone working in healthcare who is concerned about the impact of COVID-19 on their mental health.

Examples:
2nd April 2020: Trauma Response Network Ireland have assembled a voluntary panel of 50 Accredited therapists over the island of Ireland who are offering **FREE** *30 Minute Telephone Support Sessions to healthcare workers* working through the Covid crisis.

31st March 2020*: Who's there to save the hero after she saves the world? Help for the Helper: Self-care strategies for managing burnout and stress by Dr Deirdre Walsh, Counselling Psychologist*

https://www.mindthefrontline.com/

Mental Health Commission
Opinion: Mental health and coronavirus: What lessons can Ireland learn from previous epidemics?

John Farrelly, CEO of the Mental Health Commission

"….And there is more to consider here. First, as with Ebola, frontline staff are likely to lose colleagues or team members and the stress and trauma as a result of that may, in some cases, be even more impactful than losing a relative or friend.

Second, we must also be acutely aware of the mental health of survivors of Covid-19, and those who have lost a loved one to the virus. Research by the WHO has shown that conflict-affected populations have suffered inexorably from mental disorders in the years following trauma. Last year, they published a review of studies across 39 countries which showed that among people who have experienced war or other conflicts in the previous decade, one in five will have depression, anxiety, post-traumatic stress disorder…

Third, and this is critical, we must recognise that people with severe mental disorders can be especially vulnerable during and after emergencies of this nature, and they will continue to require access to basic needs and clinical care.

https://www.thejournal.ie/readme/mental-health-coronavirus-in-the-future-5064733-Apr2020/

Mental Health Ireland

This six-page resource pack was co-produced by people with lived experience of mental health challenges, supporters, family members, the Office of Mental Health Engagement & Recovery and Mental Health Ireland.

https://www.mentalhealthireland.ie/wp-content/uploads/2020/04/Connect-Communicate-Reassure-Pack-of-Resources-Low-Res-FINAL.pdf?utm_source=Website+sign+ups&utm_campaign=eac88f4b26-EMAIL_CAMPAIGN_2020_04_09_02_22&utm_medium=email&utm_term=0_a4560 43528-eac88f4b26-557269285

New Zealand/Aotearoa

Government: Ministry of Health
COVID-19 website Ministry of Health
https://covid19.govt.nz/

Minister of Health, the Honourable David Clark:
COVID-19 mental health support begins for staff   7/4/20

"I am also critically aware of the impact that COVID-19 is having on our frontline health workers. Many of the employers provide mental health support for their staff, and the Government is looking at what additional support is needed for our health workforce," said David Clark.

Further supports are being finalised and will be announced this week. This includes telephone support as well as app and online resources and supports.

Specific information and mental health support campaigns are also being designed for Māori, Pacific, older people, people with chronic health conditions or compromised immunity and new mothers".

https://www.beehive.govt.nz/release/covid-19-mental-health-support-begins

Information and support is available for all frontline staff and mental health/addiction staff

https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-novel-coronavirus-resources-health-professionals#hydro

The Mental Health Foundation

Looking after staff and managers

While Aotearoa is in lockdown, we are thankful for the frontline healthcare workers who continue to work tirelessly to keep our healthcare system ticking over, ensuring no one has to face this crisis alone. On behalf of all New Zealanders, your mahi is appreciated. **Ngā mihi, thank you and your whānau for your manaakitanga, kindness, aroha and bravery during this difficult time.**

Right now, physical health is top of mind as we all take precautions to stop the spread of COVID-19. It's equally important to protect and nurture your

hinengaro/mental and emotional wellbeing, especially when serving others as a frontline healthcare worker.

We're working on a series of resources to help you and your team navigate this stressful, difficult time. Here are some simple wellbeing tips for both managers and staff working through the pandemic.

Mauri Tū, Mauri Ora, kia Mauri Tau   ***Be prepared, be well, be calm***

https://www.mentalhealth.org.nz/get-help/covid-19/wellbeing-for-frontline-health-workers/

Te Pou o te Whakaaro Nui

A national based workforce development for the mental health, addiction and disability sectors in New Zealand.

PPE for community based NGO mental health staff

https://www.tepou.co.nz/resources/Te%20Pou%20PPE%20Guide/943

Working well from home

Many New Zealanders find themselves in the unfamiliar territory of working from home. It can be quite an adjustment at the best of times, let alone in the world in which we currently find ourselves. This resource will help you focus on balance as you adapt to working from home.

https://www.tepou.co.nz/uploads/files/BP-200326-Working-well-from-home.pdf

Te Rau Ora
Purpose: To improve Māori Health through leadership, education, research and evaluation, health workforce development and innovative, systemic transformation. We strengthen Māori health and wellbeing through nationally navigated and locally led solutions.

COVID-19
"Māori led responses were seen accelerating across communities as soon as the level system was introduced and Aotearoa shifted from Level three to Level four. The providers with frontline workforces reorganised services, and they gathered equipment and supplies. We saw workforces in the health sector promote the importance of Flu Vaccinations in their communities and sought for the assurance there would be optimum standards met with infection prevention and control measures and their access to personal protective equipment…..We witnessed checkpoints established in and near health services, in makeshift clinics and drive-through options. We also heard loudly from Iwi Leaders who made it clear about not wanting COVID 19 entering into their rohe, and for the utmost protection of whānau, hapū and iwi.

We are in unprecedented times in Aotearoa and a month into COVID 19 being on our whenua. We wanted to say we are very grateful for ALL the people pulling together in their efforts, energies and compassion for this kaupapa."

https://terauora.com/news/respect-the-rahui/#more-3860

AN INVITATION TO MANAGERS & LEADERS OF MĀORI HEALTH PROVIDERS

Kia ora tatou

We are interested in hearing from you about how you are getting on in response to COVID 19. Please complete the attached Māori Communities and Māori Providers Survey: Poised and Ready. Please complete the Māori Communities and Māori Providers survey here
https://terauora.com/news/an-invitation-to-managers-leaders-of-maori-health-providers/

Werry Workforce Whāraurau

...is a national centre for Infant, Child and Adolescent Mental Health (ICAMH) workforce development.

Infectious disease outbreaks, like the current Coronavirus (COVID-19), can be scary and can affect our mental health. While it is important to stay informed, there are also many things we can do to support and manage our wellbeing during such times.

Below are a number of resources that include some tips we hope will help you, your friends and your family to look after your mental health at a time when there is much discussion of potential threats to our physical health.

► Government websites and helplines

► Resources to support mental health and wellbeing

► Resources to support whānau, families and children

https://werryworkforce.org/news/covid-19-coronavirus-resources-information-workforce-and-whanau

Scotland

Scottish Government
COVID-19 website
https://www.gov.scot/

Protecting our frontline staff

New guidance on personal protective equipment (PPE) has been published for health and social care workers responding to coronavirus (COVID-19) in Scotland.

https://www.gov.scot/news/protecting-our-frontline-staff/

Protecting the social care workforce

We wish to emphasise that all social and home care staff have our utmost thanks and support for the essential work they are carrying out during this pandemic.

https://www.gov.scot/news/protecting-the-social-care-workforce/

NHS Scotland

Staying Safe & Well: A Self Care Guide for Staff looking after patients with Coronavirus

This advice is for any member of Healthcare Staff looking after patients with Coronavirus. It is 7-pages and includes:
- Gratitude for their work
- Resilience
- Normal feelings Mindset & coping
- Self-care

https://www.aomrc.org.uk/wp-content/uploads/2020/03/Staying-safe-and-well-a-self-care-guide-for-HCW.pdf

Medium
Stress, coping & resilience

This is some visual guidance created with friends in the Scottish Quality and Safety Fellowship Programme (SQS Fellowship), a quality improvement and clinical leadership course managed by NHS Education for Scotland in partnership with Healthcare Improvement Scotland and NHS Scotland.

The content and advice comes from Dr Caroline Cochrane, Consultant Clinical Psychologist, Head of Psychology, NHS Borders. The content been sense checked by SQS Fellows across Northern Europe. It uses diagrams to make points, for example:

https://medium.com/@HazeloneWhite/stress-coping-and-resilience-d01139ac4a8e

Sweden

The Guardian
Sweden prepares for possible tighter coronavirus measures as deaths rise

The country, which has taken a soft approach, has death rate higher than Nordic neighbours.

Sweden's government is drawing up new legislation to allow it to take "extraordinary steps" to combat Covid-19, local media have reported, amid concern that its relatively soft approach may be leading to a higher death rate than in other Nordic countries.

Denmark and Norway are among the many countries to have imposed tough lockdowns, closing borders and shutting schools and non-essential stores, and Finland has isolated its main urban area around Helsinki. But Swedes are still able to shop, go to restaurants, get haircuts and send children under 16 to class.

On Sunday Sweden reported a total of 401 deaths so far from Covid-19, up 8% from Saturday and greater than the totals of its three Nordic neighbours combined. Sweden's toll per million inhabitants is 37, compared with 28 in Denmark, 12 in Norway and 4.5 in Finland.

Under legislation to be tabled next week, the Riksdag, Sweden's parliament, will now be consulted before the government takes any new emergency steps such as shutting airports or train and bus stations, closing shops and restaurants, further limiting public gatherings or requisitioning medical equipment, according to SVT.

https://www.theguardian.com/world/2020/apr/05/sweden-prepares-to-tighten-coronavirus-measures-as-death-toll-climbs

Government Offices of Sweden - Central government to assume sick pay responsibility for two months

It is proposed that central government assume the entire cost of all sick pay during April and May. Self-employed persons will also be compensated in that they can receive standardised sick pay for days 1–14.

https://www.government.se/articles/2020/03/economic-measures-in-response-to-covid-19/

The Public Health Agency of Sweden: Covid-19

General information
https://www.folkhalsomyndigheten.se/the-public-health-agency-of-sweden/communicable-disease-control/covid-19/

USA

Substance Abuse and Mental Health Services Administration (SAMHSA) Resources & information

SAMHSA recognizes the challenges posed by the current COVID-19 situation and is providing the following guidance and resources to assist individuals, providers, communities, and states across the country. SAMHSA stands ready to assist in any manner possible.

https://www.samhsa.gov/coronavirus

Psychological First Aid for First Responders
Tips for Emergency and Disaster Response Workers

https://store.samhsa.gov/product/Psychological-First-Aid-for-First-Responders/NMH05-0210?referer=from_search_result

CDC (Centers for Disease Control and Prevention)
For Emergency Responders: Tips for taking care of yourself

Responding to disasters is both rewarding and challenging work. Sources of stress for emergency responders may include witnessing human suffering, risk of personal harm, intense workloads, life-and-death decisions, and separation from family. Stress prevention and management is critical for responders to stay well and to continue to help in the situation. There are important steps responders should take before, during, and after an event. To take care of others, responders must be feeling well and thinking clearly.

https://emergency.cdc.gov/coping/responders.asp
Responding to COVID-19 can take an emotional toll on you, and you may experience secondary traumatic stress. Secondary traumatic stress is stress reactions and symptoms resulting from exposure to another individual's traumatic experiences, rather than from exposure directly to a traumatic event. Learn more tips for taking care of yourself during emergency response.

https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html

The American Psychological Association (APA)
COVID-19 Mental Health Resource Hub

As the world faces unprecedented fear and uncertainty, the mental health community understands that we are stronger together. That's why we've teamed up with the nation's most credible mental health organizations to collaborate on a free resource hub to help people address their mental health needs during the COVID-19 pandemic.

https://psychhub.com/covid-19/

The Latest Information for Practicing Mental Health Providers

Mental health needs as a result from COVID have increased greatly, coupled with providers having to turn sessions online, have created a stressful environment for everyone. Psych Hub along with our partners, have several resources to support you during this difficult time. Resources via these links:

https://psychhub.com/covid-19/covid-mh-providers-resources/
https://psychhub.com/covid-19/covid-mental-health-providers/covid-mh-providers-downloadablepdfs/