

# Resiliency Resources for Healthcare Personnel

## Kaleida Health's Employee Assistance Program

- Administered by Healthcare EAP, Inc.
- Variety of free, confidential counseling and support services available 24/7/365
- Personal and confidential counselors can work with a member on stress management, fitness, nutrition, child or elder care, health and wellness, loss and grief, legal issues and more
- To speak with a certified counselor, call 1-800-252-4555

## Child/Elder Care Resources

- If you need assistance with finding child care or elder care resources or you are dealing with the challenges of being a caregiver, call the EAP toll-free number at 1-800-252-4555 or log on to [www.HealthCareEAP.com](http://www.HealthCareEAP.com)

## Emotional Support Warmline – 859-2010

- Free service available to support staff, providers, residents and fellows across Kaleida Health, Optimum Physician Alliance (OPA), General Physician, PC, and UBMD Physician's Group, as they support our patients, families and colleagues
- Warmline is answered by faculty psychiatrists from UBMD Psychiatry from 8 a.m.-8 p.m. throughout the week.
- Provide confidential, rapid access to mental health professionals to provide support for personal concerns during COVID-19 crisis

## Trauma Therapy

- Licensed trauma therapists, The Western New York Trauma Recovery Network Association, provide free Eye Movement Desensitization and Reprocessing (EMDR) therapy via telehealth to healthcare workers impacted by COVID-19
- Frontline workers who are interested will receive up to 10 free psychotherapy sessions by licensed psychotherapists trained in EMDR.
- To request services, visit <https://wnytrn.com/request-services>
- For additional information, visit <https://www.emdrhap.org/content/trn-chapter/58/>

## Pastoral Care

- Kaleida Health's Pastoral Care team is available to listen, encourage and support staff and providers with their spiritual needs
  - Father Richard Augustyn - Buffalo General Medical Center – (716) 859-2864
  - Dave DiBacco – Millard Fillmore Suburban Hospital – (716) 568-3429
  - Tom Baldwin – Oishei Children's Hospital - (716) 983-2938

## Certified Financial Coaching

- HealthCare EAP's Certified Financial Coaches help employees address budgeting, credit, debt and money management issues as well as the stress, family problems and mental/emotional issues that often accompany financial problems
- Call 1-800-252-4555

## Online Wellness Center

- Available at [www.healthcareEAP.com](http://www.healthcareEAP.com)
- Provides wellness resources, courses, videos, articles and assessments

## Talent Management

- Offers curriculum on “**Reducing Stress and Anxiety – Resilience**”
- Click on “Talent Management” from the “Links” menu on the left-hand side of the KaleidaScope homepage
- Type “Resilience” into the search bar located on the upper-right-hand side of the Talent Management homepage, and hit “enter” on your keyboard
- Click on the link “Reducing Stress and Anxiety – Resilience” (as indicated by the pile of books icon)
- Once accessed, you are free to select from any of the available content within the curriculum.

## Wellness/Stretch Break Videos

- Physical therapy staff from Oishei Children's Hospital recorded Wellness Stretch Break videos for all providers and staff to watch to get moving and alleviate stress
- These 3-minute exercises help healthcare workers stay active and offer a brief mental break from their work
- The videos are posted on the *KaleidaScope* Coronavirus page under General Coronavirus Information -- Mental Health/Self-Care

## Erie County Virtual Learning Support Centers

- Offers supervised support for children to complete remote school work
- <https://www2.erie.gov/socialservices/index.php?q=virtual-learning-support-center-resource-page>

## Child Care Resource Network

- Provides help finding child care
- <https://wnychildren.org/families>

## New York State COVID-19 Emotional Support Helpline

844-863-9314

## Crisis Services (available 24/7)

Erie County: 834-3131

Niagara County: 285-3515

## Crisis Text Line (available 24/7)

Text “HOME” to 741741

## Resources for Domestic Abuse Survivors

### National Domestic Abuse Hotline

Phone: 1-800-799-SAFE (7233)




Website: <https://www.thehotline.org/>

**Services Available:** Advocates are available 24/7. All calls are free and confidential. If you are unable to speak safely, an online chat function is available at [www.thehotline.org](http://www.thehotline.org) or text LOVEIS to 22522.

### Domestic Violence Hotline Response for Erie County

Phone: (716) 862-HELP (4357) or (716) 884-6000 if you're in need of shelter; those who are deaf or hearing-impaired, dial 711.

**Services Available:** Advocates are available 24/7. All calls are free and confidential.

**Haven House****Phone:** (716) 884-6000 **Website:** <http://https://cfsbny.org/our-services/domestic-violence/>**Services Available:** Domestic violence shelter is still fully operational and accepting new clients. All domestic violence counseling and advocacy are available remotely. Groups currently canceled.**Family Justice Center****Phone:** (716) 558-7233 **Website:** [www.fjcsafe.org](http://www.fjcsafe.org)**Services Available:** Closed for in-person services, but advocates are available via phone. Chatbox available via website Monday-Friday 9am-5pm.**Crisis Services****Phone:** (716) 834-3131 (Erie County) or (716) 285-3515 (Niagara County)**Website:** [www.crisisservices.org](http://www.crisisservices.org)**Services Available:** 24/7 hospital response for victims of domestic and sexual violence currently still available but is being offered remotely. Advocacy services are available remotely. Sexual assault therapy available remotely and still accepting new clients.**International Institute of Buffalo****Phone:** (716) 222-3890 **Website:** [www.iibuffalo.org](http://www.iibuffalo.org)**Services Available:** All advocacy services are available remotely. New number provided above to reach out for advocacy services.