

Staff Support Resources

During this season of uncertainty, many of our team members are understandably frightened and experiencing elevated levels of stress. The following resources are available for individual and team support:

Tri-County EMS Critical Incident Stress Management (CISM) Team Resources

Tri-County EMS CISM team is our long-time partner in providing support and education to front-line workers who experience critical incidents, including death of a co-worker, death of a child, and mass casualties. During this unprecedented time, they are available to us in the following ways:

- Individual support: available to any team member; provided by emergency services peers and mental health professionals trained in trauma and critical incident stress.
- Team crisis support: team debriefings following a difficult event.
- Crisis management briefing: leadership support in conveying group information.

To access these resources:

- Contact Tri-County EMS CISM Team Administrator Joanne Lebrun at 795-2880 or 242-6570.
- For 24-hour dispatch, call 777- 6000 (United Ambulance Dispatch) and request to have a team member call you back ASAP.

Online resource

“Stay Healthy EMS” was designed for use by all frontline responders, which includes hospital staff responding to the COVID-19 crisis in any capacity. This resource includes self-care handouts, tips for leaders and links to other helpful sites. Its link is:

<http://www.maine.gov/ems/node/179>

Coming soon:

- A “warm-line” (call-in support line) for real-time support and education, staffed by mental health professionals.

CMMC Chaplain Resources

Our chaplains are available to any team member in need of emotional or spiritual support. In addition to our continued rounding on inpatient units, you can reach us two other ways:

- Email a phone consult or prayer request to [Spiritual_Care@cmhc.org](mailto: Spiritual_Care@cmhc.org) (in global address list as Spiritual Care). This private box can only be accessed by our chaplains, one of whom will respond to you as soon as possible.

- We will maintain an open phone line daily Monday through Friday, for in-the-moment support needs (1130 – 1230). Please feel free to call us at x2291. We can walk with you through a stressful experience, assist you with mindfulness practice or simply be a compassionate listening ear.

The chaplains will also be offering daily reflections on **Remembering What Matters Most**, to be included in the COVID-19 Updates.

Recommended online and free Smartphone app resources include:

- www.spiritualityandpractice.com: an online interfaith resource for inspirational quotes and stories, meditations, art, music playlists, book and film suggestions. **They have a special section on spiritual practices for stress reduction during the coronavirus pandemic.**
- www.mindful.org: offers daily meditations and practices for stress reduction and well-being.
- **Breathe2Relax**: a free Smartphone app with instructions and exercises in diaphragmatic breathing, a documented stress management skill. Includes guided meditation, with music and nature scenes that you select.
- **Happify: for Stress and Worry**: a free Smartphone app with science-based exercises and activities drawn from mindfulness practice, positive psychology and behavioral therapy to increase emotional well-being.

Behavioral Health Resources

For behavioral health support, please contact Annie Derthick, PhD, Director of Behavioral Science at CMMC Family Medical Residence. Dr. Derthick will be happy to provide resources and help team members figure out the next steps for staying well. To request a consult, please send an email to the Spiritual Care private box (Spiritual_Care@cmhc.org, subject line Behavioral Health) All behavioral health requests will be forwarded to Dr. Derthick.