

Keeping it together

These tips about mental health and resilience are for **co-workers - teams - team leaders** working in healthcare during the COVID -19 crisis. They come from the Dutch initiative 'COVID-19 extra handen voor de zorg (COVID-19 extra hands on deck)'

Work your shift together

1

As a group, our collective knowledge and endurance is greater than that of an individual.

- ♦ Today we will take care of people. We will lose people. We will make people well again.
- ♦ We do the best we can and that's all we can do.



Check-in with each other at the beginning of your shift

2

Arrive first, then start.

- ♦ We take time to 'land' before we hit the ground running.
- ♦ Everyone takes turns to speak. Use short sentences.
- ♦ Be quiet for a few seconds between turns.
- ♦ Make eye contact.
- ♦ Each person:
 - my name is ...
 - I am responsible for ...
 - Together with you, I will contribute with all that I can, all that I know and everything I have in me.
 - What I also want to say is ...

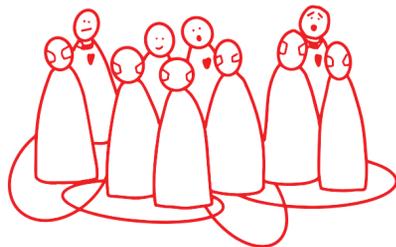


Lead together

3

Clear roles provide safety and give confidence.

- ♦ Everyone is clear about their role.
- ♦ Everyone has a buddy, including the leader.
- ♦ Regardless of your role:
 - indicate what you need
 - indicate anything you don't know or don't dare to do
 - indicate when you reach your limit

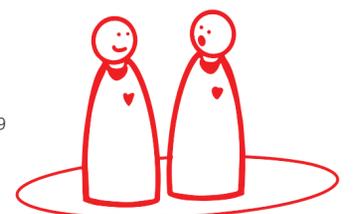


Taking care of each other together

4

In the interest of the bigger picture, our own (mental) health comes first.

- ♦ I take timely toilet breaks. I eat and rest on time. I help my buddy do this too.
- ♦ We are available for each other, with all we can be, all we know
 - ♦ I am familiar with the folder from the World Health Organization "Mental Health and Psychosocial Considerations During COVID-19 Outbreak"



Check out together at the end of a shift

5

Stop first, then take leave.

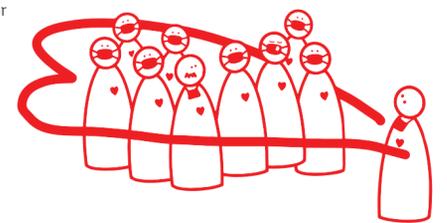
- ♦ Today we took care of people. We lost people. We made people well again.
- ♦ We take the time to pause and think before we leave.
- ♦ For example, imagine cutting the invisible rope that connected you to everyone during this shift.
- ♦ Everyone takes turns to speak. Use short sentences.
- ♦ Take some time to be quiet between turns.
- ♦ Make eye contact.
- ♦ Each person:
 - my name is ...
 - what I want to say about this shift is ...
 - I cut the invisible rope
 - what I will do now to take care of myself...



Be a leader

6

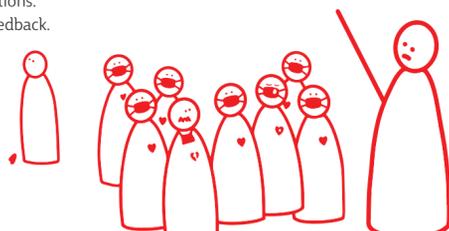
- ♦ Do you observe or feel emotions rising? Allow room for everything.
- ♦ Allow everyone to respond in their own way, no matter what that looks like or sounds like.
- ♦ Summarise and verify what you see and hear.
- ♦ Make eye contact. Speak in short sentences. Leave room for silence.
- ♦ Actively keep in touch by calling, passing by, or sending a WhatsApp.
- ♦ Be clear, indicate what you do not know, and dare to ask for help yourself.



Things to avoid as a leader

7

- ♦ Avoid telling others what they should feel or think.
- ♦ Avoid providing solutions or suggestions that have not been asked for.
- ♦ Avoid forcing someone - even subtly - to talk about emotions.
- ♦ Avoid assuming that everything is fine if you don't get feedback.
- ♦ Avoid presuming you should know everything and always be strong.



Unpredictability as reality

8

In times of crisis, adaptation and development are necessary.

- ♦ Yesterday we did the best we could do based on what we knew yesterday.
- ♦ Today we take the best approach based on what we know best today.
- ♦ Tomorrow we will know what is best for tomorrow.
- ♦ In every crisis, we learn new things about ourselves and each other.
 - What have you learned today?
 - What does that mean for tomorrow?
 - What are you thankful for?

