

Our health care and residential aged care employees are at the forefront of protecting older and vulnerable people from COVID-19. We understand this may be a stressful and overwhelming time for staff of essential services as they attend work as normal.

**D'Accord OAS wishes to extend our support during this time and encourage employees to access our services if you are feeling overloaded.**

## Looking After Yourself

Healthcare workers may understandably feel additional stress and pressure during the COVID-19 outbreak. We would like to highlight that this is a normal response to an exceptional situation.

There are a few ways in which you can support your physical and mental wellbeing:

- Maintain a healthy routine- eating nutritious foods and engaging in physical exercise
- Getting sufficient rest between shifts and taking regular breaks while at work
- Continue to keep in regular contact with colleagues, family and friends via phone/video chat
- Understand that you can access mental health support through D'Accord OAS via your workplace EAP

***If you are finding that your wellbeing and everyday functioning is being disrupted by anxiety and thoughts of COVID-19 please consider seeking support from a mental health professional.***

## Staying in Touch

Maintaining our routines and keeping in touch with family and friends is fundamental to mental health and wellbeing. While we are currently limited to being in physical proximity to loved ones, it can be helpful to connect with family and friends via phone or online.

## Family & Friends

Make regular contact to check-in with family members. If you are concerned for the wellbeing of a family member consider discussing with HR whether the EAP program extends to them.

If you are concerned for an older or vulnerable family member discuss and make a plan on the best way to support them. This may include managing home visits to minimise risk of infection, putting hygiene practices in place or placing supermarket delivery orders.

## Children

Be honest with children and provide up to date information regarding the situation. Explain what is happening and present clear information about how to reduce their risk of being infected. Children can react to stress in a range of ways such as being more clingy, anxious, withdrawing, angry or agitated.

It is important to maintain regular routines and normal daily life as much as possible. Listen to children, reassure them supportively and give extra love and attention during times of stress.

## Colleagues

Be sure to check in on colleagues regularly. Stay active on messenger, using platforms such as Slack or MS Teams. It is important to increase the utilisation of video chat. Being able to see the faces of co-workers will give the feeling that everyone is still connected.

Even if you don't have a specific question to ask, still catch up regularly just as you would in the workplace. We recommend daily team meetings, being sure to check-in on one another and discuss non work-related topics as well.

## Neighbours

While respecting social distance, consider introducing yourself to your neighbours. Check in with them, enquire if they need extra support and perhaps swap numbers to keep in contact over coming weeks.

## **Counselling & Psychological Services –** **Available via phone, video chat or face to face**

Our standard EAP counselling services are available to employees 24/7. Our team of registered mental health clinicians are able to provide sessions via phone or video chat.

## **Manager Assist**

The Manager Assist service is designed to provide support and tools to managers, supervisors and team leaders dealing with challenges and transitions at work. This is a confidential space to discuss workplace concerns and develop solutions.

- Staff management issues
- Concern for wellbeing and mental health of employees
- Managing and supporting staff
- Resilience and self-care
- Interpersonal conflict
- Performance management
- Team culture/dynamics
- Managing difficult personalities
- Improve communication and management skills

***Access to D'Accord OAS counselling services is completely confidential. Get in contact with our friendly intake team to schedule an appointment.***

## **Training**

D'Accord OAS continues to develop and provide company specific training via video conferencing for staff working remotely. In addition to our existing training programs, we can provide support and upskilling to staff experiencing challenges caused by COVID-19. This can include support surrounding health and financial anxiety, coping with changes in the workplace and coping with isolation and working remotely.

### ***COVID-19, Resilience & Self-care Webinar***

This online session is aimed at providing management and employees the opportunity to discuss challenges surrounding COVID-19, find solutions and build resilience.

Content will be tailored for target audience, e.g. Managers/Executives, HR/Work Health & Safety staff and general employees. All adaptable for specific industries, company, geographic region and staff numbers.



***If you are worried you may have come into contact with COVID-19 please call the Coronavirus Hotline on 1800 675 398 - open 24 hours, 7 days a week.***

## **Financial Counselling**

As the spread of COVID-19 affects the global economy, many people face losing their financial stability.

If you are experiencing financial hardship, please get in contact to be connected with one of our qualified financial counsellors.

For information and services provided by the Australian government please visit:

<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19>

**To arrange an appointment today please call us on**

**1300 130 130**

**E: [enquiries@daccordoas.com](mailto:enquiries@daccordoas.com)**

**W: [www.daccordoas.com](http://www.daccordoas.com)**