

INTERVENTION SCRIPT FOR MANAGERS **FOR STAFF WITH COVID-RELATED CONCERNS**

TOP FIVE CONCERNS:

1. I'm worried that I or my family will get sick
2. I feel isolated
3. I'm not sure how to balance competing demands at work and at home during this time
4. I am stressed, anxious and/or can't sleep
5. I need help with strategies to take care of myself

SUGGESTED SCRIPT:

"Thank you for coming to me. This is certainly a very stressful time, and I appreciate all that you are doing. It makes perfect sense that you are experiencing these thoughts and feelings, and you have to give yourself permission to let them happen. First, and most important, I want to check that you are feeling safe?"

Safety concern:

If there is a concern for the personal safety of the individual, refer to the Crisis Response Center (215-829-5433) for acute safety crisis. Involve HR, security, and/or call 911, as issues arise.

Safety concerns can be manifest in many ways. Some common "Red Flag" safety concerns are:

- More withdrawn than usual
- More interpersonal conflict at work
- Difficulty completing usual tasks at work
- Language indicating hopelessness or a wish to harm self or others
- Not looking forward to anything in the future
- Evidence of substance use
- Poor self-care

Please refer to the table below for a more comprehensive list of "Red Flags."

No safety concern:

SUGGESTED SCRIPTS:

"The COVID Workforce Wellness Committee has developed a number of offerings to help out. Would you like to review them with me?" (click on: [workflow](#) for reference)

Options to be reviewed include:

1. Web-based content
2. Blogs
3. Facilitated discussions
4. Mindfulness training
5. Coach
6. EAP or behavioral health provider

If the individual does not respond positively to any of the stepped offerings, follow with:

"Is there something else that you think would help? Reinforce that EAP is also an option. Check in again for feelings of safety (I just want to check again that you feel safe?)"

“RED FLAGS” FOR POTENTIAL MENTAL HEALTH CONCERNS

BEHAVIORAL	EMOTIONAL	PHYSICAL	COGNITIVE
Maladaptive coping	Acute stress reactions	Sleep difficulties	Difficulty concentrating and/or completing usual tasks
Self-injurious behaviors	Sadness, tearfulness	Headaches, stomach aches	Difficulty remembering
High risk or violent behavior	Irritability, anger, interpersonal conflicts	Difficulty eating	Difficulty making decisions
Social withdrawal	Fearfulness, extreme anxiety	Fatigue, exhaustion	Preoccupation with death or destruction, lack of future-orientation
Regressive behavior, including poor self-care	Despair, hopelessness, suicidality	Severe agitation	Intrusive thoughts or images
Disorientation	Feelings of guilt or shame	Moving more slowly, difficulty moving	Distressing dreams or nightmares
Evidence of intoxication	Feeling emotionally numb or disconnected	Worsening of health conditions	Apparent inability to cope with crisis