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- More withdrawn than usual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

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