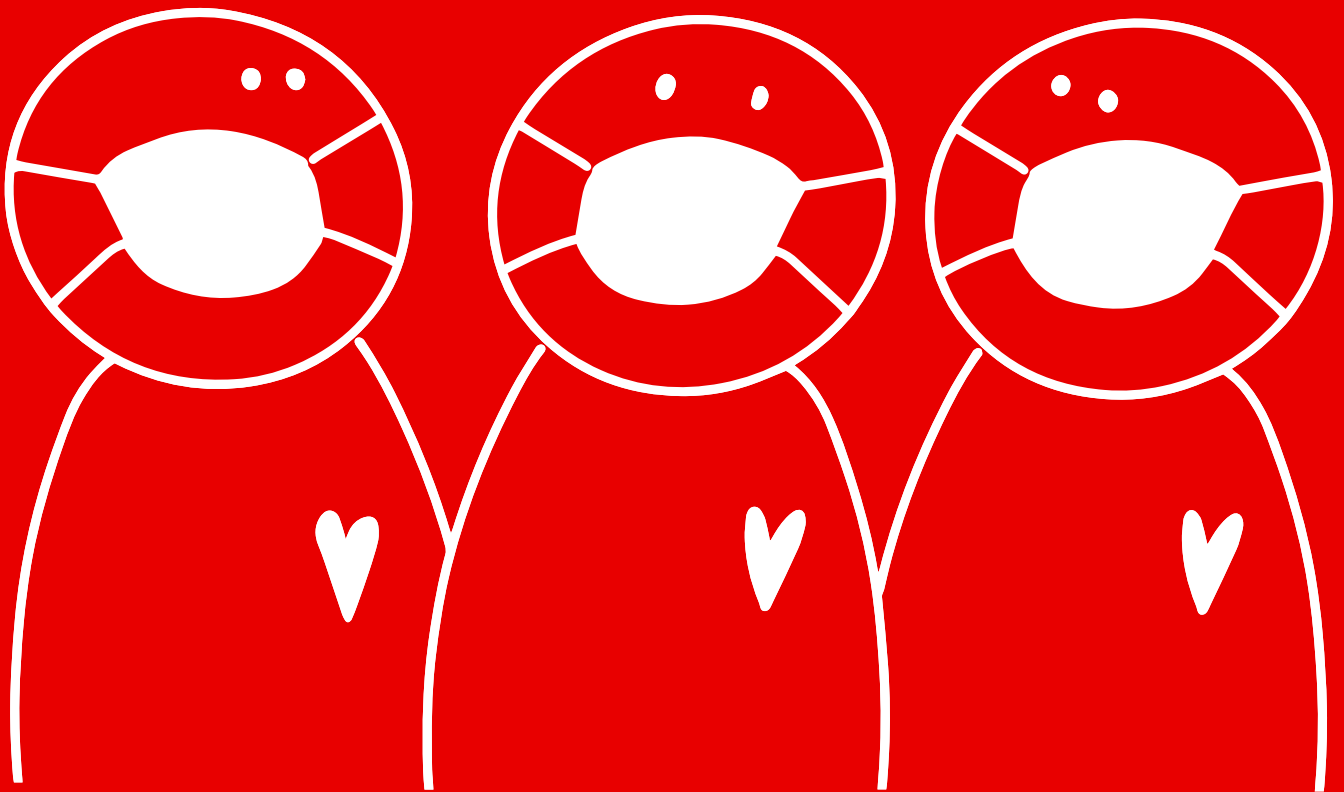




# Keeping it together



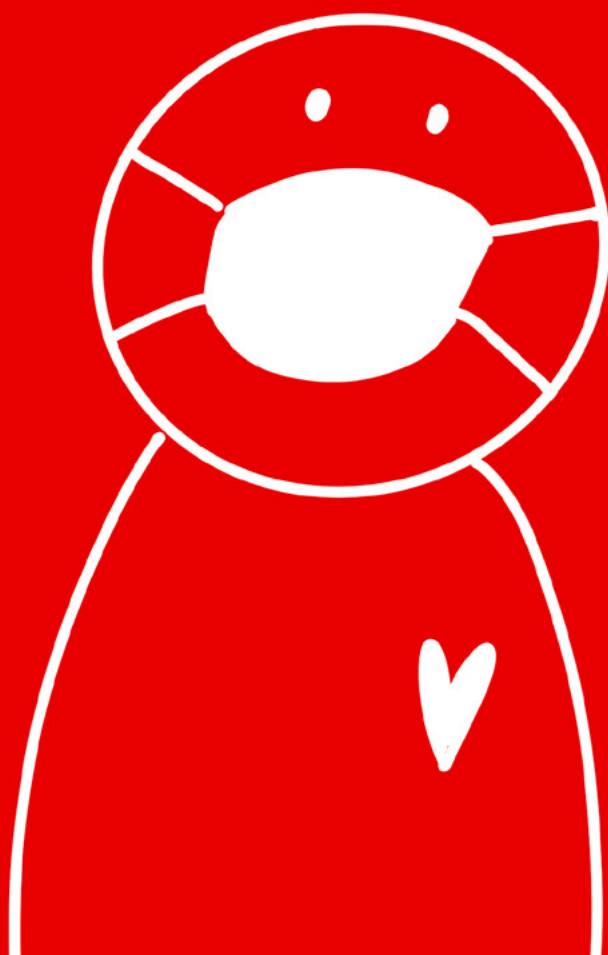


These tips about mental health and resilience are for

**co-workers  
teams  
team leaders**

working in healthcare during the COVID -19 crisis

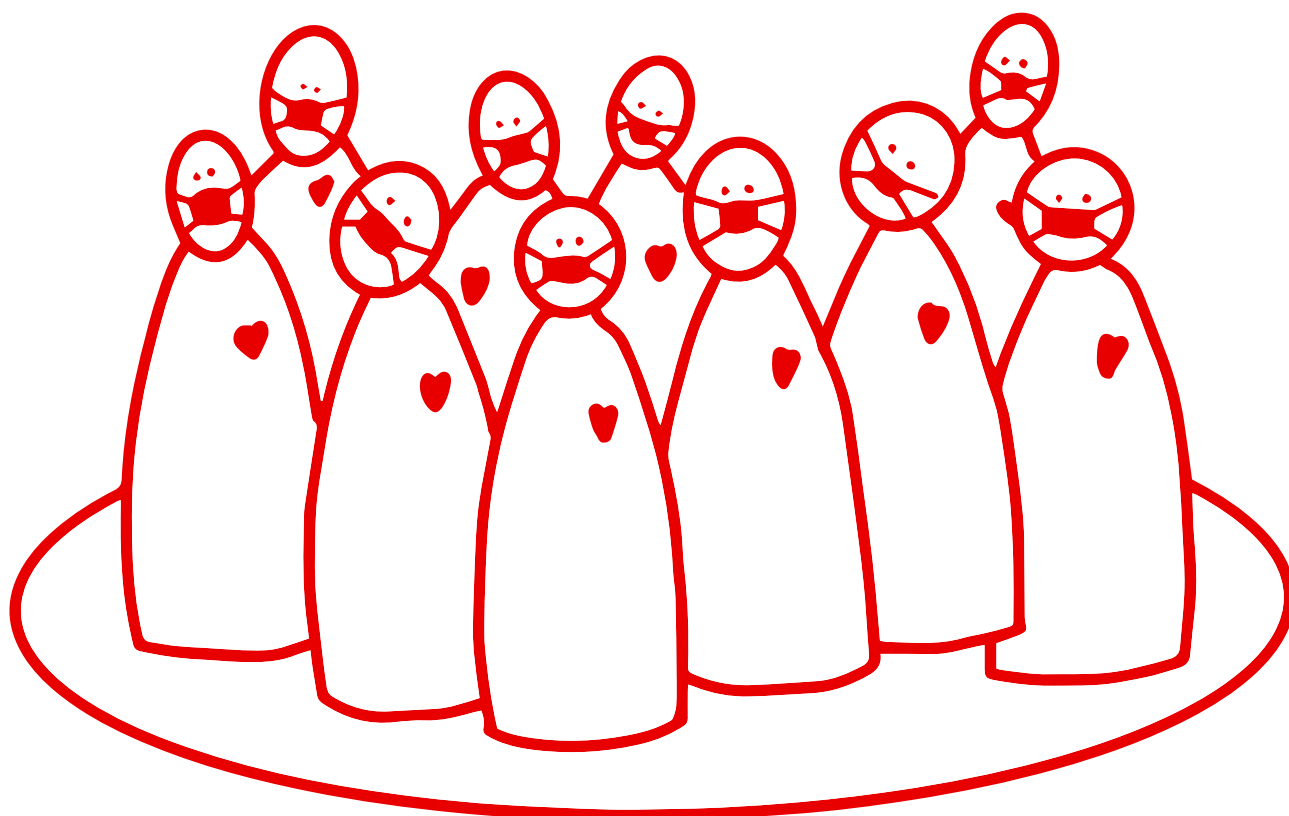
They come from the Dutch initiative 'COVID-19 extra handen voor de zorg (COVID-19 extra hands on deck)'



# Work your shift together

As a group, your collective knowledge and endurance are 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

## Arrive first, then start.

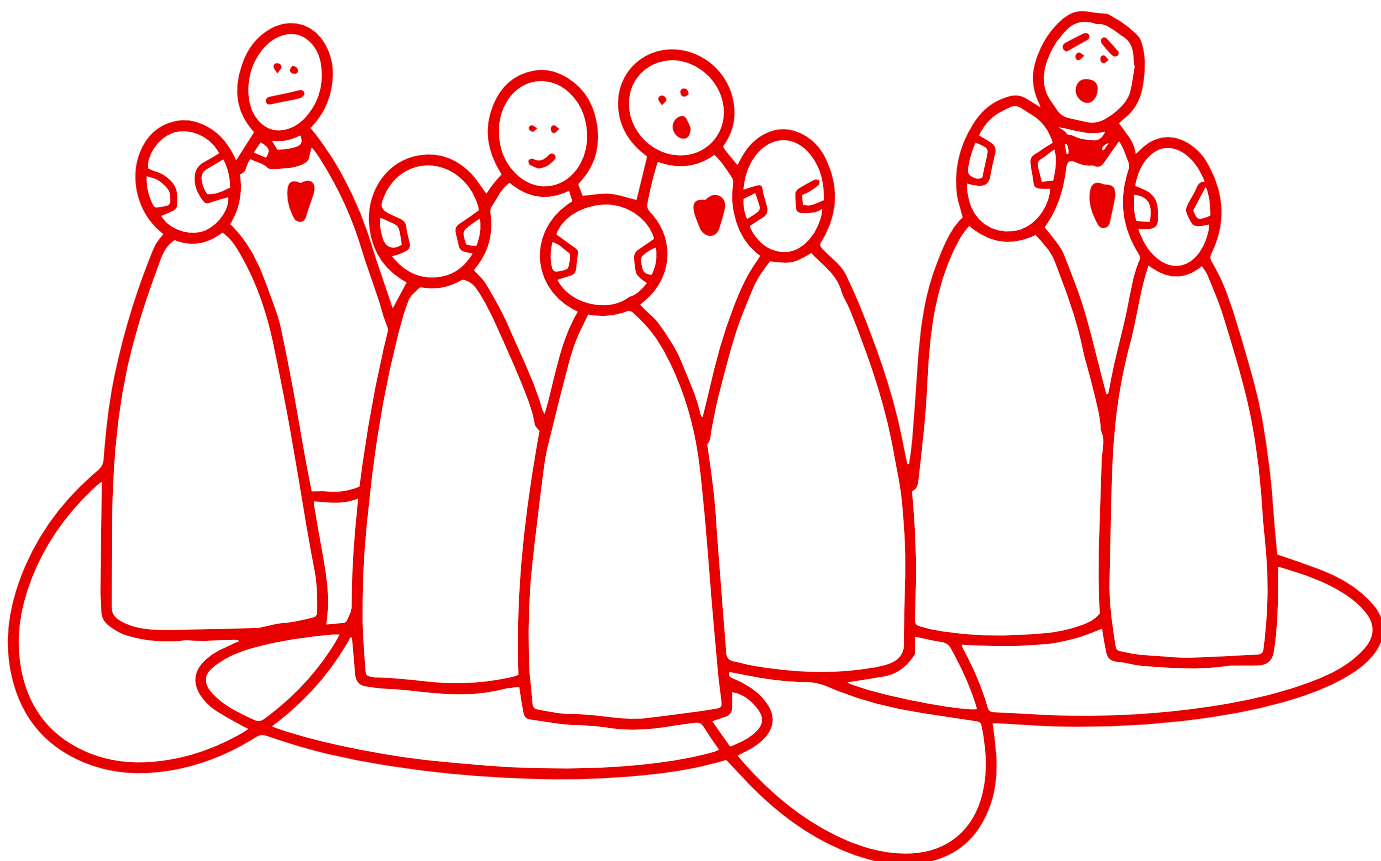
- + We take the time to 'land' before we hit the ground running.
- + Everyone takes turns to speak. Use short sentences.
- + Be quiet for a few seconds between turns.
- + Make eye contact.
- + Each person:
  - my name is ...
  - I am responsible for ...
  - Together with you, I will contribute with all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



# Lead together

Clear roles provide safety and give confidence.

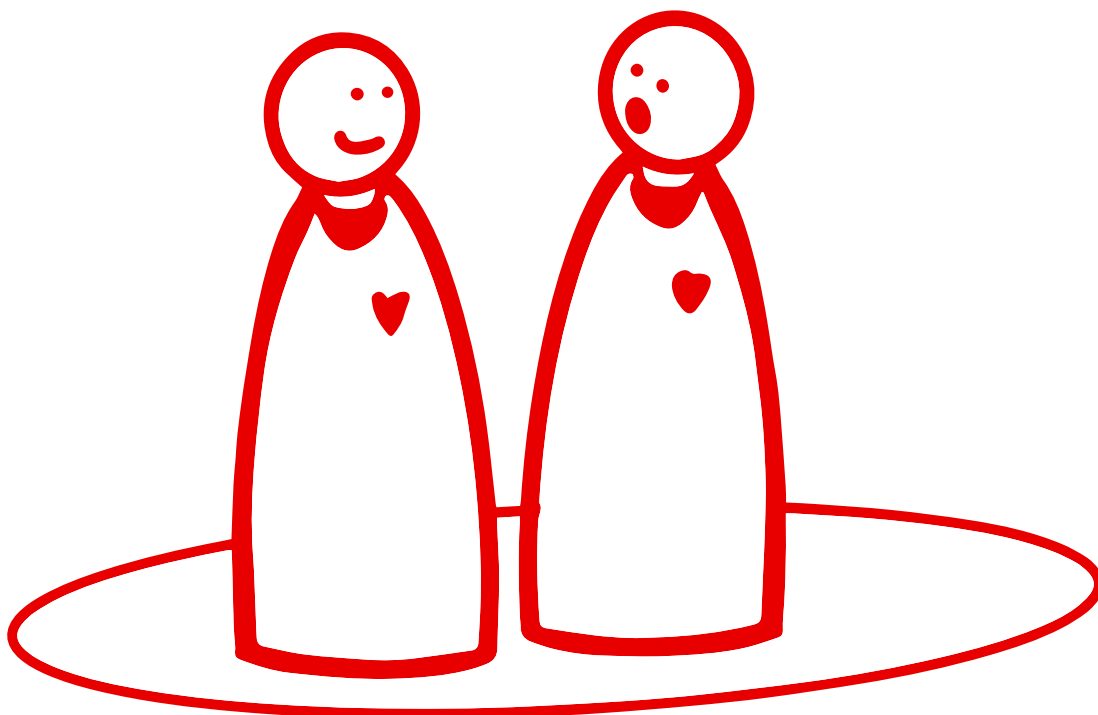
- + Everyone is clear about their role.
- + Everyone has a buddy, including the leader.
- + Regardless of your role:
  - indicate what you need
  - indicate anything you don't know or don't dare to do
  - indicate when you reach your limit



# Taking care of each other together

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

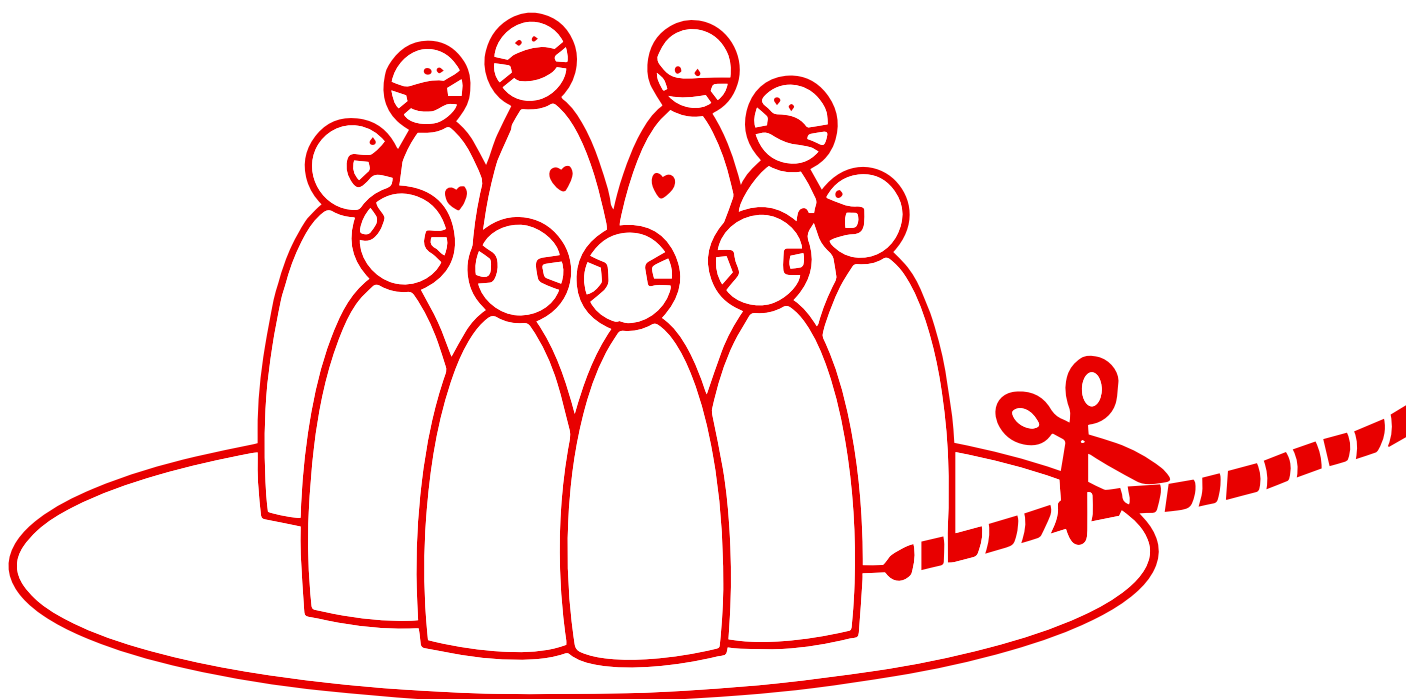
- + I take timely toilet breaks. I eat and rest on time. I help my buddy do this too.
- + We are available for each other, with all we can be, all we know and all we can do.
- + I am familiar with the folder from the World Health Organization “Mental Health and Psychosocial Considerations During COVID-19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



# Check out together at the end of a shift

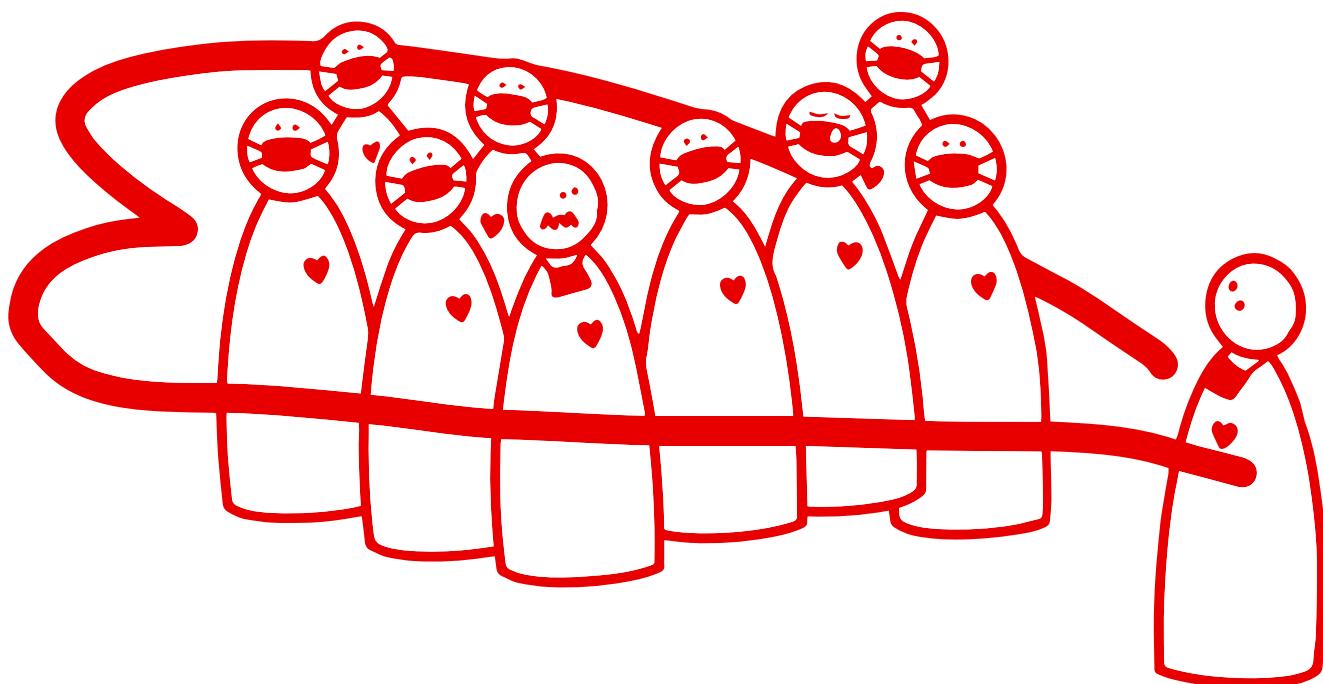
## Stop first, then take leave.

- + 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

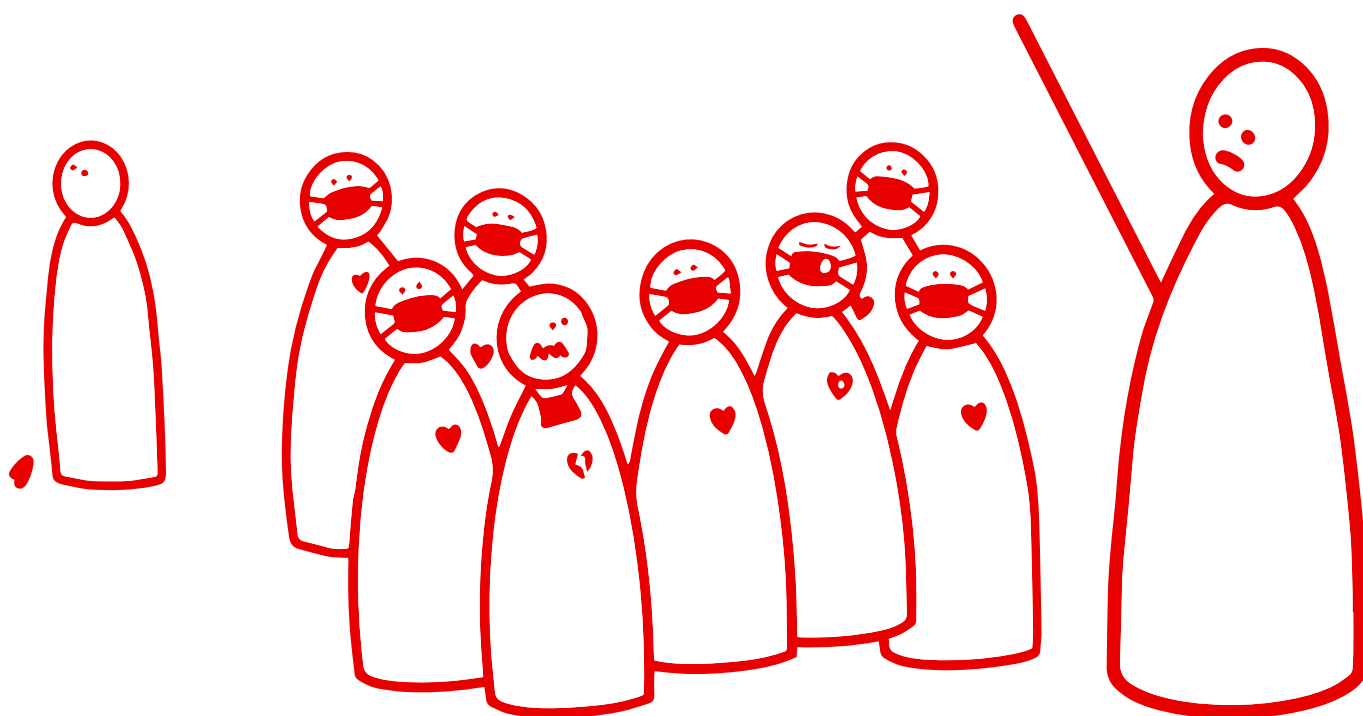
- + Do you observe or feel emotions rising? Allow room for everything.
- + Allow everyone to respond in their own way, no matter what that looks like or sounds like.
- + Summarise and verify what you see and hear.
- + Make eye contact. Speak in short sentences. Leave room for silence.
- + Actively keep 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

- + 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

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?

