**Trauma-Informed Organizational Coping in Response to COVID-19 Pandemic**

**Physical and Psychological Safety**

* Secure PPE and other resources to promote physical safety
* HR policies re: job reassignment, leave of absence, time off, return to work, remote work, hazard pay
* Subsidized hotel accommodations for 1) COVID+ healthcare workers who cannnot self-isolate at home, or 2) healthcare workers caring for COVID-19 patients who are concerned re: being vectors of transmission to family
* Establish on-site food pantry for staff
* Mandate COVID-19 vaccines
* Job aids and videos in multiple languages concerning infection prevention and safety protocols
* Leadership support: rounding with leaders at all levels to 1) facilitate reflection on leader well-being and needs, 2) discuss Psychological First Aid and provide education re: trauma, 3) provide education re: resources available, 4) identify vulnerable caregiver to connect with peer support, 5) identify team-level interventions to increase cohesion, celebrate successes, acknowledge quality work and teamwork, and reduce risk of psychological harm

**Trustworthiness and Transparency**

* Establish a communications committee and consider inviting a psychologist with expertise in trauma and wellbeing to review communications
* Create a COVID-19 dashboard
* System-wide weekly meeting for leaders
* Weekly email communication to all staff with updates
* Talking points for team leaders re: important updates, protocols, & procedures
* Townhalls to address staff questions, concerns, and needs
* Clear and transparent communication about the health system's financial status

**Peer Support**

* If organization already has peer support program: 1) assess peer supporter bandwidth, 2) educate peer supporters re: collective trauma, 3) consider temporary program expansion through strategic partnerships (e.g., Behavioral Health, Pastoral Services)
* Identify and train volunteers re: Psychological First Aid, Then, create a schedule for volunteers to round throughout the organization
* Establish a Resource Liaison Line for staff to staff to connect with Behavioral Health Clinicians for immediate support and access to community behavioral health referrals
* Consider virtual 12-step support groups for staff
* Proactively host a private space for team members to gather, share, discuss or receive Psychological First Aid
* Proactively reach out to staff via rounding by peers trained in Psychological First Aid (e.g., rounding with a "Wellbeing Wagon" stocked with snacks or personal supplies and engaging staff in discussing wellbeing)

**Collaboration and Mutuality**

* Identify healthcare worker needs and concerns during huddles/team meetings and escalate as needed
* Hire float staff, travel nurses, or locum tenens to assist with the stress of staffing, time to grieve or reset
* Collaborate with community partners or businesses to secure donations, words of encouragement, thank you cards, artwork, etc.

**Empowerment, Voice, and Choice**

* Create wellbeing-focused website for staff to access resources
* Compile and disseminate lists of community resources (e.g., community mental health providers who accept your insurance, have openings, and have expertise in treating healthcare workers, food/housing resources, free exercise classes, childcare)
* Procure and distribute personal safety items that may be difficult to find for home use
* Offer flexible schedules/shifts/hours for a period of time
* Offer staff the option to apply for temporary job reassignment
* Wellbeing presentations to empower staff by providing information concerning wellbeing, trauma, coping, stress management, and resources
* Create end of shift check in with recommendations on hot to pause, reflect, and take a pulse on staff and colleagues are doing (can be posted on timecard machines, units, screensavers)
* Celebrate successes in groups or system-wide

**Historical, Cultural, and Gender Issues**

* Collaborate with Inclusion & Diversity or DEI Taskforce
* Facilitate and promote employee resource groups
* Explore safe spaces for marginalized groups

***Example courtesy of ChristianaCare.***

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