

Resources for Montefiore-Einstein Associates During Covid-19

January, 2022



During these challenging times, Montefiore understands associates may have an increased need for mental health and wellbeing resources. Below, and through the QR code on right, please find the free resources available. For a full listing of other resources related to physical wellbeing, financial wellbeing, and childcare resources, visit <https://www.mymontebenefits.com/to-your-health>.

Counseling & Behavioral Health Resources:

✓ Department of Psychiatry Services

- **Counseling and Medication Management:** During the current surge in 2022, services are available with no out of pocket costs to all associates seeking care due to COVID related stress. After the surge, psychiatry department services are available as usual to associates with Montefiore Empire BCBS and 1199 insurance and their covered family members.
 - Call 718-920-4814 or email MEPA@montefiore.org with your name, date of birth, contact phone number, type of insurance, insurance ID number, reason for visit (including if your needs are specific to stress due to the COVID pandemic), and type of service requested (counseling and/or medication management).

✓ To Your Health! Associate Wellness Psychologist Consultations

- All associates have access to the Associate Wellness Wellbeing Manager, a licensed psychologist, for short-term consultations and referrals. Email Dr. Brenda Boatswain at bboatswa@montefiore.org; all appointments are confidential.

✓ Employee Assistance Programs (EAPs)

- **Non-1199 Associates & Households - Carebridge EAP**
 - Individual counseling with a licensed practitioner, and manager resources, are available 24/7 at 1-844-300-6072, or by emailing clientservice@carebridge.com. The EAP also provides critical incident debriefing and free virtual live webinars at www.myliferesource.com, access code C4NKN.
- **1199 Associates - Member Assistance Program**
 - The 1199 Member Assistance Program provides services related to mental health, substance use and emotional well-being. They can be reached Monday - Friday, 9am - 5pm at 646-473-6900, or visit Teladoc.com for 24/7 telephonic mental health services.

Additional Well-being Resources for Teams and Associates:

- **Montefiore's Staff Emotional Support (SES) Team**
 - This multi-disciplinary team can provide grand rounds lectures, workshops, support groups, or attend team huddles. Your supervisor can contact the hospital behavioral health liaison via email who will help arrange these supports with the SES Team, or email toyourhealth@montefiore.org to set-up a program. In addition, as in the second surge, we have established liaisons for each MMC site for **all** issues related to staff support. Please see the contact information below:

MMC Site Liaisons:

CHAM

CONTACT	EMAIL	PHONE
Sandra Pimentel PhD	spimente@montefiore.org	215-740-0437
Audrey Walker MD	auwalker@montefiore.org	914-320-7892

Moses

CONTACT	EMAIL	PHONE
Jonathan Alpert MD, PhD	jalpert@montefiore.org	617-448-9792
Carol Bernstein MD	cabernstei@montefiore.org	917-617-0748
Simon Rego PsyD	sreg@montefiore.org	914-439-4271

Wakefield

CONTACT	EMAIL	PHONE
Natalia Markova MD	nmarkova@montefiore.org	718-920-9210
Matthew Schneider MD	mschneid@montefiore.org	718-920-4415

Weiler

CONTACT	EMAIL	PHONE
Jonathan Alpert MD, PhD	jalpert@montefiore.org	617-448-9792
Carol Bernstein MD	cabernstei@montefiore.org	917-617-0748

- **To Your Health! Associate Wellness Wellbeing Manager**
- Dr. Brenda Boatswain is available for departmental workshops, and team support programming. Email toyourhealth@montefiore.org.
- ✓ **Montefiore Staff Support Centers**
 - Refreshments, respite, and support are available in the Caregiver Support Centers
 - Support Centers locations and hours of operation:
 - Moses– 1st floor, opposite Food Pavilion, 9am – 4pm
 - Weiler – 4th floor, 9am – 5pm
 - Wakefield – 6th floor, 10am – 5:30pm
- ✓ **Spiritual Care Resources**
 - Access information for spiritual leaders, appropriate to your religious beliefs, at <https://www.montefiore.org/spiritual-care>. A list of quiet places at Montefiore can also be found at www.mymontebenefits.com/to-your-health.
- ✓ **Nutrition Services**
 - Free nutrition counseling and workshops with a registered dietitian are available through To Your Health! Associate Wellness by emailing wellnessRD@montefiore.org.
- ✓ **Montefiore's Relaxation Tracks**
 - Guided relaxation tracks in English & Spanish can be reached at 718-920-CALM or at www.montefiore.org/healingarts.
- ✓ **Care Guidance Program (Empire insured associates)**
 - All Empire insured individuals have access to Care Guidance to assist with the management of their own healthcare, and anyone on their insurance plan. Contact Care Guidance at 855-662-9355.

Self-Care for Our Montefiore-Einstein Associates

How Can I Stay Emotionally Healthy?

- ✓ **Know the warning signs.** Everyone reacts to stress differently. When things aren't going as planned, or you feel overwhelmed or like you are losing control pay attention to the warning signs and take extra care. Some common stress warning signs include:

- Headaches, muscle tension, neck or back pain
- Upset stomach
- Dry mouth
- Chest pains, rapid heartbeat
- Difficulty falling or staying a sleep
- Fatigue
- Loss of appetite or overeating "comfort foods"

- Increased frequency of colds
- Lack of concentration or focus
- Memory problems or forgetfulness
- Jitters
- Irritability
- Short temper
- Anxiety

- ✓ **Connect with others.** Reaching out to friends and loved ones is one of the best ways to reduce anxiety, depression & loneliness. You can do this virtually. Share your concerns, talk and laugh "face to face." Speaking to a professional counselor is also a helpful choice.
- ✓ **Take care of your body & mind.** This is even more important during stressful times. Take deep breaths, stretch or meditate. Try to **eat healthy foods, get adequate sleep.** Avoid unhealthy ways of coping, like alcohol and drugs. Focusing on the positive and staying hopeful can help manage stress. Consider keeping a journal where you write about things that are going well or for which you feel grateful. Remind yourself that this situation will pass.
- ✓ **Stay Active.** Take some time to move your body. Try going for a walk, bike riding, or doing some at-home exercises.
- ✓ **Stick to a daily routine.** Keep your usual routines for such things as mealtimes, bedtime and waking time. This helps life feel safe and predictable.
- ✓ **Take Breaks.** Make time to relax and plan activities that you enjoy.
- ✓ **Limit time watching news and on social media.** Regularly reading or listening to scary messages may not help with planning and may only increase your anxiety. Take care of yourself by limiting the time you and your family spend watching or listening to upsetting news. To get the facts you need to keep yourself and your family safe, look for information on Montefiore's intranet, the WHO and CDC websites or local public health agencies, and limit how much you **check those websites to 2-3 times per day.**

Safety Concerns:

- ✓ **If you or someone near you is a clear and present danger to themselves or others call 911**

- ✓ **National Suicide Prevention Lifeline (24/7): Call 1-800-273-TALK (8255) or for Español 1-888-628-9454**
 - The National Suicide Prevention Lifeline is a national network of local crisis center that provides free and confidential emotional support to people in suicidal crisis or emotional distress.

Additional 24/7 Supports:

- ✓ **NYC Well- 24/7 text/call/chat lines available <https://nycwell.cityofnewyork.us/en/>**
 - NYC Well is a free, confidential help line that can provide you with information and referrals to a variety of behavioral health care services. Connect to a counselor or peer support specialist by phone, text, or chat.



Scan this QR Code with your Smartphone camera to quickly access these resources online.