

# A TEAM TAKING CARE OF OUR TEAM



Help is only a phone call away! A CARE24 team member is available 24/7

We offer emotional support and resources to any employee or healthcare provider who have experienced a stressful, patient-related incident with confidential peer-to-peer support. Our intent is to provide one additional resource to reduce emotional, physical, mental exhaustion for our employees.

All employees, supervisors and colleagues are encouraged to contact the CARE24 team after any traumatic patient event. It's critical to get timely support after such events. Peer support gives employees a safe space to talk about troubling situations. Recipients report that such support reduced feelings of anxiety and blame and helped them recuperate more quickly. The CARE24 team can also help identify other available resources.

If you or a colleague is experiencing symptoms of stress, CARE24 can help. The following symptoms are common responses to a stressful situation

## PHYSICAL SYMPTOMS:

- Changes in sleep patterns
- Difficulty concentrating
- Changes in eating habits
- Headache
- Fatigue
- Diarrhea
- Nausea or vomiting
- Rapid heart rate
- Rapid breathing
- Muscle tension

## PSYCHOLOGICAL SYMPTOMS:

- Isolation
- Frustration
- Fear
- Grief or remorse
- Discomfort returning to work
- Anger and irritability
- Depression
- Extreme sadness
- Self-doubt

***If you need CARE24, please contact the House Supervisor at (775) 770-6544. They will put you in touch with a team member. Be prepared to give a contact number or email to them so the team member can reach out to you.***



# Ways for You to Respond Now to Your Stress Reaction

*Within the first 24-48 hours, periods of appropriate physical exercise, alternated with relaxation will alleviate some of the physical reactions. The CARE24 team can help you cope with stress.*

Some examples of healthy ways to handle stressful situations include:

- Structure your time: keep busy and normalize your schedule as much as possible.
- You're having very typical reactions for someone who has been through a critical incident - don't label yourself "crazy"!
- Talk to people – talk is one of the most healing medicines.
- Beware of numbing the pain with overuse of drugs, alcohol, and caffeine. You don't need to complicate the situation with a substance abuse problem.
- Reach out. People do care.
- Spend time with others.
- Help your co-workers as much as possible by sharing feelings and checking on them to see how they are doing.
- Give yourself permission to feel bad and share feelings with others.
- Keep a journal. Write your way through those difficult times or sleepless hours.
- Do things that feel good to you.
- Realize that those around you are under stress too!
- Don't make any major life changes.

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## Employee Assistance Program

*Another benefit you have as an employee at Saint Mary's is access to the Employee Assistance Program. EAP is a CONFIDENTIAL counseling assessment and referral service for employees and their immediate family members. This program deals with a broad range of human issues including, but not limited to:*

- Marital or family problems (or problems in any other significant relationship)
- Job performance problems
- A combination of "too many life problems": STRESS
- Alcohol or drug abuse and dependency (either involving the employee or family member)
- Emotional or mental health issues
- Financial problems
- Legal problems
- Sexual problems
- Grief and loss

### **To enroll in EAP:**

1. Visit [Guidanceresources.com](https://www.guidanceresources.com)
2. Click Register tab and enter EAPComplete for Organization Web ID
3. Company Name = Prime
4. Select Saint Mary's Regional Medical Center or Saint Mary's Medical Group
5. Complete registration

EAP is available via phone, website, and app

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EAP (877) 595-5284    Online: [guidanceresources.com](https://www.guidanceresources.com)    APP: [GuidanceResources Now](#)    Web ID: EAPComplete