



Tips for Supporting Staff Mental Health and Wellbeing During The COVID-19 Pandemic

Ensure mental health resources are available to your employees including **accessible and up-to-date information about mental healthcare** provided under your insurance policy. If you are uncertain about what resources are offered by your insurance provider, ask them to share any guidance they have developed about accessing mental healthcare (either generally or around COVID-19 in particular) and advocate on behalf of your staff for clear information about what is and is not covered.

TIP: Make sure to vocalize your commitment to mental health often with staff using **non-stigmatizing language** and **lead with compassion** when an employee asks for accommodations.

Additional New York City and State mental health resources to share with staff that are available to everyone, regardless of insurance or immigration status:

- NYC Well offers free and confidential **mental health support 24/7 via phone or text**. Call 1-888-NYC-Well or text “Well” to 65173, or chat online for crisis counseling or a referral to a mental health provider.
- The [NYC Well App Library](#) shares **high-quality apps and online tools** to manage your health and emotional wellbeing.
- The New York State has a **COVID-19 Emotional Support Line**: 1-844-863-9314
- Safe Horizon operates NYC’s **24/7 hotline** providing one-on-one support to survivors of violence: 1-800-621-4673. This resource is also available 24/7 via online chat through [SafeChat](#).

Provide clear and regular communication about workplace policies and provide full transparency around any changes to workplace policies including sick leave, family leave, bereavement, vacation and flexible scheduling.

Prepare managers to support employees who may experience mental health challenges by making sure they are fully informed about all the resources listed above. ThriveNYC also has a 60-minute webinar on [Promoting Mental Health in the Workplace during COVID 19](#) that can help train staff to better recognize common symptoms of mental health challenges or mental illness, and how they can affect employees’ wellbeing and performance. Additionally, New York State Health Foundation has a [guide for nonprofits and community-based organizations](#) that includes a wide variety of resources, including a list of mental health supports for the nonprofit sector.

Create **safe, non-mandatory opportunities for social support** such as virtual lunches, meditation sessions, fitness classes, book clubs, movie nights and other opportunities for staff to safely connect over non work-related topics and activities.

Thank you for your work to support communities during COVID-19!
Please email info@humanservicescouncil.org with any questions.

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