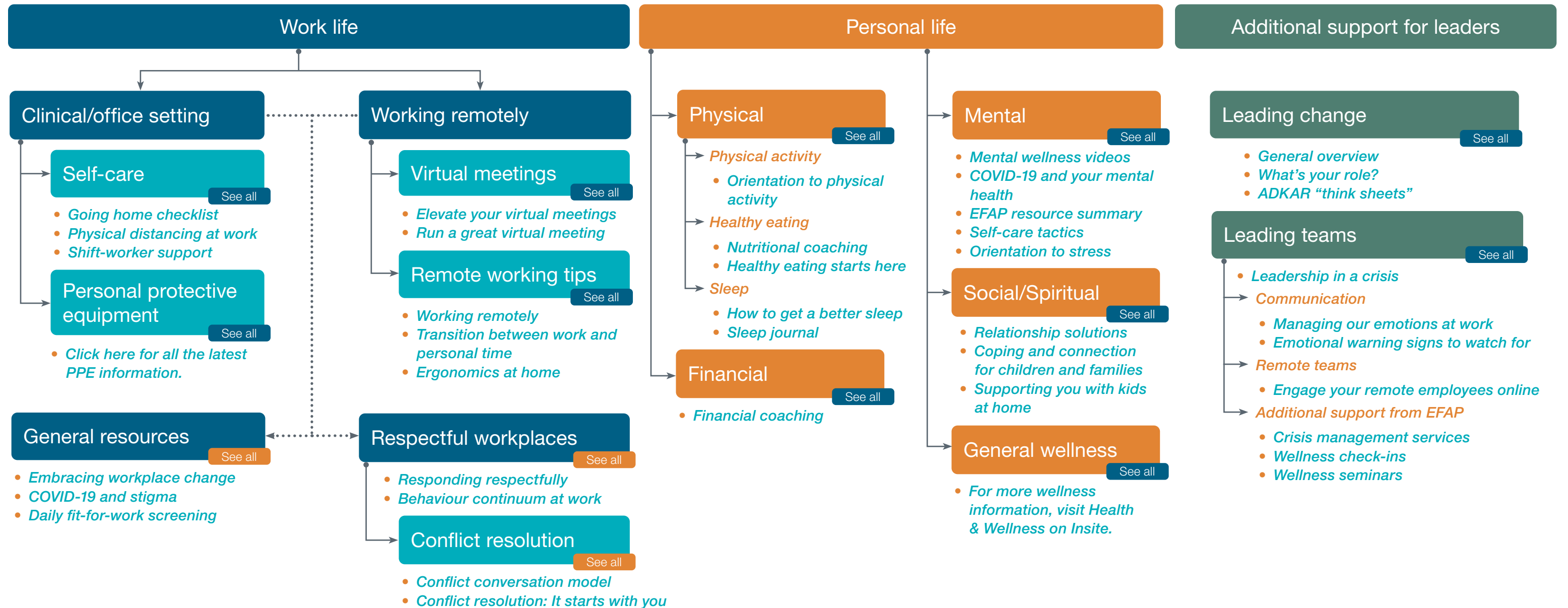


# RESILIENCE, WELLNESS AND MENTAL HEALTH RESOURCE GUIDE

## RESOURCES TO SUPPORT YOU DURING COVID-19

The teams across AHS are here to help. We have gathered a number of valuable resources to help support your health and safety at work and at home. Whether you are working in a clinical setting, adjusting to working from home, or a leader looking for information—you will find valuable resources below.



### Always here to help

#### Employee and Family Assistance Program

- Phone: 1-877-273-3134 • TTY: 1-888-384-1152
- Brochure
- Insite page (resource list)
- e-AP: Mobile app

#### HR offers the following support:

- Change Management: [change.adoption@ahs.ca](mailto:change.adoption@ahs.ca)
- Team Effectiveness: [learning@ahs.ca](mailto:learning@ahs.ca)
- Conflict Resolution: [conflict.support@ahs.ca](mailto:conflict.support@ahs.ca)
- Psychologically healthy and safe workplaces: [HBA.EmployeeRelation@ahs.ca](mailto:HBA.EmployeeRelation@ahs.ca)



Can't find what you're looking for? Let us know how we can help.

Contact us at [wellness@ahs.ca](mailto:wellness@ahs.ca).

# RESILIENCE, WELLNESS AND MENTAL HEALTH RESOURCE GUIDE

## How to use this document

To support the mental health and wellness of workers during the COVID-19 pandemic, Alberta Health Services has assembled packages of resources.

Resources are divided into categories to correspond with the three phases of the pandemic:

1. [Phase 1: Critical Response](#) – applicable until the peak of the pandemic is reached
2. [Phase 2: Response](#) – applicable after the peak but as we continue to see cases
3. [Phase 3: Rebuild](#) – applicable as we see circumstances returning to what would be considered similar to normal



It's important to keep in mind that the whole organization may not necessarily be in the same phase at the same time. The phase that your team is in may differ depending on the location in the province and how impacted they are by the pandemic.

The three resource packages below outline the most relevant resources to support the mental health and wellness of workers during each phase of the pandemic. Services, educational opportunities and written resources are available in each section.

At the end of this document, a comprehensive list of relevant resources is available in the [Supplementary Resources and Services](#) section. These resources and services can be utilized at any time, based on your needs.

## Phase 1 Resource Package—Critical Response

### Services

Employee and Family Assistance Program (EFAP)	<ul style="list-style-type: none"> <li>• <a href="#">Crisis Management Services (CMS)</a> Services are designed to offer assessment, emotional first aid, and self-care strategies to employees after the occurrence of a critical incident. Multiple modalities are available, including telephone and video support.</li> <li>• <a href="#">i-Volve</a> Online cognitive behavioural therapy for the treatment of depression and anxiety.</li> <li>• <a href="#">Key Person Advice Line</a> (for leaders) Just-in-time consultation for leaders related to workplace situations.</li> <li>• <a href="#">Wellness Check-in Sessions</a> (to be booked by a leader) 30-minute facilitated group sessions via video or conference call.</li> </ul>
EFAP services can be accessed by calling 1-877-273-3134. See the <a href="#">EFAP Insite page</a> for more info.	
AHS	<ul style="list-style-type: none"> <li>• <a href="#">Text4Hope</a> Free text messaging support for mental health and wellness during uncertain times. To subscribe, text COVID19HOPE to 393939.</li> </ul>

### Learning

EFAP E-Learning	<ul style="list-style-type: none"> <li>• <a href="#">EFAP Orientation Video</a></li> </ul>
Podcasts	<ul style="list-style-type: none"> <li>• <a href="#">COVID-19 Podcasts</a></li> </ul>
Videos	<ul style="list-style-type: none"> <li>• <a href="#">Mental Wellness Moment video series – Dr. Nicholas Mitchell</a></li> </ul>

### Written Resources

Family	<ul style="list-style-type: none"> <li>• <a href="#">Child Care Centres Reopening</a></li> <li>• <a href="#">Coping and Connection for Children &amp; Families During COVID-19</a></li> <li>• <a href="#">Supporting You with Kids at Home</a></li> </ul>
Mental Health	<ul style="list-style-type: none"> <li>• <a href="#">COVID-19 and Your Mental Health</a></li> <li>• <a href="#">EFAP Resource Summary: COVID-19 worker supports</a></li> <li>• <a href="#">Practical and Emotional Preparedness for a Pandemic</a></li> <li>• <a href="#">Self-compassion Information Sheet</a></li> <li>• <a href="#">Supporting Your Mental Health: COVID-19 worker supports</a></li> </ul>
Resiliency	<ul style="list-style-type: none"> <li>• <a href="#">Going Home Checklist</a></li> <li>• <a href="#">Self-compassion Information Sheet</a></li> </ul>
Work Environment	<ul style="list-style-type: none"> <li>• <a href="#">AHS Remote Work - Ergonomics Video</a> (new)</li> <li>• <a href="#">Physical Distancing at Work</a></li> <li>• <a href="#">Temporary Home Office Checklist</a></li> <li>• <a href="#">Working Remotely During COVID-19</a></li> </ul>

Additional services and written resources can be found in the [Supplementary Resources and Services](#) section.

## Phase 2 Resource Package—Response

### Services

Employee and Family Assistance Program (EFAP)	<ul style="list-style-type: none"> <li>• <a href="#">Childcare and Parenting Life Smart Coaching</a></li> <li>• <a href="#">Counselling</a> (face-to-face, telephonic, chat, private conversations, video)</li> <li>• <a href="#">i-Volve</a> Online cognitive behavioural therapy for the treatment of depression and anxiety.</li> <li>• <a href="#">Key Person Advice Line</a> (for leaders) Just-in-time consultation for leaders related to workplace situations.</li> <li>• <a href="#">Relationship Solutions Life Smart Coaching</a></li> <li>• <a href="#">Wellness Check-in Sessions</a> (to be booked by a leader) 30-minute facilitated group sessions via video or conference call.</li> </ul>
EFAP services can be accessed by calling 1-877-273-3134. See the <a href="#">EFAP Insite page</a> for more info.	

### Learning

EFAP E-Learning (120 minute courses)	<ul style="list-style-type: none"> <li>• <a href="#">EFAP Orientation Video</a></li> <li>• <a href="#">Embracing Workplace Change</a></li> <li>• <a href="#">Foundations of Effective Parenting</a></li> <li>• <a href="#">Taking Control of Stress</a></li> <li>• <a href="#">Taking Control of Your Mood</a></li> </ul>
<p>EFAP Wellness Seminars (1 hour - <a href="#">Register</a> on MyLearningLink or <a href="#">schedule a seminar</a> for group learning)</p> <ul style="list-style-type: none"> <li>• COVID 19: Anxiety, Depression: Supporting Yourself and Others</li> <li>• COVID-19: Building Resilience</li> <li>• COVID-19: Calming Your Mind in Challenging Times</li> <li>• COVID-19: Strategies for Managing Stress</li> <li>• COVID-19: Mindfulness and Mitigating the Stress Response</li> <li>• COVID-19: Working from home</li> <li>• COVID-19: Self-care strategies</li> <li>• Reducing anxiety and managing the transition to remote work during the COVID-19 crisis</li> <li>• COVID-19: Foundations of Positive Parenting</li> <li>• COVID-19: Communication in family life</li> <li>• Manging remote teams</li> </ul>	

### Written Resources

Family	<ul style="list-style-type: none"> <li>• <a href="#">Supporting You with Kids at Home</a></li> </ul>
Mental Health	<ul style="list-style-type: none"> <li>• <a href="#">EFAP Resource Guide: COVID-19 worker supports</a></li> <li>• <a href="#">Not Myself Today: Language dos and don'ts</a></li> <li>• <a href="#">Supporting Your Mental Health: COVID-19 worker supports</a></li> </ul>
Resilience	<ul style="list-style-type: none"> <li>• <a href="#">Going Home Checklist</a></li> </ul>
Sleep and Fatigue	<ul style="list-style-type: none"> <li>• <a href="#">Fatigue - How to get a better sleep</a></li> </ul>
Stress	<ul style="list-style-type: none"> <li>• <a href="#">Orientation to Stress</a></li> </ul>

Additional services and written resources can be found in the [Supplementary Resources and Services](#) section.

## Phase 3 Resource Package—Rebuild

### Services

Employee and Family Assistance Program (EFAP)	<ul style="list-style-type: none"> <li>• <a href="#">Childcare and Parenting Life Smart Coaching</a></li> <li>• <a href="#">Counselling</a> (face-to-face, telephonic, chat, private conversations, video)</li> <li>• <a href="#">Financial Coaching Life Smart Coaching</a></li> <li>• <a href="#">Health Risk Assessment</a></li> <li>• <a href="#">i-Volve</a> Online cognitive behavioural therapy for the treatment of depression and anxiety.</li> <li>• <a href="#">Jumpstart Your Wellness Life Smart Coaching</a></li> <li>• <a href="#">Key Person Advice Line</a> (for leaders) Just-in-time consultation for leaders related to workplace situations.</li> <li>• <a href="#">Relationship Solutions Life Smart Coaching</a></li> </ul>
<p>EFAP services can be accessed by calling 1-877-273-3134. See the <a href="#">EFAP Insite page</a> for more info.</p>	

### Learning

EFAP E-Learning (120 minute courses)	<ul style="list-style-type: none"> <li>• <a href="#">EFAP Orientation Video</a></li> <li>• <a href="#">Embracing Workplace Change</a></li> <li>• <a href="#">Foundations of Effective Parenting</a></li> <li>• <a href="#">Resilience</a></li> <li>• <a href="#">Taking Control of Stress</a></li> </ul>
<p>EFAP Wellness Seminars (1 hour - <a href="#">Register</a> on MyLearningLink or <a href="#">schedule a seminar</a> for group learning)</p> <ul style="list-style-type: none"> <li>• Building Resilience: Understanding Challenges, Learning Strategies and Accepting Change</li> <li>• Establishing Work-life Harmony</li> <li>• Forgiveness: Letting go and Moving Forward</li> <li>• Foundations of Positive Parenting</li> <li>• Gratitude in the Workplace</li> <li>• Healthy Sleep Habits</li> <li>• Psychological Hygiene</li> <li>• Stress Busters</li> <li>• The Art of Relaxation</li> <li>• The Fundamentals of Change and Transition</li> <li>• The Journey to Wellness: One Step at a Time</li> <li>• The Science of Happiness</li> </ul>	

### Written Resources

Additional services, learning opportunities and written resources for this phase will vary based on individual needs. Refer to the [Supplementary Resources and Services](#) section for a comprehensive listing.



## Supplementary Resources and Services

We encourage you to use the below resources as you need them to support your well-being. Resources are provided for your Work life, personal life and for leaders.

### Work life

#### Clinical & Office Setting

##### Self-care

[Going Home Checklist](#) (resource)

[Physical Distancing at Work](#) (resource)

[Shift Worker Support](#) (Life Smart Coaching)

##### Personal Protective Equipment (PPE)

[Novel coronavirus \(COVID-19\) Personal Protective Equipment \(PPE\)](#) (webpage)

#### Working Remotely

##### Virtual Meetings

[How to Elevate Your Presence in a Virtual Meeting](#) (webpage)

[What it Takes to Run a Great Virtual Meeting](#) (resource)

##### Remote Working Tips

[AHS Remote Work – Working from Home Ergonomics Video](#) (video)

[Embracing Workplace Change](#) (120 minute e-course)

[Temporary Home Office Checklist](#) (resource)

[How to Transition Between Work Time and Personal Time](#) (webpage)

[Working Remotely During COVID-19](#) (resource)

#### Respectful Workplaces

##### Respectful Workplaces

[30 days of living respect](#) (activity)

[Behaviour Continuum at Work](#) (resource)

[Being a Supportive Bystander](#) (resource)

[Being Respectful While Physical Distancing](#) (resource)

[Building Respectful Workplaces Webinar](#) (webinar)

[Conversation Starter—How do I support someone who may be struggling?](#) (resource)

[Developing Self-Awareness](#) (resource)

[Emotions at Work](#) (resource)

[How to Address a Workplace Concern](#) (resource)

[In Times of Change](#) (resource)

[Responding Respectfully](#) (resource)

[Responding Respectfully Poster](#) (poster)

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## Conflict Resolution

[Navigating Conflict: An Introduction to the Conflict Conversation Model](#) (video)

[Conflict Resolution: It Starts with You](#) (course)

## General Resources

### General Resources

[COVID-19 and Stigma: Social Stigma](#) (resource)

[COVID-19 Daily Fit for Work Screening](#) (questionnaire)

[Fearing Differences - Xenophobia](#) (resource)

[In Times of Change \(Embracing Workplace Change\)](#) (resource)

[Unconscious Bias](#) (resource)

[All other COVID-19 Resources and Guidelines](#) (webpage)

## Personal Life

### Physical Well-being

#### Physical Activity

[Coping at Home for Families: Supporting your well-being through meaningful activity and leisure during COVID-19](#) (resource)

[Make Your Day Active](#) (resource)

[Orientation to Physical Activity](#) (resource)

[Physical Activity Toolkit](#) (resource)

#### Healthy Eating

[Healthy Eating Starts Here](#) (webpage)

[Make a Change: One Meal at a Time](#) (webpage)

[Nutritional Coaching](#) (Life Smart Coaching)

[Orientation to Healthy Eating](#) (resource)

#### Sleep

[30-days to a Well-Rested You](#) (activity)

[Fatigue - How to Get a Better Sleep](#) (resource)

[Orientation to Fatigue](#) (resource)

[Sleep and Fatigue Conversation Starters](#) (activity)

[Sleep Journal](#) (activity)

# RESILIENCE, WELLNESS AND MENTAL HEALTH RESOURCE GUIDE

## Mental Well-being

Mental Well-being
<a href="#">30 Days of Self-Care Challenge</a> (activity)
<a href="#">Appreciation Conversation Starters</a> (resource)
<a href="#">Breathe to Relax</a> (podcast)
<a href="#">Conversation Starter – How do I support someone who may be struggling?</a> (resource)
<a href="#">Counselling</a> (face-to-face, telephonic, chat, private conversations, video)
<a href="#">COVID-19 and Stigma</a> (resource)
<a href="#">COVID-19 and Your Mental Health</a> (resource)
<a href="#">Crisis Management Services (CMS)</a> (service)
<a href="#">EFAP Resource Summary: COVID-19 worker supports</a> (resource)
<a href="#">Grieving Together</a> (webpage)
<a href="#">Help in Tough Times</a> (webpage)
<a href="#">i-Volve</a> (online cognitive behavioural therapy)
<a href="#">Mental Health and Mental Illness 101 (NMT)</a> (activity)
<a href="#">Mental Health Conversation Starters</a> (activity)
<a href="#">Mental Well-being Overview</a> (resource)
<a href="#">Mental Wellness Moment video series – Dr. Nicholas Mitchell</a> (video)
<a href="#">My Mental Health Insite page</a> (resource)
<a href="#">Not Myself Today</a> (activities)
<a href="#">Not Myself Today: Language dos and don'ts</a> (resource)
<a href="#">Orientation to Stress</a> (resource)
<a href="#">Practical and Emotional Preparedness for a Pandemic</a> (resource)
<a href="#">Promoting &amp; Supporting Your Mental Health</a> (resource)
<a href="#">Psychological Trauma Toolkit (Psychological First Aid)</a> (toolkit)
<a href="#">Self-Care Tactics</a> (resource)
<a href="#">Self-compassion Information Sheet</a> (resource)
<a href="#">Someone Close to You Has Passed Away</a> (podcast)
<a href="#">Suicide Supports and Information Resources</a> (resource)
<a href="#">Suicide Threat Protocol for HR</a> (toolkit)
<a href="#">Supporting Each Other After a Loss</a> (resource)
<a href="#">Supporting Your Mental Health: COVID-19 worker supports</a> (resource)
<a href="#">Taking Control of Anger</a> (120 minute e-course)
<a href="#">Taking Control of Stress</a> (120 minute e-course)
<a href="#">Taking Control of Your Mood</a> (120 minute e-course)
<a href="#">Text4Hope</a> (text messaging service)
<a href="#">Wellness Check-in Sessions</a> (service)
<a href="#">Workforce Toolkit—Creating a Psychologically Safe and Healthy Workplace, Together.</a> (resource)



# RESILIENCE, WELLNESS AND MENTAL HEALTH RESOURCE GUIDE

## Social / Spiritual Well-being

Social / Spiritual Well-being
<a href="#">Child Care Centres Reopening</a> (Insite page)
<a href="#">Childcare and Parenting</a> (Life Smart Coaching)
<a href="#">Childcare Resource Locator</a> (tool)
<a href="#">Coping and Connection for Children &amp; Families During COVID-19</a> (resource)
<a href="#">Eldercare Resource Locator</a> (tool)
<a href="#">Foundations of Effective Parenting</a> (120 minute e-course)
<a href="#">New Parent Support</a> (Life Smart Coaching)
<a href="#">Orientation to Child Care</a> (resource)
<a href="#">Relationship Solutions</a> (Life Smart Coaching)
<a href="#">Resolving Conflict in Intimate Relationships</a> (120 minute e-course)
<a href="#">Seniors Wellness in Challenging Times</a> (resource)
<a href="#">Supporting You with Kids at Home</a> (resource)

## Financial Well-being

Financial Well-being
<a href="#">Financial Coaching</a> (Life Smart Coaching)
<a href="#">Financial Wellness Assessment (Manulife)</a> (assessment)
<a href="#">Orientation to Financial Wellness</a> (resource)
<a href="#">Taking Control of Job Loss and Transition</a> (120 minute e-course)
<a href="#">Taking Control of Your Money</a> (120 minute e-course)

## General Wellness

General Wellness
<a href="#">COVID-19 Podcasts</a> (podcast)
<a href="#">EFAP Orientation Video</a> (video)
<a href="#">Going Home Checklist</a> (resource)
<a href="#">Health Risk Assessment</a> (assessment)
<a href="#">How to Set a Wellness Goal</a> (resource)
<a href="#">Jumpstart Your Wellness</a> (Life Smart Coaching)
<a href="#">Monthly Wellness Themes</a> (resource)
<a href="#">Orientation to Resilience</a> (resource)
<a href="#">Resilience</a> (120 minute e-course)
<a href="#">Self-compassion Information Sheet</a> (resource)
<a href="#">Shift Worker Support</a> (Life Smart Coaching)
<a href="#">Smoking Cessation Program</a> (Life Smart Coaching)
<a href="#">Worker Safety Moments</a> (EFAP, Mental Health, Suicide, Stress, Resilience) (resource)

## Additional Support for Leaders

### Leading Change

Leading Change
<a href="#">ADKAR “Think Sheet”</a> (resource)
<a href="#">Tips for Leading People Through Change</a> (resource)
<a href="#">What’s Your Role? Tips for Leading People Through Change</a> (resource)

### Leading Teams

Leading Teams
<a href="#">Leadership in a Crisis</a> (resource)

Communication
<a href="#">Emotional Warning Signs to Watch for</a> (resource)
<a href="#">Managing our Emotions at Work</a> (resource)

Remote Teams
<a href="#">Engage Your Remote Employees Online</a> (webpage)

Additional Support from EFAP
<a href="#">Crisis Management Services</a> (service)
<a href="#">Key Person Advice Line</a> (for leaders) (service)
<a href="#">Wellness Check-ins</a> (service)
<a href="#">Wellness Seminars</a> (group learning)