



# COVID-19 WELL-BEING TOOLKIT

## *for employers*

Understandably, there may be feelings of uncertainty and anxiousness, and the well-being of your employees is essential.

The following toolkit is for you to use for your well-being and resiliency, but also to reference as you offer guidance, provide support and encouragement, and care for your employees, family, coworkers and friends.

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**OSF<sup>®</sup> HEALTHCARE**

# Tips for coping

Communication with our teams, our families and friends is crucial. Often our stress and anxiety escalate during challenging times like we are experiencing today. Engage the 4 C's to help you stay strong and to foster a strong team and family environment.

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## Calming

Make sure you are getting twice as much time for daily renewal through prayer, meditation and other self-care practices. We tend to get less of this time, but the right direction is to see how we can keep anchored and rooted, and connect with God and others even more.

## In Command

- Stressful points in life can make it easier for any of us to be impatient, irritable and frustrated at times. It is a good time to select someone who can give you encouragement and open and honest feedback about how people are experiencing you at this time. Consider asking someone to check in and check up on you daily to ask, “How are you doing?” Sometimes this loving and honest “mirror” in our daily life can help us to be more confident and in command as we do not always see our “blind spot” behaviors when we are under long-term stress.
- Familiarize yourself with the OSF HealthCare [COVID-19 News Portal](#).
- Arm yourself with accurate information from the CDC – [read here](#).

## Communicate

- Stay current with accurate information from reliable sources.
- Use facts to help manage anxieties at home and in the workplace.

## Caring

- Show appreciation and gratitude toward others; be present, thank your family, friends and employees even for small gestures, and offer words of encouragement.
- Stay focused on your purpose, maintain normal routines as much as possible and use your resources to reassure yourself and help reassure others.
- Look for moments of celebration to illuminate the good we see.
- Remember to take a step back and assess your needs and the needs of your loved ones on a regular basis.



# Need help?

## SilverCloud

SilverCloud is a secure, anonymous and interactive platform to help manage the feelings and causes of depression, anxiety or stress.

Encourage your employees to [sign up for SilverCloud](#) for free and confidential mental and behavioral health resources.

## Additional resources for employees:

- **National Suicide Prevention Lifeline**  
(800) 273-8255
- **SAMHSA's National Helpline for mental health and substance abuse**  
(800) 622-4357
- **Crisis Text Line for mental health**  
Text "HOME" to 741741
- **United Way Resource Center**  
Call 211 and ask for behavioral health resources for the area by ZIP code
- **Disaster Distress Helpline SAMHSA**  
(800) 985-5990 or text "TALKWITHUS" to 66746



# What you should know about COVID-19

## What are coronaviruses?

Coronaviruses are a large family of viruses. Some cause illness in people, and others circulate among animals, including camels, cats and bats.

COVID-19 is thought to spread mainly between people in close contact or when an infected person coughs or sneezes.

## How do I prevent COVID-19?

Simple ways to reduce your risk of infection include frequent hand washing with soap and water, sanitizing frequently touched surfaces, maintaining a safe social distance (6 feet) from other people – especially those who are sick – and not touching your face.

## If you have symptoms

If you suspect you have COVID-19 and it is not an emergency, DO NOT go to a hospital or doctor's office.



Visit our chatbot, Clare, at [osfhealthcare.org](https://osfhealthcare.org). Clare, a digital assistant, can provide general information, answer questions and initiate screening.

You can also call the COVID-19 Nurse Hotline at 833-OSF-KNOW (833-673-5669) for information and guidance about what to do next.

**Note:** Clare is not currently available in Internet Explorer; please use Mozilla Firefox, Google Chrome or Apple Safari. Please be sure to turn off any pop-up blocker(s) as well.

## How is COVID-19 treated?

Most people infected with COVID-19 will recover without any major complications.

With a viral infection such as flu or COVID-19, you should:

- Take pain and fever medications
- Drink plenty of liquids
- Stay home and rest and avoid close contact with others

More severe cases in which pneumonia or bronchitis develops might require more intensive care.

## Get daily updates

Text OSF to 67634 for more information about COVID-19 and links to additional resources.

To learn more and stay updated on COVID-19, please visit [osfhealthcare.org/covid19](https://osfhealthcare.org/covid19).



# Keeping you connected and informed

OSF HealthCare has **THREE** ways to connect you 24/7 to trustworthy information about novel coronavirus (COVID-19).

- Chat with Clare, a digital assistant at [osfhealthcare.org](https://osfhealthcare.org)
- Text OSF to 67634 to connect with OSF COVID Companion, a FREE text messaging tool
- Call the COVID-19 Nurse Hotline\* at 1-833-OSF-KNOW (833-673-5669)

Visit [osfhealthcare.org](https://osfhealthcare.org) to learn more.

*\*Staffed by RNs and other health care professionals.*



# Don't bring your work home with you

## Essential workers: How to keep yourself and loved ones safe

Don't bring your work home with you, so the saying goes. It's a catchy way to remind you to keep your work separate from your private life. It has traditionally been a mental health call to action, but it has taken on a whole new meaning for essential workers during the outbreak of the novel coronavirus (COVID-19).

Essential workers risk exposure to COVID-19 every time they report for duty, and they risk bringing the virus home and exposing their family to risk every time they return home when their shift is done. It's a legitimate concern, and it can add to the stress essential workers feel as they do their part.

That's why it's important for essential workers to monitor and take care of both their mental and physical well-being. The tips provide some helpful guidance.

### At work

- **Keep personal items away from work areas.**

Personal items, including your cell phone, should be stored in your locker or break room, away from areas where they can come into contact with other people. This reduces the likelihood of these items becoming contaminated. Also, always wash your hands before touching your phone, and disinfect your phone often – at least daily.

- **Check in with yourself. Acknowledge your feelings.**

Let go of what you can. Understand it's natural to feel what you are feeling – worry, joy, hope, anxiety and sadness. Pausing for a moment of prayer can help you center yourself and find your strength through faith.

- **Consider three things that went well today.**

Be proud of the service you provided today. Remind yourself that despite obstacles or frustrations, you are doing something important to a lot of people.

- **Check on your fellow workers before you leave.**

Are they OK? Listen, share stories and swap compliments. If someone needs more support, help them find the services they need. Helping each other is how we will all get through this.

- **Are you OK?**

Your leaders and fellow workers are there to listen and support you, as well. Your well-being is important, so don't hesitate to seek out help, even if you simply need someone to extend an ear.

- **Wash your hands.**

Clean your hands before leaving work with soap and water, washing up to your elbows.

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# Don't bring your work home with you *(continued)*

## At home

- **Keep germs out of your home.**

Before you enter your home, follow these steps.

1. Have a pair of house shoes by the door to change into, and set up a place to isolate any items that cannot be washed and you do not want to bring indoors.
2. Immediately remove your clothing and place it in a specially designated hamper by the door. Use a garbage bag to line the hamper, and wash the clothes immediately when you get inside using the warmest water temperature recommended on the clothing label.
3. Wash or sanitize your hands and wipe down your phone.
4. Some health care professionals suggest showering immediately upon returning home, as well, to make sure no dangerous germs are still on your body.

- **Meet your basic needs.**

Be sure to eat, drink and sleep regularly.

- **Take breaks.**

Give yourself a rest from thinking about work. Take a walk, listen to music, read a book or talk with a friend.

- **Limit media exposure to stories that elevate your fear.**

Stay informed but know your limits for imagery and worrisome messages that increase your stress.

Exceeding limits can harm your overall well-being and reduce your personal and professional effectiveness.

- **Monitor your health.**

Monitor yourself for any symptoms of COVID-19 and take your temperature twice per day. If you have a fever or are not feeling well, please do not go to work. Consider calling the COVID-19 Nurse Hotline at (833) OSF-KNOW (833-673-5669), or visit [osfhealthcare.org](https://osfhealthcare.org) and use Clare, the digital assistant in the lower right corner, to help you navigate your next steps.

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While you work to protect the physical health of yourself and those around you, remember to take care of your mental health, too. OSF SilverCloud is an online tool that provides anytime digital access to a therapy program with supportive content for depression, anxiety and stress.



## Cuidados en el hogar

### Pacientes con diagnóstico confirmado del nuevo Coronavirus (COVID-19) o que sospechen tener la enfermedad

Quédese en su casa excepto para recibir atención médica urgente o la atención médica que le recomiende su proveedor de atención médica

- No vaya a trabajar, a la escuela ni a lugares públicos
- Evite el transporte público, los servicios de transporte compartido (como Uber o Lyft) y taxis

Manténgase separado lo máximo posible de otras personas y de animales en su hogar

- Permanezca en una habitación específica con un baño separado, si es posible, y lejos de las demás personas en su hogar
- Restrinja el contacto con mascotas y otros animales, al igual que lo debe hacer con las personas

Llame antes de visitar a su médico

- Infórmele a su proveedor de atención médica que puede tener o tiene Coronavirus (COVID-19)

Use mascarilla

- Si necesita visitar a su proveedor de atención médica, póngase mascarilla antes de ingresar a cualquier consultorio de proveedor de atención médica

Cúbrase la boca cuando tosa o estornude

- Arroje los pañuelos a la basura inmediatamente
- Lávese las manos durante 20 segundos con agua y jabón o desinfectante para manos con alcohol al 60-90%

Limpie sus manos frecuentemente

- Use agua y jabón o desinfectante para manos con el 60-90% de alcohol; cubra toda la superficie de las manos y frótelas hasta que se sientan secas

Evite compartir artículos personales en el hogar

- No comparta platos, vasos, utensilios, toallas ni ropa de cama con otras personas o mascotas en su hogar. Después de usar estos artículos, lávelos bien con agua y jabón. Siempre que sea posible, lave la ropa con agua caliente

Limpie las superficies de alto contacto todos los días

- Esto incluye mostradores, mesas, perillas de las puertas, artefactos, luminaria, inodoros, teléfonos, teclados, tabletas y mesitas de noche. Use un aerosol de limpieza doméstico o limpie con un trapo según las instrucciones de la etiqueta

Observe sus síntomas

- Busque atención médica si se siente peor. Llame al consultorio o al hospital antes de salir de su casa
- El departamento de salud le notificará cuando ya no necesite seguir lo anteriormente descrito

Para obtener más información, diríjase a:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

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## Precauciones recomendadas para miembros del hogar y cuidadores de pacientes con diagnóstico confirmado de COVID-19 o que sospechen tener la enfermedad

Controle su salud; llame a su proveedor de atención médica de inmediato si desarrolló los siguientes síntomas:

- Fiebre
- Tos
- Dificultad para respirar

Asegúrese de comprender y de poder ayudar al paciente a seguir las indicaciones de su proveedor de atención médica en cuanto a los medicamentos y los cuidados.

Ayude al paciente con las necesidades básicas y en el hogar

- Esto incluye comprar alimentos, obtener recetas médicas y otras necesidades personales

Controle los síntomas del paciente

- Si su salud empeora, llame a su proveedor de atención médica e infórmele que el paciente tiene un resultado positivo de COVID-19 confirmado por laboratorio
- Si el paciente tiene una emergencia médica y necesita llamar al 911, notifique a la persona que lo atiende por teléfono que el paciente tiene o está siendo evaluado por COVID-19

Los miembros del hogar deben permanecer en otra habitación o estar separados del paciente tanto como sea posible. Use un dormitorio y baño separados, si es posible

Limpie sus manos frecuentemente

- Use agua y jabón o desinfectante para manos con el 60- 90 % de alcohol; cubra toda la superficie de sus manos y frótelas hasta que las sienta secas
- Evitar tocarse los ojos, la nariz o la boca con las manos sucias

Evite compartir artículos personales en el hogar

- No comparta platos, vasos, utensilios, toallas ni ropa de cama con otras personas o mascotas en su hogar. Después de usar estos artículos, lávelos bien con agua y jabón. Siempre que sea posible, lave la ropa con agua caliente

Limpie todas las superficies de alto contacto todos los días

- Esto incluye mostradores, mesas, perillas de las puertas, artefactos, luminaria, inodoros, teléfonos, teclados, tabletas y mesitas de noche. Use un aerosol de limpieza doméstico o limpie con un trapo según las instrucciones de la etiqueta

Use mascarillas y guantes desechables cuando toque o tenga contacto con la sangre, heces o fluidos corporales del paciente, como saliva, esputo, mucosidad nasal, vómito u orina

- Arroje a la basura las mascarillas y guantes desechables después de usarlos. No los reutilice.
- Al quitarse el equipo de protección personal, primero quítese y deseche los guantes. Luego, lávese inmediatamente las manos con agua y jabón. A continuación, quítese y deseche la mascarilla facial, e inmediatamente lávese las manos nuevamente con agua y jabón o desinfectante para manos a base de alcohol

El departamento de salud le notificará cuando ya no necesite seguir lo anteriormente descrito

Para obtener más información, diríjase a:  
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>



## To Whom It May Concern:

### Re: Your employees and return to work:

The current CDC and IDPH guidelines recommend that individuals younger than age 65 with mild respiratory symptoms and no chronic medical conditions, who are not tested for COVID-19, be directed to care for themselves at home and self-isolate. In order to return to work, they should be symptom-free with no fever for three days (without fever-reducing medications such as Tylenol) or be off work seven days, whichever is longer. Please do NOT ask patients to get tested, as this is not currently available unless they are over age 65 or have a significant chronic illness. If a specific employee needs our assistance, please have them call our COVID-19 Nurse Hotline at 833-OSF-KNOW.

We ask that all employers adhere to CDC guidelines for keeping the workplace safe. Please refer to the [CDC's website](#) for employer recommendations during this time.

Employers should not require a positive COVID-19 test result or a health care provider's note for employees who are sick to validate their illness, qualify for sick leave or to return to work. OSF HealthCare is not providing return to work notes at this time.

We want to lessen any potential exposure to the community by providing clear direction on what your employees should do if they feel they are experiencing symptoms.

1. Stay home. Manage symptoms at home.
2. Utilize Clare the OSF chatbot or call the OSF COVID-19 Nurse Hotline at (883)OSF-KNOW (833-673-5669) for a screening.
3. Follow those recommendations provided.

We want to provide the care your employees may need, and also aid in their return to work as quickly and safely as possible.

Again, please do not require employees to be tested, as tests are dependent on meeting very specific criteria or upon direction by the Illinois Department of Public Health.

For the latest information, visit our website at [osfhealthcare.org/covid19](https://osfhealthcare.org/covid19)

*Thank you for letting us serve you.*



# Caring for yourself at home

The CDC has some great resources, including what to do if you get sick.

[Click here to learn more.](#)

