



# SUPPORT STRATEGIES FOR SUPERVISORS AND PROVIDERS DURING COVID-19

*The Northeast and Caribbean Mental Health Technology Transfer Center (MHTTC) has been hosting mutual support calls for mental health supervisors during the COVID-19 pandemic. Below are tips and resources that supervisors have shared with us over the last few weeks to address the challenges of providing supervision during this current crisis.*

## SUPPORTING STAFF WELLNESS



Share wellness resources on bi-weekly intranet posts and all-staff calls.



Email friendly reminders for routine tasks to help staff stay focused when stressed and adapting to new workspaces.



Provide words of encouragement and let staff know when you see them doing a great job.



Send staff links to support calls and wellness webinars to increase access and encourage self-care.

## SUPERVISOR SELF-CARE STRATEGIES



Work daily to maintain self-care through mindful eating, brief exercise breaks, grounding practices, and rest.



Go to a private space to work during the day.



Make and follow a daily schedule that includes work and breaks for exercise, movie-watching, meals, etc.

## COMMUNICATING WITH STAFF



Stay connected with staff via video conferencing, email, and phone.



Evaluate staff technology capabilities when not using company equipment.



Be as flexible and available as possible to your staff, but set reasonable boundaries.

The Northeast and Caribbean Mental Health Technology Transfer Center (MHTTC) has also been hosting mutual support calls for mental health direct service providers during the COVID-19 pandemic. Below are tips and resources that the providers have shared during these calls.

## SUPPORTING CLIENTS DURING SOCIAL DISTANCING

*Validating the clients' concerns regarding COVID-19 and giving an example of how I am coping with things (e.g., limiting media exposure).*

*My clients have a less demanding calendar since most social events have been canceled. We can use this slow down to reflect on our lives and our activities over the past year. What do we want to keep from that "old" way of scheduling our lives, and what were we doing that was not in consort with our path, needs, and desires? These times offer us a unique and unprecedented opportunity for reflection.*

*I maintain a very personal form of communication with my clients even more now that we are in shelter in place. I text, call and reach out even after we may have discussed goals just to let them know I am here if they need for basic concerns as well as their mental health.*

### WHAT PROVIDERS ARE SAYING...

*Continue to have contact with clients weekly. Zoom meetings weekly, providing Mental Health Tips and community resources.*

*A lot of the students on my caseload went back to their homes in other states because of COVID...I've been giving them lots of resources [to use] on their own to continue exploring the things we talk about.*

## PROVIDER SELF-CARE STRATEGIES



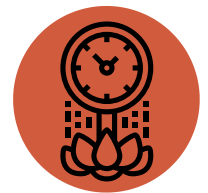
Do not take on more clients until current schedule/caseload is manageable.



Do not take responsibility for all client scheduling. Let clients reach out for additional appointments.



Put different essential oils on cotton balls and smell them. Keep soothing scents nearby throughout the day.



Practice patience, self-compassion, self-acceptance and understanding.

*For more resources and information, connect with us!*