

Support Resources

24/7 SUPPORT // contacts for emergent needs and staff support

For emergent mental health concerns for a colleague, encourage the employee or escort to the Emergency Department (per regular practice).

For an on-demand counselor or critical incident response, use the CareLink Call Line 24/7 @ 866-598-3978.

UW Medical Center, Montlake only: Contact Spiritual Care On-Call 24/7 @ 206-559-6764 (text) 206-598-9174 (voicemail) or through the paging operator.

EMPLOYEE MENTAL HEALTH SUPPORT // resources for WA UW Medicine employees and household members

The COVID-19 pandemic has taken a toll on the mental health and wellbeing of individuals around the world, and at UW Medicine, we are no exception. Many of us are not only dealing with the critical work of UW Medicine but we are also coping with the daily stresses of home-schooling and caring for our families. We are deeply touched by the amazing dedication of our workforce to both UW Medicine and their families and we recognize the toll that this sustained state of stress and uncertainty can take on our team members.

While vaccines are a bright light at the end of what seems to be an endless tunnel, we still have a long trek ahead of us. Just as we have provided you with the PPE to protect you from COVID-19, we'd like to offer you an additional tool to help you and your families who may be struggling with the emotional toll of COVID-19. UW Medicine leadership in partnership with the Department of Psychiatry and Behavioral Sciences has launched the UW Medicine [Employee Mental Health Support \(EMHS\) program](#).

Through EMHS, UW Medicine employees and their household members who live in Washington State may receive help navigating a variety of mental health resource options.

PEER TO PEER PROGRAM // a conversation with a trained supportive colleague

The peer to peer program is designed to provide a supportive listener after a stressful event or when your job feels overwhelming. Any care team member can access one on one support from a colleague in their field – a trained peer supporter.



Find out more and schedule a conversation for you or a colleague [here](#).

CARELINK // immediate help for providers and family members, including free counseling

For providers and family members who would like immediate help, please contact our Faculty and Staff Assistance Program [CareLink](#) which provides consultation and triage support.

Call 866-598-3978 to get FREE counseling or set up a Critical Incident Counselor for your area

UW Medicine Office of Healthcare Equity



(available within 24 hours). When you call, ask CareLink to set up in-person or over-the-phone counseling at the date/time that works for you.

UW CareLink parenting resources

Visit the [UW CareLink website](#) for details about how to access these confidential services that are free to UW employees and their family members, or register today for these upcoming webinars to learn ways that UW CareLink can support you.

CARE4U // services, events, and education organized to provide staff support

Visit the [CARE4U UW Medicine webpage](#) for resources, contact information, and programs designed around support for staff at UW Medical Center Montlake and Northwest (UW NetID required).

CARE4U can work with you to create individual and team support plans and events for your work area. Reach out to schedule a quality improvement or moral distress debrief, join group chats, or find a booster buddy for support.

For questions about the CARE4U program, email Marie Cockerham at marie678@uw.edu.

GME WELLNESS SERVICE // free and confidential counseling services for UW residents and fellows (individuals and couples) and referrals for free visits with a community psychiatrist and a learning specialist. Please schedule an appointment online using Schedulicity [

LINK <https://www.schedulicity.com/scheduling/UGWNXJ> [[schedulicity.com](https://www.schedulicity.com)]]

SPIRITUAL CARE // on-site support for Seattle-area UW Medicine team members

Spiritual Care Providers attend to the well-being of the whole person: Mind, Body, and Spirit with deep cultural and spiritual humility. We invite patients and caregivers to engage their emotional and spiritual resources of strength in the midst of both celebration and struggle. We are available to everyone, whether they consider themselves spiritual or not. We assess and attend to a patient's existential, spiritual and/or religious distress.

We are here to help patients and staff discover ways to navigate suffering and uncertainty while building on their current strengths and practices. We support patients, families, caregivers and staff.

UW Medical Center, Northwest 1:1 support (i.e. moral distress, secondary trauma, grief, existential /spiritual distress and overwhelm, resilience and grounding practices)

Tea for the Soul/Drop In Debriefs

Reflection Space: D-Wing (1 person at a time)

Contact Info: [Link to Spiritual Care and Wellbeing intranet site](#)

