

# Actions for HCWs

- **Be resilient.** HCWs having high resilience score was proved to be more resilient to against depression when working in COVID-19 (Yörük & Güler, 2021).
- **Tips to enhance resilience and cope with stress from WHO and CDC of USA**

- **Recognize the crucial role of yourself in fighting this pandemic.**
- **Stay informed**
- **Avoid information overload,** take breaks from watching, reading, or listening to COVID-19 related news or stories.
- **Stay connected**
- **Maintain a healthy lifestyle**
- **Take better care of yourself,** take breaks during shift to rest, try to do the activities you enjoy, engage in some mindfulness techniques, avoid excessive alcohol, tobacco, and substance use.

- **Know your limits**
- **Advocate for yourself,** talk with supervisors or employees about how the pandemic is affecting your work, what caused the stress, what maybe the solutions, and how to access mental health resources in your workplace.
- **Adhere to your treatment,** if you are being treated for a mental health condition.
- **Seek professional help,** if your feelings of distress persist and it becomes difficult to cope.

<http://www.emro.who.int/mnh/news/frontline-workers-and-covid-19-cope-with-stress.html>

[https://www.cdc.gov/coronavirus/2019-ncov/hcp/mental-health-healthcare.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fmental-health-healthcare.html](https://www.cdc.gov/coronavirus/2019-ncov/hcp/mental-health-healthcare.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fmental-health-healthcare.html)

## Actions for health care leaders

**Helping frontline HCWs cope with stress, recommendations from WHO (WHO, 2021b) and existing literatures:**

- **5 steps to a mentally healthy workplace during COVID-19**

Step 1: Show your commitment  
Step 2: Assess the situation  
Step 3: Make an action plan  
Step 4: Implement and evaluate  
Step 5: Learn and mainstream

- **Actions to help HCWs cope with stress during COVID-19**

- **Prepare them for the job,** provide training to help HCWs learn how to use PPE appropriately.
- **Help HCWs to have a clear understanding of their own roles and responsibilities**
- **Help HCWs to care for themselves**
- **Protect them on the job,** provide sufficient PPE and infection protection and control supplies; protect them from incidents of harassment and violence; protect and uphold their rights.
- **Create a healthy work environment,** ensuring appropriate work hours and workload; encourage HCWs to talk about concerns or needs, or participate in decision-making through regular meetings or communication ways.
- **Be a good role model,** adhere to health and safety guidelines; practice healthy coping strategies.
- **Encourage peer support**
- **Be perceptive and supportive,** be aware of the signs and symptoms of stress and burnout, and familiarize with active listening and supportive communication.
- **Give feedback and recognition,** show appreciation for HCWs' hard work.
- **Make services available,** establish mental health support program (system) to monitor and support HCWs; built online or face-to-face mental health support programs for HCWs; provide the online mental health support at suitable times (avoid working time and the time when HCWs just getting off from work).

<http://www.emro.who.int/mnh/news/helping-frontline-workers-cope-with-stress-during-covid-19-a-resource-for-team-leads.html>

