HELPING EMPLOYEES COPE IN CHALLENGING TIMES

A CHECKLIST FOR SUPERVISORS

- ☐ **Seek clear direction from management.** Consult with the Office of Human Resources regularly for advice and guidance. Provide factual information and answer questions accurately, but avoid "gloom and doom" scenarios. As the leader, you set the emotional tone for your group so do your best to keep their spirits up.
- ☐ **While it may feel awkward, maintain office routines and normal workplace protocols.** For many, the routine of work may be a haven.
- ☐ **Provide an opportunity for employees to express their feelings.** It is important for employees to know that it's healthy to express their feelings and to expect grieving to take time. Be available to listen. Offer your support. Ask how you can help.
- ☐ **Schedule time for employees to meet as a group.** It is helpful to realize the strength that comes with support from others. It is important for them to know they are not alone. Your EAP coordinator can make arrangements to help debrief your staff or to discuss their issues and concerns.
- ☐ **If it's a natural disaster, see if anyone is interested in coordinating blood donations or food or clothing drives, and remind employees that time off is provided to give blood.**
- ☐ **Ask your EAP coordinator to attend a staff or faculty department meeting (online) to tell staff about the services that EAP can provide.** Remind staff and faculty to avail themselves of these valuable services.
- ☐ **Educate yourself about normal reactions to a critical incident such as a disaster and/or pandemic.** Recognize your responsibility as a role model. People automatically take their cues from the leader, so you must model the behavior you expect. If your staff is working long hours, pitch in and help out. If you expect them to meet tight deadlines, be sure you do the same. And to minimize griping, don't be a complainer yourself. Your EAP coordinator can recommend good resources.
- ☐ **Be alert to disturbing behaviors or emotions that last more than four to six weeks or that are having adverse effects on work performance.** Some examples are escalating conflicts with co-workers, isolation from coworkers, crying for no apparent reason, and expressions of emptiness or hopelessness about the future. If you are concerned, contact EAP and/or Human Resources for guidance.
- ☐ **Remember, you have been affected too.** Be sure to take care of yourself. See the following tips.

ONLINE EMPLOYEE RESOURCES SPECIFICALLY REGARDING COVID-19:

binghamton.edu/programs/employee-assistance/covid-19.html
binghamton.edu/health/coronavirus

BINGHAMTON UNIVERSITY
STATE UNIVERSITY OF NEW YORK

binghamton.edu/eap

Call 607-777-6655

Email eap@binghamton.edu

New Yorkers can also call the COVID-19 Emotional Support Hotline at 1-844-863-9314 for mental health counseling.

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SELF-COMPASSION FOR SUPERVISORS

Be kind to YOURSELF and take mini breaks. The best way to relax and stay focused is to step away from your computer for five minutes. Take some deep breaths, do some grounding exercises, stretch or focus on your pets (they can bring us comfort).

Create a ritual to transition from work to home. If you are working from home, you live in your office. It can be easy to overwork. Set a time to stop working and then stop. It is important to differentiate work time from personal time, especially if you are working from home. When you are done working, let your coworkers know and turn off your computer and phone.

Remember to engage in non-work hobbies. Even short amounts of time participating in a hobby gives your mind a break and helps you to increase moments of pleasure.

Exercise regularly. Create an exercise routine, find something that you enjoy — it can be a sport that increases your heartrate or something brief or gentle like taking a walk or restorative yoga. YouTube has numerous videos for guided exercise, yoga or dance.

Work toward a healthy diet. Make conscious choices, take a break while eating, slow down and incorporate food that tastes good and makes you feel good. To register for this year's Community Supported Agriculture (CSA) Farm Share program or for more health information, send an email to bhealthy@binghamton.edu or refer to binghamton.edu/campus-recreation.

Don't hesitate to reach out for help. If these ideas seem difficult to incorporate or you are experiencing symptoms of depression, anxiety, or are unable to sleep or function well, don't hesitate to reach out to for help. EAP is scheduling appointments via Zoom for assessment, counseling and referrals. Contact us at eap@binghamton.edu and check the EAP website periodically for additional tips and resources to build resilience and to support emotional health.