

STAY THE COURSE, AMIDST CHAOS

Stay the course, light a star, change the world, wherever you are.

-Richard Le Gallienne

RECOGNIZE YOUR REACTION

- Identifying your own emotions can help you to increase your self-awareness and improve your responses during stressful times.
- What are you feeling? Observe how this feels in your body. Why might you be feeling this?
- How are you responding to this? How is it impacting the way you interact with others?
- What tools can you use to cope? (i.e. take a break, drink water, talk to a friend, take deep breaths, etc.)

MAINTAIN A SENSE OF NORMALCY

- **Rely on your routines:** It may seem counter-intuitive but sticking to a **daily routine** can help us to feel more in control and **prioritize** what matters. Routines help us to cope with change, maintain healthy habits, and reduce stress.
- **Stick to your protocol:** Continue to provide services as you normally would. Notice the changes that are occurring and how this impacts your protocol & discuss this with your supervisor, consultant, and teammates. **Communicate any changes or challenges with Mosaic Group. We are here to support you.**
- **Remind colleagues: patients in recovery are especially vulnerable and need support during COVID-19.** Ask how you can be of service.

EVERYONE ELSE IS FOCUSING ON OTHER THINGS, WHAT DO I DO?

- Check-in with your supervisor, your colleagues, and with Mosaic Group. If you feel certain questions are not being answered, let us know.
- You may feel deprioritized. Be patient while your work environment continues to evolve and adapt to this public health crisis.
- Kindly advocate for yourself. Speak up about the changes you are observing and **ask how you can best support your team.**

COMMUNICATION TIPS

Use your **Motivational Interviewing techniques** to communicate with **nurses, doctors, and other individuals** experiencing **high-stress** levels right now

Use **"I statements"**

- "I noticed you have a lot on your plate right now, how can I help?"
- "I noticed we haven't been doing as many screenings, is there something I can do to support this process? I know you have had to focus your energy on a lot of other things right now".

EMBRACE UNCERTAINTY

We are navigating uncharted waters, but we are navigating them together. Embrace change and be creative about your solutions.

