
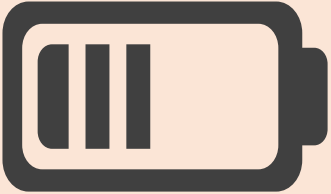





Staff well-being is vitally important and we want to protect it. Research* shows that these strategies can help us improve or sustain our well-being and protect our staff from the effects of stress in crisis.

	CARING FOR STAFF IN A CRISIS
	<p>To protect staff from the effects of trauma and stress:</p> <ul style="list-style-type: none">▪ Communicate in ways that foster trust, by explaining simply what is happening and why and that you have both staff and the community's best interests at heart. Do this in a way that sounds respectful and enables people to raise questions and worries with you.▪ Make teams more cohesive by creating a shared identity; focus on common values, beliefs and goals.▪ Make sure staff know and feel support is available to them if they need it. Be visible (using whatever means you can), available and supportive; how you can achieve this will differ depending on where are how you and your team is working.▪ Focus staff on three key issues: (1) what they can control, (2) having confidence in their abilities to carry out their roles, and (3) what can be achieved (rather than on what isn't possible).▪ Uplift staff by focusing on the good they are doing for the community and the people they work with.▪ Guide staff towards the basic resources they need; and where relevant, provide a place to rest and recuperate in the work place with easy access to food and drink
	CARING FOR OURSELVES IN A CRISIS
	<p>To protect yourself:</p> <ul style="list-style-type: none">▪ Try to focus on what you can control. You do not need to have all the solutions all the time. You will need to tolerate and manage uncertainty for yourself and your staff.▪ Make sure to follow infection prevention procedures carefully, as well as guidance on protecting your own health and well-being.▪ Find out or remind yourself what support is available to you and use it if it feels right.▪ Talk to your colleagues, check in with them and make sure they're OK; use each other as sounding boards and then focus your attention on those problems that you and your team can solve; you're a team and when you lean on each other things can get a little easier.▪ It's OK to avoid thinking about difficult or stressful experiences for a bit, this gives you a chance for recovery, but make sure you talk to people when you feel ready, and then work on those problems that you can solve.
	Key Messages for you and your staff
	<ul style="list-style-type: none">▪ We need to remember that feeling distressed is a completely normal reaction to a difficult or traumatic situation. It's OK not to be OK.▪ Messages from the organisation to staff about how they can protect themselves should also include information on what the organisation is doing to protect them.▪ It is not helpful to mandate psychological interventions in the midst of a crisis. Allow psychological support to be available in different ways. Speak to your local psychologists or occupational health.▪ During crisis we will face ethical and moral dilemmas, where we might be faced with difficult decisions, witness distressing situations, or be unable to prevent actions that we feel go against our values. Staff will need opportunities, support and space to discuss and reflect on these (<i>further advice on this to follow</i>).