

COVID-19 UPDATE

Emotional Support Line

Dear UI Health—

Beginning today, we have a COVID-19 Emotional Support Line for healthcare workers and other hospital support staff involved in the care of patients diagnosed with or suspected of having COVID-19.

The Support Line team consists of a multidisciplinary group of clinicians — including psychiatrists, social workers, and psychologists — familiar with crisis management and psychological first aid **techniques aimed at fostering resilience and adaptation**. It will be led by Erin Tobin, LCSW, supervisor of Behavioral Health Social Work in the Department of Health Social Work.

You can reach the Support Line at 312.996.4432. Ms. Tobin will answer your call and conduct a brief intake. Next, you will receive a return call in less than 30 minutes from a member of the Support Line team. Depending on the nature of the challenges you are facing, you will receive support over the telephone for one or several calls. If you are interested in additional help, we can connect you with resources either within UI Health or at an outside agency. **The COVID-19 Support Line will be available Monday–Friday, 9 am through 5 pm.**

This resource is meant to complement other resources that are available to you within UI Health or privately. Remember, there are other resources available to you as a UI Health employee, including UIC Employee Assistance Services (contact Geri Biamonte at 312.996.0547) and Magellan Employee Assistance Program (EAP), a 24/7 support line, at 866.659.3848.

Sincerely,

Hospital Incident Management Team