

Executive Summary: Coping in Times of Uncertainty

► **The COVID-19 pandemic** has been stressful in a way that we have not seen before. The daily updates can feel overwhelming. Uncertainty increases stress, fear and anxiety, and interferes with our ability to concentrate. Eating and sleep are also affected. **Our highest priority remains the mental and physical health of our patients, neighbors, caregivers and first-line responders.**

Under normal circumstances, we would turn to friends and loved ones to reduce stress, but social distancing has put a damper on how we normally connect and calm ourselves. While we are working hard to practice social distancing for the good of our communities, this can further contribute to feelings of isolation, loneliness and depression.

If your feelings become overwhelming or difficult to manage, remember how critical it is to seek out the care you require to ensure your own well-being and your ability to care for others.

Please do not allow anything, including misplaced concerns about stigma or shame, stop you from reaching out for help and support. Connection will help. Cleveland Clinic offers many resources for caregivers, patients and community members to enhance connection and coping during these times of uncertainty. As we remain in a state of heightened alert, recognize that you may experience gratitude, especially as it relates to your appreciation of special moments in time, good health and comfort for family and friends.

This information represents a collaboration among Caring for Caregivers, Office of Patient Experience, Office of Caregiver Experience, Office of Professional Staff Affairs, Department of Wellness and Preventative Medicine and other Cleveland Clinic departments.

Part 1 is designed for everyone (all patients, community members and caregivers). **Part 2** features additional resources for **Cleveland Clinic caregivers**.

Part 1: Resources for Patients, Community and Caregivers

► CONNECTION

Long periods of isolation can be challenging and sometimes results in loneliness and/or depression. Working from home, separated from your work community, presents further challenges. Connect with family, friends and colleagues via FaceTime, Zoom, Skype, Google Duo and other apps. Even a text or phone call can make a difference. Try to remember that we are all in this together. Whether you typically prefer a book or a party, a night indoors or a night on the town, connecting with others provides vital support, and this is especially true in stressful times.

Tips for success while staying at and working from home:

[CLICK HERE](#)

- Use technology to redefine how you socialize in your community.
- Consider different ways to see friends, join groups and take a break:
 - Join meditation or workout sessions, take a mid-day yoga break or go for a walk.
 - Schedule a virtual lunch or coffee date.
 - Communicate with others when scrolling through social media. Scanning is okay, but contributing is better. Share a kind word.
 - Maintain a consistent routine as best you can.
- Tips for staying connected despite social distancing:
 - [CLICK HERE](#)

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► SUPPORT FOR HEALTH AND WELL-BEING

- Wellness and Preventative Medicine resources for patients:
[CLICK HERE](#)
- Visit Health Essentials from Cleveland Clinic:
[CLICK HERE](#)
- Call the 24/7 Grief and Relief Hotline for patients, families and caregivers at 844.204.7433. For more information:
[CLICK HERE](#)
- Receive Code Lavender Emotional/Spiritual/Grief Support for patients, families and caregivers by calling 216.444.2518.
- Managing stress in uncertainty: [CLICK HERE](#)
- Mindful Moments by Cleveland Clinic Wellness app:
[CLICK HERE](#)
- Stress Free Now app: [CLICK HERE](#)
- Insight Timer app: [CLICK HERE](#)
- Staying active at home: [CLICK HERE](#)
- Exercise apps, e.g., DownDog: [CLICK HERE](#)
(free for healthcare workers until July 1)
- Ten percent happier: [CLICK HERE](#)
- Headspace: [CLICK HERE](#)
- 1-mile happy walk on YouTube:
[CLICK HERE](#)
- Yoga from Judi Bar, Cleveland Clinic, on YouTube:
[CLICK HERE](#)
- Chair yoga videos: [CLICK HERE](#)
- Simple and nourishing recipes by Chef Jim Perko
[CLICK HERE](#)
- Guided meditations for relaxation
 - Preparing for relaxing sleep [CLICK HERE](#)
 - Relaxation visualization [CLICK HERE](#)
 - Safe and peaceful mindfulness meditation
[CLICK HERE](#)

► GRATITUDE, APPRECIATION, ENCOURAGEMENT

- Let people know how much you appreciate when they go the extra mile. It can make a huge difference in your outlook, and that is true whether you're the sender or receiver.
- Thank a Cleveland Clinic Caregiver by visiting our kudoboard: [CLICK HERE](#)
- Start a gratitude practice: list a few things for which you are grateful as you awaken or fall asleep every day.
- Add appreciative inquiry to the beginning and end of meetings.
- One-Minute of Gratitude
 - Take a moment to share a “thank you” of any kind.
 - Send a handwritten or personalized thank you by mail or text
- Find gratitude posters at Intensive Care Society:
[CLICK HERE](#)

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Part 2: Resources for Cleveland Clinic Caregivers

► CONNECTION

- Share resources and connect with one another: [CLICK HERE](#)
- Mandel Global Leadership and Learning Institute: Resiliency Resources: [CLICK HERE](#)
- Stay engaged in difficult times while working from home: [CLICK HERE](#)
- Medical student volunteers to support caregivers: [CLICK HERE](#)
- Neighborhood Support Groups for small groups of staff who live in proximity to one another (contact Irina Todorov at TODOROI@CCF.ORG)
- Empathetic messaging and communication resources/training are available: [CLICK HERE](#)

► SUPPORT FOR HEALTH AND WELL-BEING

- Caring for Caregivers Program. Virtual counseling and Boost Telephone appointments for free, expert, confidential support: 216.445.6970. [CLICK HERE](#)
- Overview of Caring for Caregiver Programs: [CLICK HERE](#)
- Employee Wellness resources: [CLICK HERE](#)
- Clarity, a private, confidential eCoaching program for emotional well-being: [CLICK HERE](#)
- Caring for Caregivers Tips for Managing Stress During COVID-19: [CLICK HERE](#)
- Office of Caregiver Experience, Well-Being Portal: [CLICK HERE](#)
- Stress-free now for healers, an online resource for professional staff: [CLICK HERE](#)
- Stress Free Now Healers' Version app: [CLICK HERE](#)

- Relaxation app designed specifically to help users fall asleep: [CLICK HERE](#)
- Exercise apps, e.g., DownDog (free for healthcare workers until July 1): [CLICK HERE](#)
- Cleveland Clinic Employee Wellness Facebook: [CLICK HERE](#)
- Free virtual exercise classes at LifeFitness: [CLICK HERE](#)
- Headspace Plus free for providers, including nurses: [CLICK HERE](#)
- OPSA Staff well-being: [CLICK HERE](#)
- Moral Distress: [CLICK HERE](#)
- Caregiver Well-Being (one-click): [CLICK HERE](#)
- Professional Staff One-Click Well-Being: [CLICK HERE](#)
- House Staff Association Wellness Committee: [CLICK HERE](#)
- Cleveland Clinic Lerner College of Medicine Wellness: [CLICK HERE](#)

► GRATITUDE, APPRECIATION, ENCOURAGEMENT

- Recognize contributions of colleagues and loved ones via our kudoboard: [CLICK HERE](#)
- Visit a Caregiver Comfort Station at your location. (Contact Office for Caregiver Experience for locations.)
- Access Gifts of Gratitude and share with other Cleveland Clinic caregivers: [CLICK HERE](#)
- Recognize other caregivers via Caregiver Celebrations: [CLICK HERE](#)
- Commit to thanking three people every day.
- Words of Encouragement: [CLICK HERE](#)
- Mindful moments and meditations on Connect Today [CLICK HERE](#)

► To access most COVID-19 resources for caregivers outside of the Cleveland Clinic network, visit clevelandclinic.org/covid19.