

May 1, 2020

## Workforce Commitments and Responsibilities Update & Resources Available to Staff

As you know, the surge in COVID-19 patients in most of our facilities has been on a steady decline over the past couple of weeks. Although there is still much work to be done, the decline has provided us with a limited opportunity to rest, recharge, and plan for what's ahead.

Additionally, you may recall that on April 10, 2020, New York City Health + Hospitals issued an announcement which included information about temporarily documenting all unscheduled sick leave. As the rate of unscheduled sick leave has dropped significantly, NYC H+H will return to its pre-April 10, 2020 documentation process on May 2, 2020.

We also want to take this opportunity to remind you of the resources below. Thank you again for your incredible courage and dedication to our patients.

### Helping Healers Heal

- Helping Healers Heal is a comprehensive program that supports NYC H+H staff affected by second victimization. Second victims are health care providers who are involved in an unanticipated adverse event, in a medical error and/or a patient-related injury, and become victimized in the sense that the provider is traumatized by the event. More information, including a link to request support may be found here: [http://hhcinsider.nychhc.org/sites/helping\\_healers\\_heal/Pages/index.aspx](http://hhcinsider.nychhc.org/sites/helping_healers_heal/Pages/index.aspx)

### Employee Assistance Program (EAP)

- Caregivers need care too. Whether you need information, counseling or connection amidst social distancing, please reach out. EAP counselors available Monday through Friday 8:00 a.m. to 11:00 p.m. and telephone, video and text appointments are available. For more information, please call 212-306-7660 or visit [www.nyc.gov/eap](http://www.nyc.gov/eap)

## Childcare

- There are two no-cost options which include in-home and center-based services. They are Bright Horizons and the Department of Education's Regional Enrichment Centers. More information about both options may be found here: <http://ess.nychhc.org/child-care-services.html>

## Hotel Accommodations

- No cost hotel rooms may be reserved for a number of COVID-19 related reasons such as possible exposure and self-quarantine, and inability to return home for risk of exposing household members. Accommodations are available for employees, and affiliate and temporary staff, working in both clinical and non-clinical roles. For more information, go to: <http://ess.nychhc.org/hotel-reservations.html>

## Transportation

- NYC Health + Hospitals is partnering with Sinai Vans to provide employee shuttle bus service. The vans make trips throughout the five boroughs, as well as Westchester, Long Island and New Jersey as needed. For additional details, please contact your facility's transportation liaison.
- Citi Bike and Lyft are offering free 30-day citi bike memberships to all NYC H+H employees. Additional information may be found here: [http://hhcinsider.nychhc.org/sites/COVID-19/SiteDocuments/Employee%20Leave%20Policy/NYC%20Health%20+%20Hospital%20CitiBike%20Flyer%202020%20\(1\).pdf](http://hhcinsider.nychhc.org/sites/COVID-19/SiteDocuments/Employee%20Leave%20Policy/NYC%20Health%20+%20Hospital%20CitiBike%20Flyer%202020%20(1).pdf)
- ED and ICU staff can access four (4) one-way free rides per week through the vendor, Curb. For more information, go to: <http://ess.nychhc.org/uploads/Curb-Taxi-rides.pdf>

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