

**From:** [Romero, Nadine](#)  
**To:** [Orange County](#)  
**Subject:** County Mental Resiliency Resources  
**Date:** Friday, March 27, 2020 8:05:36 AM  
**Attachments:** [image001.png](#)  
[EOC Press Release #27 - Mental Health and Resiliency.pdf](#)

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Dear County Family:

The last few weeks have been filled with much uncertainty as those across the County, California, the United States, and the world work diligently to mitigate the spread of COVID-19. The County values its employees and understands that the COVID-19 crisis may be creating a difficult and stressful situation for employees' work and personal lives. Many of us are faced with new challenges of children being schooled at home, social distancing, changes to our work/employment, and other changes to our day to day lives and those of our family and friends.

We care about your well-being and want to make sure that you and your loved ones have the tools and resources that you need.

As a reminder, the County offers the Employee Assistance Program (EAP) to all of its employees and those living within an employee's household. EAP can be contacted at

1-800-221-0945 or online at [www.resourcesforliving.com](http://www.resourcesforliving.com)

Username: Orange County ca

Password: eap

In addition, there are individual wellness coaching options available to you. During this time of uncertainty, your onsite health coach is ready to support you virtually. We encourage you reach out to our Onsite Health Coach, Holly Lattimer. You can call or email Holly at 949-445-9215 | [Holly.Lattimer@Cigna.com](mailto:Holly.Lattimer@Cigna.com) Additionally, you can find support through StayWell's telephonic coaching program. You can work one-on-one with your personal health coach for support in dealing with the challenges you are facing. To sign-up for telephonic coaching, call 1-800-492-9812, and select option '4'.

Lastly, it is important to remember we are all in this together. Stay connected with others and reach out for support. Provide support and patient understanding to your coworkers, family and friends. Research suggests that one of the most consistent and powerful predictors of resilience and recovery in the face of emotionally distressful situations is social support—being reminded that others care, others need our care, and that we are not alone.

Over the coming weeks, we will be sharing various resources to help you navigate through this time. Keep an eye out from emails from the County Wellness Center and visit <http://www.ocgov.com/gov/ceo/covid19employeeinfo> for updates, FAQs and resources.

Other County sites for resources include:

- Employee Health - [www.ochealthinfo.com/ehs](http://www.ochealthinfo.com/ehs)
- OC Healthy Steps - [www.ocgov.com/gov/hr/eb/employee\\_wellness](http://www.ocgov.com/gov/hr/eb/employee_wellness)
- County of Orange Employee Wellness Center - [www.countywellnesscenter.weebly.com](http://www.countywellnesscenter.weebly.com)

In addition to our County resources, the Centers for Disease Control and Prevention has also developed a website on how to manage stress and anxiety during the

COVID-19 crisis. It can be found at <https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html>

The County Emergency Operations Center issued a press release that also includes excellent information on additional ways to bolster our mental resiliency during this time. It is included below for your reference.

Please know that your managers and the entire County family are all here to support you. You may also email [CountyWellnessCenter@ocgov.com](mailto:CountyWellnessCenter@ocgov.com) with any questions or concerns.



**Frank Kim**

*County Executive Officer*

County of Orange

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[www.ocgov.com](http://www.ocgov.com)

**ORANGE COUNTY OPERATIONAL AREA**  
**EMERGENCY OPERATIONS CENTER**

FOR IMMEDIATE RELEASE

**PRESS RELEASE # 027**

Date: 3-26-20      Time: 11:53 hours

**MENTAL RESILIENCE DURING**  
**A PUBLIC HEALTH EMERGENCY**

As the spread and far-reaching impacts of Covid-19 dominate the world news, we have all witnessed and experienced the parallel spread of worry, anxiety, and uncertainty. The way to overcome this natural tendency is to build our mental resilience, the ability to refocus, clear our minds, and discard negative thoughts.

What you can do:

1. Remember that knowledge is power. Understanding the factors that

affect a person's immune response to COVID-19 will matter as much as, or more than, understanding the virus. There is great information available on the OC Health Care Agency website, [www.ochealthinfo.com/novelcoronavirus](http://www.ochealthinfo.com/novelcoronavirus).

2. Don't accept everything you read or hear. Centers for Disease Control and Prevention (CDC) provides information and frequent updates on the COVID-19's spread, severity, risk assessment, etc. on their website, [www.cdc.gov/coronavirus/2019-ncov](http://www.cdc.gov/coronavirus/2019-ncov).
3. Get your emotional support system in place:
  - Maintain familiar routines in daily life as much as possible; take care of your basic needs and employ helpful coping strategies: rest during work or between shifts, eat healthy food and engage in physical activity
  - Stay connected with friends and family, even virtually connected, and maintain your social networks
  - Have the emails and phone numbers of close friends and family handy
4. Take control and incorporate preventative measures
  - See the CDC's list of [preventative measures](#)
  - A near-constant stream of news reports can cause anyone to feel anxious or distressed. Instead, seek updates and practical guidelines at intervals during the day.
  - Be supportive to others. Assisting others in their time of need can benefit the person receiving support as well as the helper.

If you or a loved one are feeling anxiety, worry or fear related to the social disruption caused by COVID-19, you can reach out to these resources for support:

Call **1(855) OC-LINKS** or visit [www.ochealthinfo.com/oclinks](http://www.ochealthinfo.com/oclinks) Monday

through Friday from 8 am to 5 pm to talk or chat with a trained, clinical navigator.

The **NAMI Warmline** is also here to provide non-crisis support for anyone struggling with mental health concerns Monday through Friday from from 9 am to 3 am, and Saturday and Sunday 10 am to 3 am. **1(877) 910-WARM** or [www.namioc.org](http://www.namioc.org)

[National Alliance on Mental Illness \(NAMI\)](#)

[Download the NAMI HelpLine Coronavirus Information and Resources Guide](#)

[American Psychological Association \(APA\) 'Building Your Resilience'](#)

For general information about COVID-19, please call the OC Health Care Agency's (HCA) Health Referral Line at (800) 564-8448, visit <http://www.ochealthinfo.com/novelcoronavirus>, or follow the HCA on Facebook ([@ochealthinfo](#)) and Twitter ([@ochealth](#)).

For non-medical questions, contact the County of Orange Public Information Hotline at (714) 628-7085.

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Release authorized by Board of Supervisors: \_\_\_\_\_

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Release authorized by Director of Emergency Services: \_\_\_\_\_

Sent by: \_\_\_\_\_

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