

Manager's Wellbeing Toolkit

Leading for our
employees' wellbeing

**NORTHLAND DISTRICT
HEALTH BOARD**

Te Pouri Hauora Ā Rohe O Te Tai Tokerau



Waitematā
District Health Board

Best Care for Everyone



AUCKLAND
DISTRICT HEALTH BOARD
Te Toka Tūmahi



**COUNTIES
MANUKAU**
HEALTH

While the threat of contracting COVID-19 may have decreased in New Zealand, its impact on wellbeing continues. This toolkit is designed to sustain your own wellbeing and the wellbeing of your team, whānau and community through this time.

This is a live toolkit and will be continuously updated. It can be found on your DHB intranet.

The toolkit is divided into four areas:



5 actions for leaders

The needs of our people will vary. These are the 5 evidence-based, straightforward approaches we recommend to sustain wellbeing.

ISSUES AND LIKELY IMPACT

Being overwhelmed
at work or at home

Exhaustion

Moral distress

Distress linked to
community, whānau,
and personal
experience of
COVID-19

WHAT YOUR TEAM NEEDS AND 5 RECOMMENDED THINGS YOU CAN DO

1 Be visible - Be approachable

Role model wellbeing and lead with compassion. Demonstrate how you are looking after your own wellbeing – it will go a long way in encouraging your team to look after themselves.

2 Hear with no judgment

Provide daily space and time for your team to ask questions and voice their concerns. Acknowledge issues and likely impact.

3 We have each other's backs

Check in on your team rather than checking up on them. Promote buddy/peer support in your team. Partner inexperienced team members with more experienced colleagues.

4 Ensure the basics

Make wellbeing part of your 1:1 check-ins (not check-ups) with team members. Provide a quiet room away from workplace stress. Ensure your team take breaks for rest and recovery, and are able to connect to their whānau and do what matters to them to nurture their wellbeing.

5 Give your team work satisfaction and acknowledgment

As much as possible support your team to have control over their work where they can. Support them to do work/tasks that give them professional and personal satisfaction. Practise gratitude. A 'thank you' goes a long way.

LIKELY IMPACT

Sustained wellbeing

A psycho-social safe environment

Prevention of burnout and anxiety

Improved patient and community care and experience

Adapted from: Advice for sustaining staff wellbeing in critical care during and beyond COVID-19. Intensive Care Society UK.

Author: Dr Julie Highfield, Consultant Clinical Psychologist, Cardiff Critical Care; and Taranaki DHB.

A manager's guide

Communicating well with your team in a timely and empathetic way can support their wellbeing. Make sure you have reliable, factual and current information.

We recommend the following sources for information:

- covid19.govt.nz
- [Ministry of Health](https://www.health.govt.nz/)¹
- your DHB intranet
- CEO briefing
- [Mental Health Foundation](https://www.mentalhealth.org.nz/)²

Acknowledge the impact on wellbeing

These are just some of the factors that could be challenging people's wellbeing:

- rapid changes to the way we live, work, socialise, shop and exercise
- financial impacts
- uncertainty
- concern about the wellbeing of whānau here and overseas.

Share the avenues of support that are available:

- [Mental Health Foundation](https://www.mentalhealth.org.nz/)³
- wellbeing support for managers and employees on your DHB intranet
- Employee Assistance Programme – you can request help and advice by calling EAPworks on **0800 735 343**. You can also email info@eapworks.co.nz or book an appointment online at www.eapworks.co.nz – they are offering an initial telehealth consultation.

¹ <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-other-languages>

² <https://www.mentalhealth.org.nz/get-help/covid-19/>

³ <https://www.mentalhealth.org.nz/get-help/covid-19/>

Leading team members returning to the workplace

If you have team members returning to the workplace after spending some time working remotely, they will need guidance from you as to what to expect. They may also be feeling anxious about the change. The same rules of good communication and staying connected apply.

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- The same rules of good communication and staying connected apply.

- Allow for a gradual transition.
- Reassure them that their workplace has been set up so that they stay safe and healthy.
- Plan ahead with them for their first day back.
- Your HR team will be able to support you as you work towards ensuring a safe work area, strengthening psychological safety and bringing your team together.

Seek out support for yourself too

Being a manager comes with a lot of responsibility. To be able to look after your team, you need to look after yourself too. Reach out to your colleagues to share what you have learned and to support one another. Delegate work to your team members if appropriate and be transparent about your own wellbeing and workload. Sharing how you are feeling will encourage others to do the same.

Where you can go for support:

- your manager
- HR manager
- seek out a peer who you trust and can rely on for support
- [Real-time Resilience Strategies pdf](#) ⁴
- manager wellbeing resources on your DHB intranet.

If you have any other questions about your role and responsibilities leading people during this time, you can speak to your manager.

⁴ <https://www.mentalhealth.org.nz/assets/COVID-19/Real-time-Resilience-Strategies.pdf>

A how-to guide for managers on talking about wellbeing

It's good to remember that no special skills are required to talk about wellbeing every day and check in with your team. If you notice a team member is struggling with their wellbeing, don't ignore it.

Be aware that talking about personal struggles can be difficult and your team member might get emotional or upset.

You just need to be empathetic, approachable and willing to listen.

Before you approach the person, ask yourself

- Am I in a good headspace?
- Am I willing to genuinely listen?
- Can I give as much time as needed?
- What venue/space should I select to help the team member feel comfortable and private?

Ways to start the conversation

Help them open up by asking questions like:

- “How are you doing?”
- “What’s been happening for you lately?”
- “I haven’t caught up and wanted to check in about how you are feeling.”
- “How’s life? How are the family?”

Asking about wellbeing lets people know it's okay to talk about how they are feeling and seek support when needed.

If you notice someone may be struggling, mention specific things that have made you concerned for them, for example:

- “You don’t seem yourself lately, what’s up?”
- “I noticed you’ve been quiet this week, are you okay?” Ask “Are you okay?” twice – sometimes we say we are fine when we are not.

What if the person doesn't want to talk?

- Be relaxed if the discussion doesn't go as you'd hoped.
- If the person doesn't want to speak about it, respect their choice, but leave the door open for further dialogue.
- Always try to listen non-judgmentally and see the issue from their perspective.
- Let them know you're asking because you're concerned about them.
- Acknowledge the person's feelings.
- If your team member gets angry or upset, stay calm and don't take it personally.

Ask questions that allow them to reach out for help, for example:

- "Have you spoken to anyone else about this?"
- "What would help you manage the load?"
- "What else is happening for you at the moment?"
- "Is there anything further that I may do to support you?"
- Encourage your team member to talk to someone trusted and/or a service that can help such as their GP, EAP, or Need to Talk? – the **1737** National Telephone Counselling Service. 1737 is available 24/7 via text or phone call.

A manager's guide for when your team member is ill

Remind your team member to stay home if unwell and seek medical attention as usual if needed.

- Reassure your team member that not coming to work while sick is a practice supported by our DHB - you are helping to protect your colleagues and community.
- If they have COVID-19 symptoms and meet the higher index of suspicion (HIS) criteria they should get a COVID-19 test. The HIS criteria include:
 - » close contact with a confirmed or probable case or
 - » close contact with a person who has travelled overseas* (e.g. Customs and Immigration staff or staff at quarantine/isolation facilities) or
 - » travelled internationally or worked on an international aircraft or shipping vessel or
 - » worked at an international airport or maritime port.
- If they have COVID-19 symptoms without meeting any of the HIS criteria, but are unwell enough to visit a doctor, they should get a COVID-19 test.
- All team members should stay home until 24 hours after their symptoms resolve and the COVID-19 test is negative (if they have had one).
- If the COVID-19 test is positive, they should inform their manager and occupational health.

* excludes household and community contacts of aircrew

Staying in touch

- Establish with the employee how long the period of absence is likely to last on the basis of their situation.
- If they are likely to be away for a longer period, agree how they would like to 'stay connected' and what support they may need. While staying connected, check in, not check up on their overall wellbeing, their absence and expected return-to-work date. You can say you'll give them a friendly call closer to when they expect to return to work.
- Continue to monitor the situation with the employee and plan for any staffing implications.
- If you are unsure, consult the leave guidance or speak to your HR consultant or business partner.
- Remember that EAP is available to any member of staff for personal and confidential support. They can be contacted on **0800 735 343** or visit www.eapworks.co.nz.
- You may wish to do a follow-up call nearer the time your team member has said they will return to work.
- Before the call, make sure you are in a good headspace and have time for the conversation. Listen with no judgement. Support your team member with the transition back to work.

A manager's guide for supporting team members working remotely

If you have team members working remotely:

- Your interactions as a manager and people leader continue to remain crucial and need to be added into how you work every day. Interactions need to be more planned and purposeful. It is important your team member working remotely feels valued, acknowledged and not isolated from work.
- Guide your team members to consult their DHB Working from Home/Flexible Working policy/guidelines about staying connected, good work habits, health & safety, IT requirements, security & privacy and expenses.
- The following pages have some simple ideas for you to support team members working remotely.

Staying connected with your team is key

- Set up short team start-up calls that everyone dials into. You might adjust the frequency and time to what is needed in your team i.e. daily, twice or three times a week. Make sure everyone on the call can contribute.
- Have a routine agenda.
 - Set team expectations/goals for the week and update on progress.
 - Ask each person to name their personal goal for the day.
 - Ask people to reflect on a personal success from yesterday “my best win from yesterday was...”
 - Check in on who needs assistance today “something I need help with today is...”
 - Recognise birthdays, anniversaries and celebrations.
- Provide a safe space for people to speak out and ask questions. Be honest and transparent about what you know and what you will find out. This will maintain credible leadership and trust.
- Include space for general wellbeing. This helps maintain a sense of connection, some awareness of what might be going on in your employee’s life, and gives an overall sense of your team’s wellbeing.
- Get a general understanding of any concerns your team member may have. Managers should, where possible, respond quickly to and be available for employee’s questions. It’s okay to say I’m busy now but will come back to you soon.

Hold regular 1:1s – check in rather than check up

- Set regular times for 1:1 check ins rather than checking up on your team members - ideally over video rather than audio so you can look for visual cues. Do they look okay or are they not their usual self? Ask are you okay? Ask twice - sometimes we say we are fine when we are not. This lets people know it's okay to talk about how they are feeling and seek support when needed. Remember you don't need to have all the answers.
- Be aware and have specific knowledge of team members who may be vulnerable and/or who have vulnerable family members or any personal circumstances that may be adding pressure on them at this time. Be aware of any specific support your team member might need. Keep questions simple and if they don't want to talk about their situation just let them know you are always available.
- Offer Employee Assistance Programme (EAP) support if needed. EAPworks offers free confidential advice and guidance for individuals and teams on **0800 735 343**. Or encourage your team to talk to someone they trust.
- Lead with an empathetic and compassionate approach and listen non-judgmentally.
- Overworking can be a problem for people working remotely. Encourage your team to keep supportive daily routines. For example, regular times for meals, physical activity, and breaks from the computer.
- Not everyone will have a perfect home office set-up to work from. Guide your team members to consult their DHB Working from Home/Flexible Working policy/guidelines.

Example questions are below.

- What do you think I need to know?
- Where are you struggling – on the work or home front?
- What would help you right now?
- What can I do to support you?

A manager's guide

Manager or colleague - one person can make a difference¹

Whether you are a manager or a colleague, it's important you respond appropriately to an employee experiencing or disclosing domestic or family violence, and that you are responsive to their needs.

This resource is designed to help you to:

- recognise signs of domestic or family violence.
- respond and refer employees to internal and external supports.
- understand the rights of employees affected by domestic or family violence.
- access information about support services and helplines that can be used by victims of domestic/family violence, victims of sexual violence or those in situations that make them fearful, threatened or harassed.

The three Rs

1. Recognise

Signs that an employee may be experiencing family violence include unexplained injuries and sensitivity about home life.

2. Respond

Support and empower your colleague to ask about immediate help for them and their children.

3. Refer

Internal and external supports.

¹ Adapted from Family Violence it's not ok | It is OK to ask for help www.oneyouok.org.nz and Chief Victims Advisor: Support available for victims during isolation www.justice.govt.nz; Rights for employees affected by domestic Violence, New Zealand Government

Reach out and support employees

- Give support not advice
- Listen
- Be available and approachable
- Don't tell them what to do
- Take violence seriously
- Let them make their own decisions
- Always think about safety – your own and the person you want to help.

What to do

- Keep in touch
- Be there for support
- Keep the door open
- Offer a safe space to go
- Discuss support from external agencies who can help
- Discuss support from internal staff who can help.

What to say

- Is there anything I can do?
- Is someone hurting you?
- It's not okay you are being hurt
- When you are ready I am here
- It is not your fault someone is hurting you
- Do you feel safe at home?

Employee rights

Rights for employees affected by domestic violence under the Domestic Violence – Victims Protection Act

The Act gives employees affected by domestic violence the right to:

1. Take up to 10 days of paid domestic violence leave each year – separate from all other leave.
 2. Short term flexible working arrangements – lasting up to two months.
 3. Not be treated adversely in the workplace because they might have experienced domestic violence.
- Everyone has these rights, even if the domestic violence happened in the past.

More information

If you are personally experiencing, or know someone who is experiencing domestic or family violence, you can go to our DHB domestic/family violence intranet page, where you will find the information on how the DHB can support you with this.

Getting help

Free and confidential help is available. You can talk to someone if you or someone you know is being abused, or if you want to change your own behaviour.

If you are in immediate danger or someone you know is, when it is safe to do so, call the Police on 111, even if you are not totally sure harm is occurring.

Services and support are available for anyone experiencing abuse from a partner, ex-partner, family member, flatmate, friend or carer.

Shine Helpline – 0508 744 633
free from any phone, 9am to 11pm every day

Women’s Refuge crisis line
– 0800 733 843
free from any phone 24 hours a day, every day

Family violence | It’s not ok
– 0800 456 450

Shakti – 0800 742 584

Tū Wahine Trust – 09 838 8700

Fale Lalaga Pacific Women’s Health and Social Services – 09 828 4317

Additional support and services

If you are a victim of domestic or family violence, sexual violence or there is someone that makes you fearful, threatens or harasses you, seek help as soon as possible. Everyone has the right to be safe. Find a range of services and support below.

Finding a support and services

- Family Services 211 Helpline (0800 211 211) – For help finding (and direct transfer to) community-based health and social support services in your area www.familyservices.govt.nz/directory
- Find your local Women’s Refuge at <https://womensrefuge.org.nz/contact-us/find-your-local-refuge> or call 0800 REFUGE to be linked up with an advocate in your area.
- Te Ohaakii a Hine National Network Ending Sexual Violence Together – For finding sexual violence support services in your area <http://toah-nnest.org.nz/index.php/get-help/find-help>
- Victim Support ¹ – 0800 842 846 (24hr service) for all victims of serious crime.
- Victim Information Line / Victim Centre – 0800 650 654 or email on victimscentre@justice.govt.nz
- Safe to Talk ² sexual harm helpline 0800 044 334, text 4334, email support@safetotalk.nz

¹ <https://www.victimsupport.org.nz/>

² <https://www.safetotalk.nz/>

Family violence services

- Women's Refuge³ free call 0800 733 843 (0800 REFUGE) – providing 24hr service advocacy and accommodation for women and their children experiencing family violence.
- Shine domestic abuse services⁴ free call 0508 744 633 (9am and 11pm) – if you're experiencing domestic abuse or want to know how to help someone else.
- Family violence information line⁵ to find out about local services or how to help someone else 0800 456 450.
- Elder Abuse Helpline⁶ 0800 32 668 65 (0800 EA NOT OK) – 24hr service answered by registered nurses who can connect to local elder abuse specialist service providers.
- Tū Wahine Trust⁷ call 09 838 8700 – for kaupapa Māori counselling, therapy and support for survivors of sexual harm (mahi tukino) and violence within whānau.
- Shakti New Zealand⁸ call 0800 742 584 – Shakti provides culturally competent support services for women, children and families of Asian, African and Middle Eastern origin who have experienced domestic violence.

Sexual violence services

- Safe to Talk⁹ sexual harm helpline 0800 044334, text 4334, email support@safetotalk.nz
- Rape Crisis Centres¹⁰ free call 0800 88 3300 for contact details of your local centre. Provides support for survivors of rape and sexual abuse, their families, friends and whānau.
- Male Survivors Aotearoa New Zealand¹¹ call 0800 044 334 for one-to-one, peer and support groups for male survivors of sexual abuse and their significant others.
- Tū Wahine Trust¹² call 09 838 8700 for kaupapa Māori counselling, therapy and support for survivors of sexual harm (mahi tukino) and violence within whānau.

3 <https://womensrefuge.org.nz/>

4 <https://www.2shine.org.nz/get-help/helpline>

5 <http://www.areyouok.org.nz/>

6 https://www.ageconcern.org.nz/ACNZPublic/Services/EANP/ACNZ_Public/Elder_Abuse_and_Neglect.aspx

7 <https://www.healthpoint.co.nz/social-services/social/tu-wahine-trust/>

8 <https://shaktiinternational.org/>

9 <https://www.safetotalk.nz/>

10 <http://www.rapecrisisnz.org.nz/>

11 <https://malesurvivor.nz/>

12 <https://www.healthpoint.co.nz/social-services/social/tu-wahine-trust/>

- ACC Sensitive Claims Unit ¹³
0800 735 566 for access to services related to sexual abuse or sexual assault.

Services for those who want help to stop harming

- Hey Bro helpline ¹⁴ call 0800 HeyBro (0800 439 276) for 24/7 help for men who feel they're going to harm a loved one or whānau member.
- Safe to Talk ¹⁵ sexual harm helpline 0800 044 334, text 4334, email support@safetotalk.nz
- Korowai Tumanako ¹⁶ text or call 0224747044 Kaupapa Māori service. Support for concerning or harmful sexual behaviour.
- Stop ¹⁷ support for concerning or harmful sexual behaviour.
- Need to Talk? 1737 ¹⁸ free call or text 1737 any time for support from a trained counsellor.

Youth services

- Youthline ¹⁹ 0800 376 633, free text 234, email talk@youthline.co.nz
- Kidsline ²⁰ 0800 54 37 54 (0800 kidsline) for young people up to 18 years of age (24 hr service).
- Skylight²¹ 0800 299 100 helping children, young people and their families and whānau through tough times of change, loss, trauma and grief.
- Oranga Tamariki ²² 0508 326 459 (0508 FAMILY) email: contact@ot.govt.nz - for concerns about children and young people.

¹³ <http://www.findsupport.co.nz/>

¹⁴ <https://www.hewakatapu.org.nz/services/0800-hey-bro>

¹⁵ <https://www.safetotalk.nz/>

¹⁶ <http://www.korowaitumanako.org/>

¹⁷ www.stop.org.nz

¹⁸ <https://www.1737.org.nz/>

¹⁹ <http://www.youthline.co.nz/>

²⁰ http://www.kidsline.org.nz/Home_312.aspx

²¹ <https://www.skylight.org.nz/>

²² <https://www.orangatamariki.govt.nz/worried-about-a-child-tell-us/>

Support for rainbow community/ LGBTQI+

- **OUTline NZ** ²³ Call OUTLINE or 0800 688 5463 – confidential telephone support for confidential sexuality or gender identity issues.
- **You, me, us** ²⁴ promoting healthy queer, trans and takatāpui relationships.

Mental health services

- **Need to Talk?** 1737 ²⁵ free call or text 1737 any time for support from a trained counsellor.
- **Suicide Crisis Helpline** ²⁶ 0508 828 865 (0508 TAUTOKO).
- **Lifeline** ²⁷ call 0800 LIFELINE or 0800 543 354 or text 4357.
- **Te Haika** ²⁸ mental health crisis assessment team 0800 745 477.
- **Alcohol and Drug Helpline** ²⁹ 0800 787 797 for phone or online chat for people dealing with an alcohol or other drug problem.
- **Anxiety Helpline** ³⁰ 0800 ANXIETY or 0800 269 4389.
- **Depression Helpline** ³¹ 0800 111 757 or text 4202.
- **Supporting Families in Mental Illness** ³² for families and whānau supporting a loved one who has a mental illness. There are regional contact numbers:
 - Northern Region: 0800 732 825
 - Central North Island: 0800 555 434
 - South Island: 0800 876 682.

23 <http://www.outline.org.nz/>

24 <https://youmeus.co.nz/>

25 <https://www.1737.org.nz/>

26 <https://www.lifeline.org.nz/services/suicide-crisis-helpline>

27 <http://www.lifeline.org.nz/>

28 <http://www.mh aids.health.nz/our-services/do-you-or-does-someone-you-know-need-help-now/>

29 <http://www.alcoholdrughelp.org.nz/>

30 <http://www.anxiety.org.nz/>

31 <http://www.depression.org.nz/>

32 <http://supportingfamilies.org.nz/>

Looking after yourself – practical tips and where to go for support

Your wellbeing is important and there are simple things you can do to look after it.

Research tells us looking after ourselves and each other is the best place to start.

Find the right people to talk to

Share your thoughts and feelings with someone you trust, share facts.

“How is this conversation helping me to feel good and function as best as I can right now?”

Focus on relationships

Connecting with others who make you feel safe, loved and connected is one of the most important things you can do.

Social connections/connectedness is a key driver of wellbeing and resilience.

Watch your media diet

The constant news stream about the COVID-19 health situation around the world and the economic and social impacts in New Zealand and globally, can cause anyone to feel anxious. Watch your media diet and get the facts from reliable sources.

- www.covid19.govt.nz
- [Ministry of Health](https://www.health.govt.nz/)¹
- [World Health Organisation](https://www.who.int/)²

Do what makes you feel good

Care for your mind, body, soul and family – nurture all aspects.

Te whare tapa wha and Five Ways to Wellbeing³

Stick to routines

Keep supportive daily routines.

It tells our brains it's safe to dial the stress response back down and prevents us from being more anxious.

Take care of basic needs

Rest and time-out help, at work and away from work.

Keep well through appropriate rest, eating and actions to boost your immune system. Use wellbeing strategies that work for you or create new ones.

1 <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

2 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

3 <https://www.mentalhealth.org.nz/get-help/covid-19/top-tips-to-get-through/>

Focus on what matters

Focus your resources on what you can control and what matters.

Worrying about things you can't change can be upsetting and frustrating.

Need more support?

- If over days and weeks your distress or stress symptoms are escalating, or you feel you are not coping, help and professional support is available. You can talk to your manager, director, professional lead, professional supervisor, team leader or HR lead.
- For health advice, call Healthline **0800 611 116**.
- Need to Talk? **1737** National Telephone Counselling Service. Available 24/7 via text or phone call.
- For support with emotional and mental wellbeing, call Lifeline **0800 LIFELINE** or **0800 543 354** or text **4357**.
- Employee Assistance Programme (EAPworks) support for you or your team **0800 735 343**.

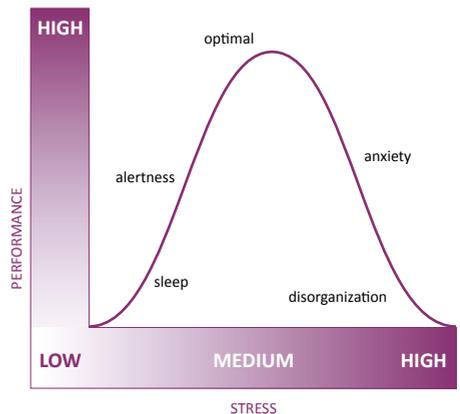
Adapted from: Nelson Marlborough Health New Zealand Institute of wellbeing and resilience, real-time strategies for coping with Coronavirus www.nzivr.co.nz Intensive Care Society UK. Author: Dr Julie Highfield, Consultant Clinical Psychologist, Cardiff Critical Care, 2020 <https://www.ics.ac.uk/ICS/Education/Wellbeing/ICS/Wellbeing.aspx> Mental Health Foundation, Top tips to get through Corona Virus and Advice for sustaining staff wellbeing in Critical Care during and beyond COVID-19 www.mentalhealth.org.nz/get-help/covid-19

Managing anxiety at work – practical tips and where to go for support

While you're working, try to stay in the optimal range by taking a mini-break and trying strategies such as:

- slow, deep breathing
- muscle relaxation exercise (e.g. lifting your shoulders up towards your ears, holding and then relaxing)
- closing your eyes and picturing yourself somewhere safe, calm and pleasant
- going for a brief walk if you can
- listening to some music on your device.

If you see a colleague who appears stressed, ask them if you can help and suggest they take a break if they can.



Let your mind help you by:

- focusing on the task you need to do right now (rather than letting your mind run ahead to outcomes that are out of your control)
- watching out for catastrophising thoughts and replacing these with more helpful thoughts.

When you finish work, encourage recovery through strategies such as:

- exercising (this helps discharge tension)
- going into nature (this is restorative)
- connecting with people you care about (there are many remote options)
- doing something completely different from work (e.g. cooking, watching a movie, listening to music)
- eating well and resting
- spending time with pets
- using a meditation app, such as: Headspace, Calm, Insight Timer
- getting good quality sleep – for info on how, search “sleep” on Healthinfo.

Avoid using alcohol to manage your feelings. While alcohol may help us to feel relaxed initially, it can affect the quality of our sleep and can easily become a habit.

Need more support?

If, over days and weeks, your distress or stress symptoms are escalating, or you feel you are not coping, help and professional support is available. You can talk to your manager, director, professional lead, professional supervisor, team leader or HR lead.

- For health advice, call Healthline **0800 611 116**.
- Need to Talk? Text or call **1737** for the National Telephone Counselling Service available 24/7.
- For support with emotional and mental wellbeing, call Lifeline **0800 LIFELINE** or **0800 543 354** or text **4357**.
- To get support for you or your team, call Employee Assistance Programme (EAP) **0800 735 343**.

This resource was originally developed by the Canterbury District Health Board and the West Coast District Health Board.

He waka eke noa

We are all in this together

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