

# Manager & Employee Mental Health Supports: Quick Reference Guide



If you or a staff member are experiencing a mental health crisis, call 911 or the Mental Health Crisis Line at 1-888-737-4668.

## Navigator Line (752-3663)

A central source to help **get answers for the many questions** employees have around COVID-19, human resources, infection prevention and control, psychological health and more.

EH employees staff the line and can help you access technical and clinical supports across the organization.

**They can also trigger a Rapid Response Team assessment or site visit if necessary.**

The Navigator Line is available from 0800-2200, seven days a week by calling 752-3663.



## Rapid Response Teams (RRT)

Provides urgent psychological support for staff after a **critical event**.

Psychological First Aid responders provide reflection and room for affected employees to process the event, while also creating awareness of the other services and supports available to them.

To request a Rapid Response, **call the Navigator Line at 752-3663 between 0800-2200, seven days a week**. After these hours, contact your site coordinator.

## Team Check-ins

More informal than Rapid Response and often not initiated by a single critical event.

**Check-ins** are intended to bring staff together to reflect on the individual and the psychological impacts of their job, ensuring that employee psychological health and safety is in the forefront for employees and managers.

To request a Team Check-in, email [healthyworkplace@easternhealth.ca](mailto:healthyworkplace@easternhealth.ca)



## EVA (Employee Virtual Assistant)

A “chat bot” tool that leverages artificial intelligence to **connect employees with the most appropriate mental health support for their unique life circumstances.**

The tool helps employees easily maneuver through resources and services available to support not only their mental wellness, but that of their family members.

EVA is 100% anonymous, confidential and available 24/7 through the public URL [www.checkwitheva.ca](http://www.checkwitheva.ca).



## Peer 2 Peer (P2P)

Peer support is a very effective means of improving employee mental health and wellness. It can range from providing a bridge between an employee with a problem and the people who can help, or simply lending an ear after a bad day.

Peer 2 Peer is comprised of a team of trained employee volunteers from across our organization. Their role is to support employees through their shared experiences as healthcare workers as well as other identified similarities such as mental illness, domestic violence, parenting issues, etc.

Employees can access P2P through the **Employee Virtual Assistant (EVA)** at [www.checkwitheva.ca](http://www.checkwitheva.ca).

Questions? Contact [healthworkplace@easternhealth.ca](mailto:healthworkplace@easternhealth.ca)



## Employee and Family Assistance Program (EFAP)

**EFAP** is a short-term benefit program that provides **confidential**, professional assessment, referral and follow-up **counselling services** to assist employees and their family members experiencing personal problems associated with home and work life.

**Lori Hewitt, EFAP Coordinator**  
**752-8792**

### Areas of Responsibility:

Mental Health and Addiction Services Sites (including the Waterford site), Health and Community Services, Central Laundry, Dr. Walter Templeman Health Centre, Majors Path, Human Resources, Miller Centre / Southcott Hall, Mount Pearl Square, All Long Term Care facilities, Rural Avalon and Clarendville.

**Tina Simpson, EFAP Coordinator**  
**777-3153**

### Areas of Responsibility:

Health Science Centre, Children's Rehab., Janeway, Cancer Center, St. Clare's Hospital, Center for Nursing Studies, Paramedicine, Burin and Bonavista.

