



HEALING, EDUCATION, RESILIENCE & OPPORTUNITY
FOR NEW YORK'S FRONTLINE WORKERS

STAFF SUPPORT MODEL

THE APPROACH

- Prevention measures for recurrence of a similar event or negative adverse exposures
- Action measures to reduce vulnerabilities
- Emphasis on and encouragement of sustained coping
- Organizational alignment and ongoing current state assessments
- Countermeasures for maintenance
- Problem solving activities
- System-wide reflective learning
- Effective debriefing for workforce resilience-building
- Focus on population health
- Concrete lines of communication
- Ongoing training & Refresher courses
- Environments for healthy decompression
- Screenings & Assessments
- Referral networks
- Effective mental health service pathways both internal & external
- Acute & long-term treatment for event related holistic health challenges
- Financial planning to design enhanced support infrastructure
- Building safer processes to meet ongoing concrete needs



- Precautionary and proactive measures
- Implementing risk mitigation strategies before an emergency occurs
- Develop response/support plans and establish response teams
- Training, skill, and general awareness building
- Program planning to maintain effective coping and daily functioning of the workforce
- Psycho-education, information sharing, and support materials (i.e. posters, brochures, leaflets, videos, etc.)
- Mental Health & Preparedness plans in action
- System-wide alignment of directives
- Provide emotional support to those in distress
- Enhance training and skill-building of peer supporters
- Normalizing reactions and responses
- Crisis counseling to meet severity
- Emphasis on self-care
- Expansion of response resource capacity
- Identify resource gaps (human capacity & system)
- PDSA cycles