

Delta Mental Health during COVID-19

Part Two: Supporting colleagues and customers

The COVID-19 situation and response is likely to be an ongoing and evolving issue, creating unprecedented challenges for our workforce and customers.

It is important that we check in on each other to offer support and encouragement. In the face of challenges, we draw on our strengths, resilience and support networks to cope with the difficulties we face. It is common in high stress situations for our resilience to be lower than usual, and some people may need a little extra support.

Watch out for the signs

We all need to look out for each other. Signs that a colleague may benefit from some additional support may include:

- Appearing stressed, anxious, exhausted or confused
- Appearing sad, overwhelmed or angry
- Increased concerns about the future
- Significant withdrawal
- Physical symptoms – headaches, difficulty sleeping, eating, weight loss/gain
- Difficulty concentrating
- Resentment or blaming others
- Increased substance use
- Increased irritability and defensiveness
- Relationship issues
- Increased risk taking or reckless behaviour
- Reduced care and interest in personal appearance
- Difficulties switching off
- Increased worry or preoccupation with stressors
- Decreased confidence and self esteem

Our workforce face multiple critical risks every day. In times of stress, it is often hard to stay mindful and on task. Increase your communication and we will all make it through this time in better shape.

Always encourage extra support if you feel additional assistance may be helpful. Continue to check in with others, even if they appear to be OK at the time.