



DCF COVID-19 Daily Update Supporting Children, Families and Staff May 12, 2020

HELP FOR FRONTLINE STAFF AND THEIR FAMILIES - "HERO HOTLINE"

The Coronavirus crisis is affecting everyone, from the frontline essential workers to their family members. The residual effects of this crisis trickle down to those who are feeling a sense of fear and vulnerability with not only what they are personally experiencing but from the hopelessness just in knowing that this crisis exists. Thankfully, there are support services offered throughout our community.

Community Health Resources (CHR), launched a new hotline to provide immediate assistance to anyone who is struggling with acute stress during the ongoing coronavirus crisis. The Hotline is intended to connect callers with a CHR professional who is trained in the treatment of Acute Stress Reaction and other conditions related to prolonged stress and anxiety. The call is free and provides an opportunity for confidential debriefing and coaching.

The HERO HOTLINE is **888-217-HERO** and is staffed seven days a week from 10 a.m. to 8 p.m.



The HERO HOTLINE is specially designed for:

- **Frontline heroes:** healthcare providers, first responders, grocery store employees, delivery providers and other essential employees.
- **Family-members and friends** of front-line employees who are worried about their health and safety.
- **Anyone who is grieving** after losing a loved-one during the crisis.
- **Anyone** who is struggling during this crisis. We are all in this together and are all heroes as we help each other during this difficult time.

The HERO HOTLINE will:

- Connect you with a CHR professional who is trained in the treatment of Acute Stress Reaction and other conditions related to prolonged stress and anxiety. The call is free and provides an opportunity for confidential debriefing and coaching.
- Refer you to resources for ongoing care and support, including telehealth services available through CHR.