



Does Your Team Need Help Coping with COVID-19?

Critical Incident Services are Available

Are you concerned about your team?

- Are your employees in distress and having difficulty functioning?
- Are you seeing behavior changes such as withdrawal, anger, depression, distraction, or reduced performance?

How can you help your employees?

- Licensed clinicians from Optum are available to provide COVID-19 critical incident support.
- Services may be in a group setting or individually if an employee wants to talk privately.
- Due to social distancing, the services will be provided virtually by video conference instead of in-person.

What options are available?

- **Group:** Schedule a clinician to attend a virtual staff meeting.
- **One-on-one:** Set up a work station in a small office for employees to talk with a clinician by video conference.

Please note this is voluntary; your employees may choose whether to participate.

How do I start?

For questions or to request Critical Incident Services, department managers can contact Human Resources Wellness at (727) 464-4049 or by email at wellness@pinellascounty.org.



What are Critical Incident Services?

Employees talk with a professional clinician about their reactions (emotional and physical responses) and discuss coping strategies. The clinician will also inform employees of ongoing EAP services including individual counseling sessions.