

Infection Prevention & Occupational Health

COVID Employee Hotline:

469-419-3000, dial 9

Open 6 a.m. to 5:30 p.m., Monday through Friday
(After hours messages returned on the next business day)

Infection Prevention:

214-825-4446 (On-Call Pager)

Occupational Health (via OTM):

OTM Service Portal

<https://parkland.service-now.com/otm>

OccupationalHealth@phhs.org

469-419-3000, ext. 7-3000

Mental & Emotional Health

Internal Resources

Pastoral Care

- Urgent Needs: 24/7 On-Call Chaplain (Pager: 214-786-8108)
- Non-Urgent Needs: M-F, 8 a.m.-4:30 p.m. (Call: 214-590-8512, x2-8512)

Employee Health Center

Now at the Moody Outpatient Center (4th Floor, Clinic 4A)

- M-F, 8 a.m.-5 p.m. (Call 214-590-2800, x2-2800 or 214-590-1307 for screening)
- Phone, virtual, in-person, group visits available
- Primary care, behavioral health and more



SPARKS Peer Support Network

- 24/7 (page thru SmartWeb On-Call Directory; enter "SPARKS" as the group name)
- General Questions (214-590-1878, ext. 2-1878, M-F, 8 a.m.-5 p.m.)



Parkland Emergency Psychosocial Services

Hospital resources to provide education and easy-to-learn strategies to manage potential reactions to stressors

- jessica.george@phhs.org

Parkland Behavioral Health Services

- 214-590-5536, option 6 M-F, 8 a.m.-5 p.m.

Parkland Victim Intervention Program (VIP)

- 214-590-2926
- 214-590-0430 (Crisis Line)

Institutional Ethics Committee Resource

Individual or group support for moral distress

- Page ethics consultant on call: 214-590-8000
- <https://phhs.sharepoint.com/IEC>

External Resources

24/7 National Crisis Text Line

Text "Home" to 741741

Free Mental Health Resources

<http://www.mhadallas.org/help/>

Center for Integrative Counseling & Psychology (Outpatient therapy on UMR)

- 214-526-4525
- www.thecentercounseling.org

COVID Coach App



Here for Texas

- 972-525-8181
- www.herefortexas.com

Nat'l Disaster Distress Line

- 800-985-5990
- Text: TalkWithUs to 66746

Trauma Support Services of North Texas

Free, trauma-trained individual & group sessions available

North Texas Behavioral Health Authority (NTBHA)

- <https://ntbha.org/>
- 24/7 Support Line: 833-251-7544

Suicide Prevention

- 1-800-273-8255
- <https://suicidepreventionlifeline.org>

Telehealth Options for Healthcare Workers

- EmotionalPPE.org
- TheBattleWithin.org

Counseling Apps

- BetterHelp

Meditation Apps

- Calm

Employee Assistance Program (EAP)

24/7 Support, Resources & Information

Confidential Emotional Support

Work-Life Solutions

Legal Guidance

Financial Resources

Call: 844-216-8399

TTY: 800-697-0353

<https://www.guidanceresources.com>

App: GuidanceResources Now

Web ID: PARKLAND

For EAP and benefits-related inquiries, please contact CIGNA at 800-247-4433. You can also find out more at <https://parklandbenefits.org/well-being/eap/>.

Additional Resources & Support

Beneplace

Benefit resources, savings and discount opportunities

[Beneplace website](https://phhs.savings.beneplace.com)

(<https://phhs.savings.beneplace.com>)

Financial Relief & Resources

Parkland Auxiliary Benevolence Fund

Short-term financial support for full-time Parkland employees with unexpected, life-altering financial hardships. Contact Marcy

Barron: (ParklandAuxiliaryServices@phhs.org, 214-590-8990)

Financial Hardship Relief Program

Assists Parkland employees unable to repay a pay day loan for more than three pay periods

<https://phhs.sharepoint.com/Pages/FinancialHardshipReliefPilotProgram.aspx>

Community Loan Center of Dallas

www.clcofdallas.org

Affordable, small dollar loans (\$400-\$1000; with 12 months to repay) and 1-on-1 financial coaching

PTO Donation Requests

Employees who've exhausted their PTO and require an extended absence due to qualifying circumstances may be eligible to receive donated PTO.

[OTM Service Portal](#) > Benefits>Request Donated PTO

CIGNA MD Live

CIGNA MD Live offers several convenient virtual care options by phone or video, including primary care, behavioral care, urgent care and dermatology. Find out more about this program [here](#).

Not a Parkland Staff Member?

Additional resources for UT Southwestern colleagues

Contact: Jennifer.Wimberly@phhs.org



Employee Health Center – Behavioral Health Services

Moody Outpatient Center, 4th Floor - Dr. Angela Hill PsyD, ABPP

Call to schedule: (214) 590-2800, Monday-Friday 8 a.m. – 5 p.m.

A behavioral health outpatient program led by a board-certified clinical psychologist and dedicated to Parkland employees and their families. Services include individual psychosocial therapy and group therapy programs. Treatment recommendations are based on individual needs and length of psychotherapy treatments may vary. Available group therapy programs include:

- Anxiety and Stress Management Group
- Cognitive Processing Therapy for Post-Traumatic Stress Disorder (PTSD) Group
- Diabetes Support Group
- Grief Recovery Group
- Interpersonal Psychotherapy Group for Depression

Parkland Emergency Psychosocial Services

Contact: Jessica.George@phhs.org

A new COVID-19 surge can understandably result in a variety of responses for healthcare workers as we work hard to care for each other, patients, guests and our own loved ones; including but not limited to emotional, psychological, mental and/or physical discomfort. Our brains and bodies have natural responses to stress and threats, whether real or perceived. That includes reminders of past trauma when facing new and/or familiar threats.

While we are now facing similar, distressing circumstances due to increasing COVID cases, we are not in the same situation we were at the onset of the pandemic. We are better prepared and can use the knowledge we've gained to adapt and respond to our present needs and cope with challenges. We can and will get through this together by monitoring ourselves and others while proactively utilizing healthy strategies to manage this crisis.

There are hospital resources available to provide education and easy-to-learn strategies to manage potential reactions to stressors. If you believe your unit would benefit from a brief presentation on these topics, please email jessica.george@phhs.org.

Please use the QR code below if you or your peers are interested in pursuing additional support services within Parkland or in the community. If your reactions are causing significant distress or impair your ability to function, please reach out for support.



SPARKS Peer Support (Supporting PARKland Staff)

Contact: 24/7: Search for SPARKS in the online paging directory, click on "SPARKS ON CALL" and page SPARKS supporter highlighted in green; M-F, 8 a.m.-5 p.m.: 214-590-1878

REACTIONS TO A STRESSFUL EVENT

The following symptoms are common responses to a stressful situation. If you or a colleague are experiencing these symptoms, SPARKS can help.

PHYSICAL SYMPTOMS:	PSYCHOLOGICAL SYMPTOMS:
<ul style="list-style-type: none"> • Changes in sleep patterns • Difficulty concentrating • Changes in eating habits • Headache • Fatigue • Diarrhea • Nausea or vomiting • Rapid heart rate • Rapid breathing • Muscle tension 	<ul style="list-style-type: none"> • Isolation • Frustration • Fear • Grief or remorse • Discomfort returning to work • Anger and irritability • Depression • Extreme sadness • Self-doubt • Flashbacks

COPING WITH STRESS

The SPARKS team can help you cope with stress. Some examples of healthy ways to handle stressful situations include:

<ul style="list-style-type: none"> • Get physical exercise, as well as relax, to help alleviate some physical reactions to stress • Remind yourself that it's okay that you're having expected reactions to a stressful event • Keep to your routines 	<ul style="list-style-type: none"> • Avoid alcohol and drug use • Give yourself permission to react; don't hide your feelings • Eat regularly • Minimize the use of sugar and caffeine • Do something nice for yourself
--	--