Communication tips:

✓ Pause and breathe: Remember Calmness is Contagious
✓ Begin by asking staff about how they are feeling. Show you care about their stress
✓ Acknowledge the stress and uncertainty: Normalize
✓ Promote the need for social support: Use videoconferencing when setting up meetings
✓ Remind staff of support services available: YOU Matter and Matrix (614-475-9500)
✓ Model optimism and hope
✓ Be factual and honest; It’s alright to admit “I don’t know”

You Matter support clinicians are available 24/7 to help.
You Matter Hotline: 614-722-5005 or Ext. 25005
YOUNMatteProgram@Nationwidechildrens.org