



Changi
General Hospital
SingHealth

TEAM CARE

#SGUNITED #COPINGWITHCOVID19

LOOKING OUT
FOR ONE
ANOTHER



ABOUT US

Department of TRaCS is committed to:

- Provide consultation, training and counselling services to build human resilience, enhance emotional support during crisis and improve mental health literacy at the workplace.
- Conduct research on human resilience to develop practice-informed training for organisations.
- Collaborate with industries, both local and overseas, to customise and equip them with sustainable solutions to build organisational resilience.

The content in this resource is for general information and is provided on the understanding that no medical advice or recommendation is being rendered.

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"THE STRENGTH OF THE TEAM IS EACH INDIVIDUAL MEMBER. THE STRENGTH OF EACH MEMBER IS THE TEAM."

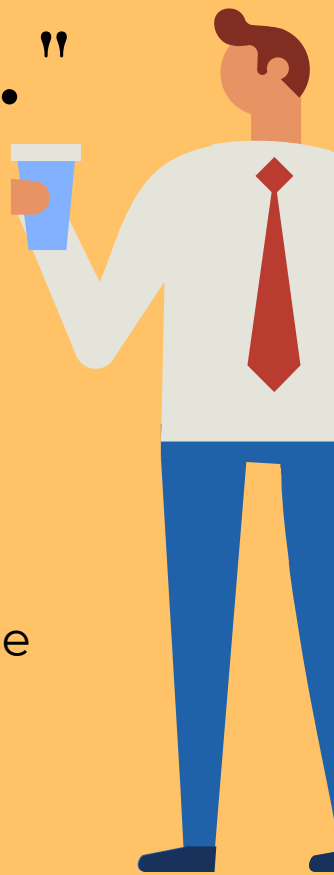
PHIL JACKSON

Due to the fast moving nature of our work, we may feel ill prepared to assist colleagues who are experiencing distress.

Reaching out early can strengthen the resilience of your team and members.

We encourage you to cultivate the following skills to reach out to your colleague(s), especially if you are able to provide:

- An empathic listening ear
- Undivided time and attention (20-30 minutes)
- A comfortable, quiet and safe space or a secure virtual meet-up



ESSENTIAL SKILLS

Developing these three essential skills may better prepare you in gaining familiarity and confidence in reaching out to a colleague in distress:

RECOGNISE

Know when your colleague is in distress



ACT

"See something, do something."



KNOW

Have at least two trusted resources to offer

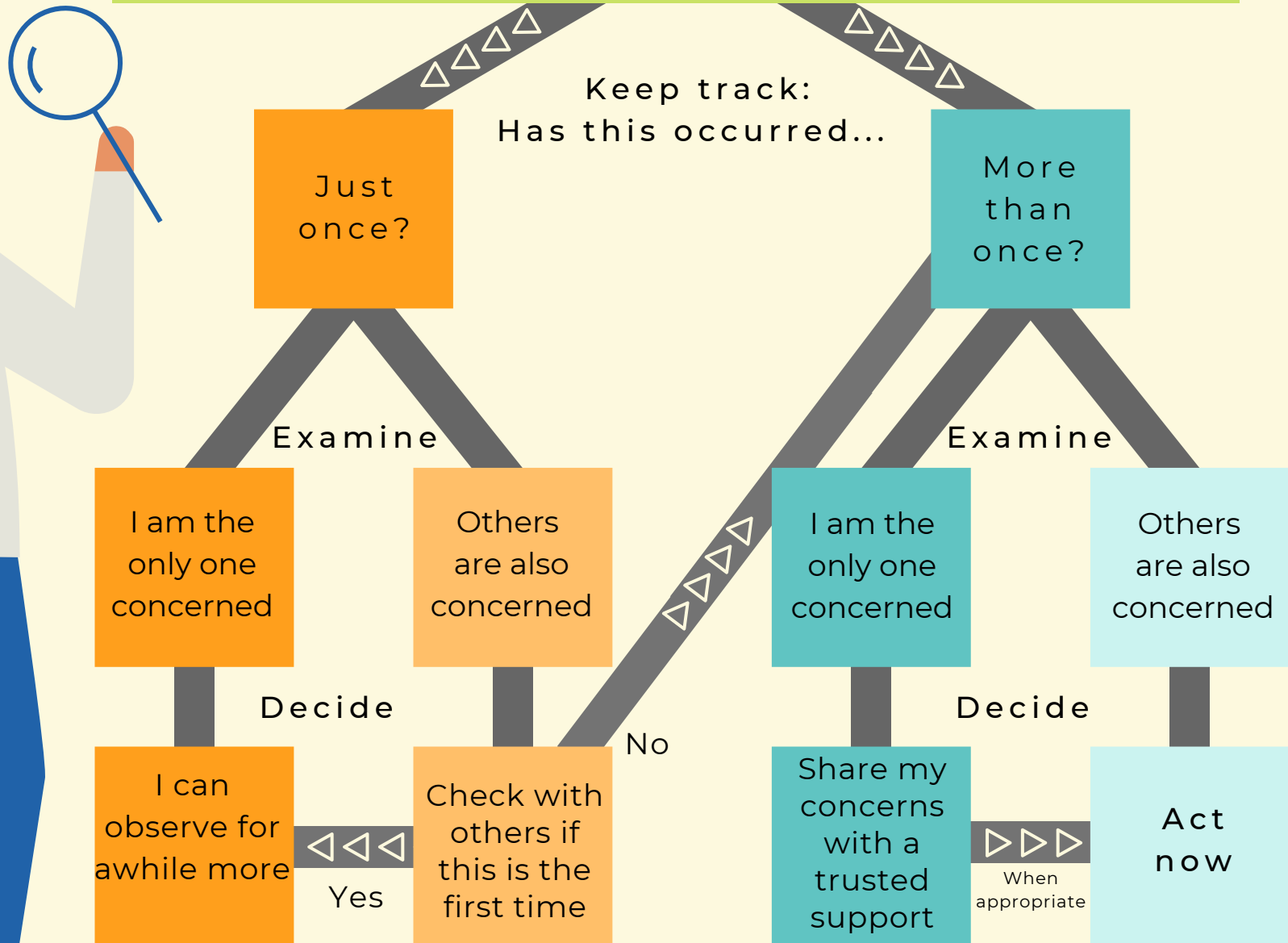


RECOGNISE

Not confident in reaching out to your colleague?
This flowchart may guide your decision.

I am worried because my colleague is:

- Behaving differently?
- Not managing their emotions well?
- Not caring for their physical health?
- Letting their quality of work affected?



ACT

Reach out directly to your colleague in distress or through another trusted colleague.

When reaching out directly:

- Share your concerns calmly: highlight that your motivation is to provide care and not to investigate
- State the changes you & others have noticed, from a factual point of view
- Seek to understand

CLARIFY

RESPOND

- Listen to your colleague's concerns
- Acknowledge the challenges your colleague is facing
- Offer support if your colleague is receptive - provide guided suggestions instead of advice



KNOW

Have an awareness of at least two resources.

Find out if there is any peer support system or an Employee Assistance Programme in your organisation.



**NATIONAL
CARE HOTLINE**
1800 202 6868

**NCSS
MENTAL
HEALTH
RESOURCE
DIRECTORY**



EQUIP MYSELF

Check out ReXilience courses to further improve supporting skills:



For more information

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Scan the QR code to access additional
resources from the Department of TRaCS:



Reference: National Centre for PTSD

