

Leaders and managers: returning to work after quarantine

As states across the country begin to reopen businesses, employers are planning to move staff back into the workplace. Leaders and managers will need to prepare not only for changes in the physical workplace, but also for challenges addressing staff concerns.

Unfortunately, the COVID-19 pandemic will not be gone as staff members return to work, and neither will the concerns that surround it. While some staff may be excited and eager to return to work after stay-at-home orders are lifted, others may be fearful and anxious about the transition.

Everyone has been impacted by this crisis and returning to work is yet another new territory to navigate. Social distancing, quarantine and isolation can cause a range of intense physical, emotional and psychological symptoms. People may experience anger, fear, sadness, irritability, guilt or confusion. In addition, they may have lost loved ones or know someone who got sick, they may be concerned about child or elder care and many may be experiencing financial difficulties.

Your program is here to help

As a leader or manager in an organization preparing to reopen, it will be important to consider the emotional health of your staff and learn how to monitor and address issues if you see someone who is struggling.

Your program provides a variety of resources, tools and services to support you on this journey.

The ***Manager's Program Guide*** features sections on supporting your staff and yourself including:

- Caring for your staff, warning signs of behavioral health issues and knowing when to offer assistance
- Managing a staff member through a personal crisis
- Helping a staff member in distress
- Identifying substance misuse
- Preventing violence at work and at home
- Suicide awareness and prevention
- Critical incident response resources

The Workplace Support Services (WSS) team is available for personal consultations anytime.

- WSS provides confidential guidance to managers for a variety of situations
- Managers can use WSS to help them effectively assess challenging situations and determine the appropriate level of intervention based on departmental policies
- WSS can help managers explain how to offer help in the most productive manner

The member website, MagellanAscend.com, is the central resource for COVID-19 emotional health and wellness information:

- See the COVID-19 article on the home page for:
 - Manager tip sheet on how to help staff members in distress during an infectious outbreak
 - Tip sheets with coping tips for mental health and different types of workers, financial resilience and program resources
 - Webinars on managing anxiety, building resilience and financial best practices
- Click the Manager Support tile to find education and resources including:
 - Link to download the *Manager's Program Guide*
 - Link to download the Options In Learning Training Guide; Note there are two trainings specific to COVID-19, *Managing Anxiety and Worry in Uncertain Times* and *How to Build Resilience and Adaptive Skills During COVID-19*
- View the Learning center for articles, videos and webinars on a variety of topics
- Visit the app library for self-care program on anxiety, depression and insomnia

Your Magellan Healthcare Account Manager can also consult with you on specific situations and provide resources for a variety of situations including:

- Coping with the death of a co-worker
- Supporting a co-worker with a serious illness
- Coping with downsizing and job loss

Magellan Healthcare is here to provide you, your staff and their household members with compassionate and caring support during this difficult time. Your program is completely confidential and available 24/7/365. No situation is too big or too small. Give us a call or visit your program website to get started.