

# Looking After Your Wellbeing during COVID-19

## Guidance for Employee Volunteers and Managers





We would like to thank our employee volunteers and their managers for the extraordinary commitment made to support the continued delivery of essential services to our Glasgow citizens during this difficult time.

We recognise that this is no small task and that the scale of the challenge is unprecedented, so we want to also reassure you that you're not alone and that we want you to feel supported every step of the way.

The information and resources we have developed to support you are aligned to the recommendations and work of the Scottish Government and NHS, and are tailored to meet your needs in your role. We will be sure to update you on any further materials published in the forthcoming weeks.



# Core health and wellbeing support

## Staying Safe and Well

[Click here to view our guide to staying safe and well](#)

### Online support:

Coronavirus (COVID-19)  
**Daily Information Update**

#### COVID-19 updates for Glasgow City Council Staff

Daily updates for council staff, including mental health and wellbeing information, resources and support.

#### Employee Assistance Provider

Remember that you can call our

Employee Assistant Provider, Workplace Options free on 0800 247 1100

at any time if you have any issues or concerns and would like to talk to someone.



## Specialist support for you

The online National Wellbeing Hub has been developed in collaboration with us, by the Scottish Government and NHS Scotland to help our staff, carers, volunteers and their families look after their physical and mental health as they respond to the impact of Coronavirus.



Tailored to support the challenges being faced by everyone, the hub offers self-care and wellbeing resources designed to build personal resilience and to help people recognise their own warning signs and access relevant support when they need it.

You can access the National Wellbeing Hub at: <http://www.promis.scot/>

### NHS COVID-19 staff support line:

As volunteers working with the impact of COVID-19, we have arranged for you to have access to the support line on **0141 303 8968 (Mon-Fri, from 8am-6pm)** for specialist psychological assistance if you are worried about COVID-19, or are noticing that it is impacting emotionally on you. A copy of the Helpline service poster is included for your information and to share as appropriate.

## Technique to help relieve daily distress:

David Murray, who is a Psychologist in Glasgow's Psychology Service and also a UK and Europe accredited trauma Consultant, teaches a simple strategy to help you to relieve some of the distress you may experience as a volunteer working in frontline services during this difficult time. We have included an overview of the technique in this resource for further reference.

## Additional resources

We have included a copy of the **Going Home Checklist** which the Scottish Government is encouraging us all to use, where appropriate, to make sure that we leave work in work and take care of ourselves and our colleagues.

A comprehensive list of mental health and wellbeing information, resources and contacts has been prepared in line with Scottish Government recommendations, and is included in this document for your ease of reference.

**And remember that it is 'okay not to be okay'**. If you start to struggle please talk to your manager, a trusted colleague, friend or family member as soon as possible to make sure that you receive the support you need at an early stage.

We are all in this together and will get through this challenging time by looking after ourselves as well as each other.

If you need additional support, please talk to your volunteering line manager, Service HR team, or email your corporate volunteering team:

[YourVolunteering@glasgow.gov.uk](mailto:YourVolunteering@glasgow.gov.uk)



## COVID-19 Staff Support Line

- Are you a Greater Glasgow and Clyde health or social care staff member?
- Are you worried, anxious or stressed about COVID-19?
- Are you noticing that COVID-19 is impacting emotionally on you?



**0141 303 8968**

Open **MONDAY** to **FRIDAY** 8am to 6pm

Offering psychological support to those working with the impact of COVID-19.

This is a psychological support line.

If you have COVID-19 symptoms, please visit  
[www.nhsinform.scot](http://www.nhsinform.scot)

# Going home checklist

- ✓ Take a moment to think about today.
- ✓ Acknowledge one thing that was difficult during your working day - let it go.
- ✓ Consider three things that went well.
- ✓ Check on your colleagues before you leave - are they OK?
- ✓ Are you OK? Your senior team are here to support you.
- ✓ Now switch your attention to home - rest and recharge.



# Technique to help relieve daily distress

David Murray, who is a Psychologist in Glasgow's Psychology Service and also a UK and Europe Accredited Trauma Consultant, teaches a simple strategy to help you to relieve some of the distress you may experience as a volunteer working in frontline services during this difficult time.



View the video here: <https://www.youtube.com/watch?v=mpPeQq4kxo4>.

“ I would like to teach you an additional strategy that may help deal with some of this distress on a day to day basis. ”

## Instructions:

### Step 1:

Imagine the event that is causing you the distress, play this in your head like a video. It might be from the past or from an imagined future.

### Step 2:

Observe and notice where you feel these disturbing feelings in your body. Give your level of disturbance a score from 0 (no disturbance) to 10 (maximum disturbance).

### Step 3:

Take that disturbance (wide) – cross your arms – link your thumbs – start alternative tapping on your chest – left right left right – now start walking or marching your feet at a steady pace whilst tapping left right and then play the video in your head. Just notice the disturbance and carry on walking and tapping

At the end of the video – take 2 deep breaths and blow out.



## Step 4:

Observe and notice your body. Give your level of disturbance a score again from 0 to 10. If the score is from 4 to 10. Repeat Step 3: again until it is either 0, 1, 2 or 3. If, after doing this process at least 3 times, your score for disturbance remains above 4, go and speak to someone for gaining access to a trauma service like the NHS.

**So it may be helpful if you try this out for yourself. Remember that with any skill you only get better with practice.**

“ It would be great if you could support each other in small groups to do this together. Before a shift starts. At breaks or at the end of a shift. You can even do this before coming into your allocated shift as a way of preparing yourself for what you may face. You get to monitor its effectiveness for yourself and each other.

It may also be useful to think of this as a normal cyclical process, like the seasons cycle. Things change, like in Autumn, we may struggle to cope, like in a bad Winter, we find new ways of coping, like in Spring and the we carry on with this new growth into the Summer. The reality, like Glasgow weather, is that this can all change within 5 minutes. Just as you think you are ok it gets really bad again. That is normal. This is where this technique can help.

”

## Mental Health and Wellbeing Support and Resources

The following links will direct you to a range of information and support that will help you to look after your mental health and wellbeing during this difficult time. This includes links to a number of best practice resources that have been officially recognised and recommended by the Scottish Government for use to support staff wellbeing during the COVID-19 pandemic.

The resources have been organised into key themes, in accordance with the Scottish Government and council guidelines to make it easier for you to find what you're looking for:



# Emotional Wellbeing, Social Connections and Resilience

**Helplines:** if you need to talk to someone now

NHS 24:  
**111** if unable to talk to your GP

Breathing Space:  
**0800 83 85 87** (Mon-Thu 6pm to 2am, Fri 6pm to Mon 6am)

Employee Assistance Service, Workplace Options:  
**0800 247 1100** (Open 24/7)

LGBT helpline:  
**0800 138 8725**,

BME helpline:  
**0800 288 4950** (Open 24/7)

Samaritans:  
**116 123** (24/7)



## Glasgow City Council - employee support

Council mental health and wellbeing support all available on our staff web page here [www.glasgow.gov.uk/staffupdates](http://www.glasgow.gov.uk/staffupdates).

This includes our [Employee Equality Support Networks](#) email addresses for [Black and Minority Ethnic](#), [Carers](#), [Disabled](#), [Prism](#), [LGBTi](#) and [Lean In, Women and Gender issues](#).

## Other useful online support

Breathing Space -  
[Listening, information and advice](#)

Mental Health Foundation -  
[Mental health and psychosocial support](#)

NHS Inform -  
[Coronavirus \(Covid-19\) advice](#)

NHS -  
[Mental Health Apps](#)

Clear your head campaign  
<https://clearyourhead.scot>



# Financial Wellbeing

## Online support:

StepChange Debt Charity -

[Free online debt advice](#)

Five Ways to Financial Wellbeing Support

[Factsheet for Glasgow City Council staff](#)

Money Advice Service -

[Free and impartial money advice](#)

Citizens Advice Scotland -

[Debt and money advice](#)



# Domestic Abuse

## Helplines and online support

ASSIST -

0141 276 7710 - support for all victims (Mon-Fri 9am to 5pm)

COVID-19 Violence Against Women

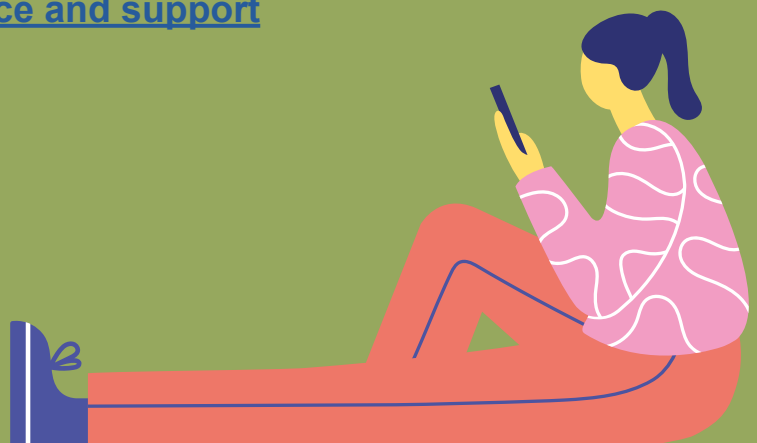
[support services for women experiencing abuse, in line with Scottish Government Guidelines on self-isolation and social distancing.](#)

ASSIST -

[Support for women, men, children and young people who are victims of domestic abuse](#)

Scottish Government -

[COVID-19 and domestic abuse advice and support](#)



# Sleep

## Online support:

NHS Inform -

[How to get to sleep](#)

Mind -

[How to cope with sleep problems](#)

NHS –

[Bedtime Meditation Session](#)



# Eating Well

## Online support:

Food and nutrition -

[NHS Inform](#)

Eat well everyday -

[Food Standards Scotland](#)

Eating well at home -

[Parent Club](#)



# Physical Activity

## Online support and resources:

NHS -

[Fitness Videos](#)

Mind -

[Physical activity and your mental health](#)

Paths for All -

[Home based exercises](#)

