



# Leadership's Guide to Supporting Caregivers in Uncertainty

During times of uncertainty, there's a real possibility you and your caregivers are grappling with the unknown.

As caregivers come to you with tough questions, you may not have all the answers, but there's a lot that you can do.

And it's all centered on keeping the lines of communication open.

## EIGHT WAYS TO REASSURE CAREGIVERS DURING UNCERTAIN TIMES

As an Intermountain leader, there's no way you can predict what the future will look like for your team or the organization. But as a leader, your potential to impact your caregivers positively is bigger than you might think.

1. Acknowledge that uncertainty and ambiguity can be difficult: offer to listen with empathy. Example: "This is hard. How can I support you during this time?"
2. Share as much information as you can: during uncertain times, when information is not being shared, people tend to generate their own story, and it is often negative. It is better to let your team know that you have nothing new to share, then remain silent.
3. Remind caregivers to focus on what they can control and let go of what they cannot.
4. Encourage caregivers to stay productive and continue routines without chasing rumors.
5. Remind caregivers to take a step back and try not to personalize decisions that are made by the organization. Many factors are considered when companies make largescale decisions that impact their workforce, and those decisions are rarely personal.
6. Caution caregivers about jumping to conclusions and looking for the negative.
7. Support caregivers in their efforts to create work/life balance, encouraging them to make time for proper self-care.
8. For complex or tough caregiver concerns or issues, offer the resources listed below, and remember; try not to take the weight of the world - or your caregivers' problems - on your shoulders.

## RESOURCES

- Employee Assistance Program: 801-442-3509 or 800-832-7733
- Emotional Health Relief Hotline: 833-442-2211
- Chaplain Services\*: 801-357-8781
- National Suicide Prevention Hotline: 800-273-8255

\*Phone services are not available at facilities where chaplains remain available in person: Primary Children's, Utah Valley, St. George, and McKay-Dee hospitals