

Thank you for your dedication!



These are stressful times and you are never alone.

Helping Healers Heal (H3) is here for you!

[H3TeamElmhurst@nychhc.org](mailto:H3TeamElmhurst@nychhc.org)

H3 is a Peer Support Program for all staff. Please reach out, for yourself or your team!

# Helping Healers Heal (H3)

H3 is a comprehensive peer to peer program at Elmhurst to supports staff wellness- for all our staff!

## Program Goals:

- Provide 1:1 or group debriefing and support
- Expedited referrals to licensed mental health support and offer of other psychological/emotional support

## REQUESTING PEER SUPPORT

1:1 Peer Support and Group Debrief Requests should be submitted on the NYC H+H H3 Intranet website.

After clicking on the Peer Support Request icon, a drop down box will appear – select Elmhurst, complete fillable form and click submit.

Requests may also be made via:

[H3TeamElmhurst@nychhc.org](mailto:H3TeamElmhurst@nychhc.org)

Local  
H3  
Core  
Team

Suzanne Bentley [BENTLEYS@nychhc.org](mailto:BENTLEYS@nychhc.org)

Mamie McIndoe [McindoeM@nychhc.org](mailto:McindoeM@nychhc.org)

Rachel Goldstein [Goldster4@nychhc.org](mailto:Goldster4@nychhc.org)

Lisa Saraydarian [SARAYDAL@nychhc.org](mailto:SARAYDAL@nychhc.org)

Samantha Warner [warners1@nychhc.org](mailto:warners1@nychhc.org)

COVID-19

SYSTEM-WIDE EMOTIONAL STAFF SUPPORT



646-815-4150

Monday – Friday, 9:00am – 12:00am  
\*Hours may be extended upon demand

Employee Assistance Program

<https://www1.nyc.gov/site/olr/eap/eaphome.page>

A free anonymous service for All NYC Health + Hospitals Employees

Make an appointment by phone or email  
(212) 306-7660

[eap@olr.nyc.gov](mailto:eap@olr.nyc.gov)



# Elmhurst

# WELLNESS

# RESOURCES

## **NYC Health + Hospitals / Elmhurst** **Helping Healers Heal (H3 Team)** **Peer Support**

Suzanne Bentley, MD, MPH  
Email: [bentleys@nychhc.org](mailto:bentleys@nychhc.org)  
Cell: 973-943-2610

### **1:1 Peer Support and Group Debrief Requests:**

Monday – Friday 7:00 am – 5:00 pm  
Submit request to:

[H3TeamElmhurst@nychhc.org](mailto:H3TeamElmhurst@nychhc.org)

### **Tier 3 Escalation Contacts:**

#### **Psychologist:**

Rachel Goldstein, PhD  
Email: [goldster4@nychhc.org](mailto:goldster4@nychhc.org)  
718.334.1262

**Chaplain:** 718.334.5004

### **After Hour Requests:**

### **1:1 Peer Support and Group Debriefs Contact:**

A.D.N. or Nursing Supervisor: 718.334.2460 or call the operator

### **For Crisis/Emergent Situations:**

Administrator on Duty (AOD): 718.334.4357

## **NYC Health + Hospitals Employees Resources**

**Center:** <http://hccinsider.nychhc.org/corpoftices/erc/Pages/l>

**Serenity Room:** Main Building Lobby

## **New York City Health + Hospitals Employee Assistance Program (EAP):**

250 Broadway, 28th Floor, New York, NY, 10007

<https://www1.nyc.gov/site/olr/eap/eaphome.page>

Telephone: 212.306.7660 or

Email: [eap@olr.nyc.gov](mailto:eap@olr.nyc.gov)

### **Elmhurst Based Residents:**

(Clinicians at Queens Hospital)

Richard Young, MD

718 883-2958

Email: [youngri@nychhc.org](mailto:youngri@nychhc.org)

Jennifer Mckelvey, MD

Telephone: 718 883-2854

Email: [Mckelvej@nychhc.org](mailto:Mckelvej@nychhc.org)

### **Counseling Resources:**

1-888-NYC-WELL (1-888-692-9355) or text “Well” to 65173

### **National Suicide Prevention Lifeline:**

1-800-273-TALK (8255) or text “Start” to 741-741

### **Substance Abuse and Mental Health Services Administration Helpline:**

1-800-662-HELP (4357)

**NYC HEALTH+ HOSPITALS BATTLE BUDDY SUPPORT PROGRAM**

SIGN UP HERE: <https://battlebuddy.nychhc.org>

REGISTRATION TIMELINE: November 1<sup>st</sup> – 15<sup>th</sup>

MATCHING BEGINS! November 16<sup>th</sup>

**OPEN!**

**Largely developed by the US Armed Forces**  
Can positively affect personal coping, morale, and workplace engagement

**What is a Battle Buddy (BB)?**

**A peer at work**  
Can provide informal emotional and psychological support by acting as an outlet for a staff member to discuss their experiences and stressors

**Ideally will be matched based on**  
Individual preferences such as work setting, discipline, and demographics to help the BBs relate to each other

Who can join the program?  
**ALL EMPLOYEES!**

**How It Works**

Once matched, BBs connect to check-in with each other quickly and informally, as convenient for them.

BBs support and validate without judgement or criticism during check-ins.

BBs help each other to build resilience and collaborate to work through similar challenges together.

BBs help identify anxiety, stress responses, and can build connections for additional support if requested.

BBs provide camaraderie to help with coping.

If you have any questions about the program contact: [BattleBuddy@nychhc.org](mailto:BattleBuddy@nychhc.org)

**4 Steps**  
Battle Buddy  
To getting started



**1** **Introduce yourself**

**2** **Provide background about yourself**

**3** **Ask a question, listen, & elaborate**

**4** **Decide on a follow-up date/time**

**Example questions:**

How are things going in general?

What was something that was challenging at first that you recently learned to overcome?

How did you cope with the first surge?

What was a new way that you learned to cope throughout the pandemic?

What was something you are proud of over the last few months?

What is something that you now identify as a personal strength?



**Logistical Reminders**

**Cadence:** Check in with your battle buddy 2-3 times per week, daily or as needed

**Duration:** 1-15 minutes

**Mode:** Text, phone call, video meeting, in-person meeting

**H3:** H3 champions available for guided debriefs and additional support  
[Click here: Helping Healers Heal website](#)