

# Staff Wellbeing & Resilience

A selection of scenarios to help  
you find the support you need

To find out what further support is  
available, please contact:  
[employee.experience@surreycc.gov.uk](mailto:employee.experience@surreycc.gov.uk)



A range of support and resources is available to help during this critical time. [Click](#) on the wellbeing categories that are most relevant to you for an example of what this looks like and the help that is available.

**Domestic Abuse**

**Inclusion Needs**

**Frontline staff**

**Apprentices**

**Feeling isolated**

**Experiencing Trauma**

**Overwhelm from disruption**

**Your Safety**

**Bereavement**

**Redeployment**

**Carer duties**

**Lack of Exercise**

**Increased workload**

**Underlying health conditions**

**Finances**

**Managing a business critical team**

**Anxiety**



**Jenny** lives alone and is concerned about having no social contact, she finds it difficult to establish a work routine when at home and is anxious about the impact of this on her productivity.

**Scenario:** Those who are alone and facing high social isolation and support needs (even without being sick)

### What wellbeing support is available for Jenny?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- Open-suite webinars – isolation & working from home
- Facilitated online wellbeing sessions / webinars
- [‘Need to Talk’ Jive Forum](#)
- Connect with friends, family and external support groups

### How can colleagues work with Jenny to support her?

Contact is key, ensure that you are regularly checking in with Jenny and doing what you can to support her. Sometimes even a virtual ‘tea break’ is helpful to catch-up about non-work-related activities. Offer to meet Jenny on a morning online yoga session or have a telephone call while you are taking your regular daily walk.

### What is the advice for Jenny's Manager?

Build in social MS Teams time and have 1:1s with Jenny to understand her situation. Encourage Jenny to speak with the EAP service if she is having difficulties and would like to speak with a professional. Support her in accessing many resources available to deal with isolation. If Jenny’s situation worsens and she seems in crisis, contact HROD to understand what psychological support interventions are available.

### Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[Remote Working Arrangements](#)

[Remote Working Support](#)

[Tips - how to cope with loneliness during Coronavirus](#)

[Jive – Working from home tips](#)

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**Joseph** has young children and is concerned about balancing his working responsibilities with caring for them

**Scenario:** Those who have caring responsibilities and have high demand at home

### What wellbeing support is available for Joseph?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- Reflective Seminars
- [‘Need to Talk’ Jive Forum](#)
- Alternative and flexible working arrangements

### How can colleagues work with Joseph to support him?

Be understanding that Joseph may not be readily available as he once was, ask him when/how he can be contacted and share the work-load to relieve some of the pressure.

Meet Joseph's children on a virtual meeting, encourage them to say hello and give a wave!

### What is the advice for Joseph's Manager?

Explore alternative working patterns for those who have caring responsibilities, sign-post staff to appropriate resources and regularly check-in to ensure that they are coping with the pressures that these bring.

### Further information and links

- [Coronavirus Guidance Hub](#)
- [COVID-19 Wellbeing Support](#)
- [21 tips for working from home with children](#)
- [Remote Working Arrangements](#)
- [Remote Working Support](#)
- [Jive – working from home tips](#)

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**Aisha** manages a business critical team, she has a number of staff who have caring responsibilities and has a young child herself

**Scenario:** Those with frontline business critical teams and need support to continue running their services

### What wellbeing support is available for Aisha?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Resilience Coaching and Mentoring
- Tailored HROD Support, Advice and Guidance
- Bespoke Team Support
- [‘Need to Talk’ Jive Forum](#)

### How can colleagues work with Aisha to support her?

Have a chat as a team to understand workloads, capacity and caring responsibilities to agree a way forward for the vital work that you do. Regularly check in and support Aisha if she needs an extra hand. Create a safe-space where others feel comfortable to ‘download’ their thoughts and struggles with balancing their current priorities.

### What is the advice for Aisha's Manager?

Gain a deeper understanding of Aisha’s circumstances and determine the impact these have on capacity to deliver essential services.

Regularly check in with Aisha and show genuine interest in her family's health and wellbeing, offer a wave when Aisha's young child appears on a virtual meeting.

### Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[21 tips for working from home with children](#)

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**George** is an apprentice in a school and due to the schools closing he is not able to currently work on his apprenticeship.

**Scenario:** Those studying and need supervision and professional support

### What wellbeing support is available for George?

- Optima Health – COVID19 Mental Health Helpline
- His line manager
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- [‘Need to Talk’ Jive Forum](#)

### How can colleagues work with George to support him?

Identify any key pieces of work you are doing at the moment and ask for George’s support on these so he is kept busy, motivated and engaged. Keep in regular contact with George to ensure he can ask questions and raise any concerns.

### What is the advice for George's Manager?

Keep in contact with the training provider for regular updates. Speak to the training provider to arrange a break in learning for the apprentice. Speak to his Skills coach to upload work online and ensure regular contact to support his progress. Encourage George to connect regularly/ socially with the other apprentices across the organisation.

### Further information and links

[Coronavirus Guidance Hub](#)  
[COVID-19 Wellbeing Support](#)  
[Apprenticeship Update – COVID-19](#)  
[Young Employees Network](#)  
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**Ode** manages a non-business critical team and is keen to volunteer so is deployed within a service in need

**Scenario:** People who are working in roles that they haven't done before

### What wellbeing support is available for Ode?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Resilience Coaching and Mentoring
- Tailored HROD Support, Advice and Guidance
- Voluntary Redeployment Support
- [‘Need to Talk’ Jive Forum](#)

### What is the advice for Ode's Manager?

As his line manager you retain responsibility and duty of care for Ode's wellbeing. Through regular catch ups, take time to gain a deeper understanding of his individual circumstances, sign-post him to relevant resources, be flexible in terms of working arrangements and refocus all resources to business-critical work. Be sure he knows he can contact you if he needs to.

### How can colleagues work with Ode to support him?

If you find your team dispersed within different areas of the organisation, be sure to keep in touch with each other to regularly check-in on what the priorities are and to provide that ‘safe-haven’, do this regularly to share experiences, support each other and continue your regular team contact.

Further information and links

[Coronavirus Guidance Hub](#)

[SCC Employee Voluntary Redeployment](#)

[COVID-19 Wellbeing Support](#)

[Remote Working Arrangements](#)

[Supporting staff through a crisis](#)

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**Sharon** works in a service which has temporarily closed due to government restrictions, and she is feeling very anxious about her finances

**Scenario:** Those who are prevented from doing their job, cannot earn and are worried about their finances

### What wellbeing support is available for Sharon?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- Employee Voluntary Redeployment
- [‘Need to Talk’ Jive Forum](#)

### How can colleagues work with Sharon to support her?

Remember not to make any assumptions about people's financial issues. As Sharon's colleague you may be going through the same experiences, get in contact with each other to provide peer to peer support through apps such as WhatsApp. This will provide an opportunity to discuss your feelings and share any helpful tips and coping strategies. You could also explore opportunities to volunteer together.

### What is the advice for Sharon's Manager?

Reduce anxiety in your team and yourself by having regular conversations about any developments in the situation, explore opportunities where your resources can be used elsewhere. Ensure an open-door policy with staff and listen to what the main issue is and work it through with them.

### Further information and links

[Coronavirus Guidance Hub](#)

[SCC Employee Voluntary Redeployment](#)

[Financial Wellbeing](#)

Citizens Advice has lots of information on [help with debt](#).

[Money Advice Service](#) (0800 138 7777)

[National Debtline](#) (0808 808 4000)

[StepChange Debt Charity](#) (0800 138 1111)

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**Sanjeev** is in a front-line role and is anxious about his own personal wellbeing

**Scenario:** Those who are working on the front line with direct contact with residents and vulnerable adults/children.

### What wellbeing support is available for Sanjeev?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- [‘Need to Talk’ Jive Forum](#)

### What is the advice for Sanjeev’s Manager?

Ensure that you relay messages regarding safety and hygiene during this time. Have regular catch-up with individuals to focus on how they are feeling, rather than only about work, so you can understand the specific personal and professional pressures they face and how you can support with these.

### How can colleagues work with Sanjeev to support him?

Share best practice and the latest advice with Sanjeev so he feels that he has the tools to protect himself both physically and mentally during this time. Offer a supportive ear to Sanjeev and share your own concerns about the situation so he does not feel alone in his concerns. Seek solutions together.

### Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[GOV.UK – Coronavirus](#)

[PPE update for front line staff](#)

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# Daniel's wife Alice has passed away from Covid-19, she worked for Surrey County Council

**Scenario:** Bereavement support and death in service

## What wellbeing support is available for Daniel?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent (OH) COVID-19 Helpline
- Bereavement Safe Spaces
- Bereavement Counselling
- Family Liaison Volunteers

## How can Alice's colleagues support each other?

Arrange a 'safe space' with the Optima Health professions for you and your colleagues to support each other, you can do this by contacting the [Employee.Experience@surreycc.gov.uk](mailto:Employee.Experience@surreycc.gov.uk) inbox

## What is the advice for Alice's Manager?

Dealing with loss is a traumatic event for the family, friends and colleagues. As a team manager it is important for you to send a letter of condolences to the loved ones and offer continued support for the family.

Encourage your team to talk about their colleague and access the bereavement support available as both a group and individuals.

Consider contacting the Optima Health – Covid-19 helpline yourself to seek support at this sad time.

## Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[Death in service SCC policy](#)

[NHS – coping with bereavement](#)

[Cruse Bereavement Care](#)

Optima Health – Covid-19 helpline: 0800 731 8631

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**Chen** is an asthmatic and is self-isolating for 12 weeks, he does not wish to disclose his condition to colleagues other than his manager

**Scenario:** Those who are in the high risk and vulnerable categories for covid-19

### What wellbeing support is available for Chen?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch

### How can colleagues work with Chen to support him?

Be kind and understand that if someone is self-isolating then there will be a reason for this, even if you are not aware of what this is. Be sure to make Chen feel included throughout this time. Have daily catch ups, however short as a whole team to have an informal chat and talk about how people are feeling.

### What is the advice for Chen's Manager?

Prioritise your team's cohesion and explain to team members that everyone has differing circumstances - it is up to individuals whether or not they divulge specific personal details, if an individual is not at work then this is for good reason. Check in regularly with Chen about his condition through 1:1s and adapt support as required.

### Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[Remote Working Arrangements](#)

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**Sally** is in a front-line service and is concerned about her health due to lack of PPE

**Scenario:** Those who are prevented from working effectively and safely due to health and safety reasons

### What wellbeing support is available for Sally?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- [‘Need to Talk’ Jive Forum](#)

### How can colleagues work with Sally to support her?

Share best practice with Sally and encourage her to take the necessary actions that will protect her. Offer to speak with Sally so she can alleviate her concerns and work through this together to identify the best route of action to take together.

### What is the advice for Sally’s Manager?

- Keep in touch with Sally and give regular updates on when the PPE will arrive
- Provide Sally with information on how to work safely while PPE is not yet available
- Listen to and acknowledge her concerns and direct her to helpline or support programmes

### Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[PPE update for front-line staff](#)

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**Maria** is a manager who is now required to work from home. She is hard of hearing and also manages a number of people with different inclusion needs

**Scenario:** Those who have needs protected by law

### What wellbeing support is available for Maria?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- [‘Need to Talk’ Jive Forum](#)

### How can colleagues work with Maria to support her?

Speak with Maria to gather an understanding of the challenges she faces through virtual working and what you can do to ensure she is able to fully participate in any activities that take place. Create an environment whereby Maria feels comfortable to express any concerns she has with the current ways of working.

### What is the advice for Maria’s Manager?

Ensure that reasonable adjustments are put in place for Maria so she is fully supported whilst working virtually. Through virtual meetings, training and other occasions where there are multiple people involved, be sure that whoever is leading allows sufficient time and space for the conversation to be interpreted to ensure Maria is able to participate fully in the activities. Regularly check in to ensure Maria is happy with the pace and set-up.

### Further information and links

[Coronavirus Guidance Hub](#)  
[COVID-19 Wellbeing Support](#)  
[Supporting staff through a crisis](#)  
[Reasonable Adjustments](#)  
[Accessible Communication Guidance](#)  
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**Noah** struggles with anxiety and the current COVID-19 challenges has heightened this

**Scenario:** People who have underlying mental health conditions and are now faced with the challenges presented by covid-19

### What wellbeing support is available for Noah?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- [‘Need to Talk’ Jive Forum](#)

### How can colleagues work with Noah to support him?

Act as key support for Noah during this time and make yourself available if he ever needs to talk something through. Try to resist the temptation to speculate and panic when you speak to Noah as this is likely to have a negative impact.

### What is the advice for Noah’s Manager?

Understand what triggers these feeling of anxiety for Noah and do what you can to maintain a calm environment for him to work in. Share resources and approaches to help him manage his feelings and be on-hand to talk to as and when he is not able to do so. Take a look at the [wellness action plan](#) and adapt to fit your need.

### Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[Wellness Action Plan](#)

[Mind : how to support staff with a mental health problem](#)

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**Nina** is within a role which is managing and preparing for an increase in deaths within the area, she is worried about the impact that this will have upon her wellbeing

**Scenario:** Those who are dealing with excess deaths

### What wellbeing support is available for Nina?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- [‘Need to Talk’ Jive Forum](#)

### How can colleagues work with Nina to support her?

Come together and support each other. Have regular chats to offload and, encourage one another to speak to EAP or Team Prevent as soon as it is felt it is needed.

### What is the advice for Nina’s Manager?

Allow individuals flexibility in their work schedule, because they may be experiencing emotional turmoil and will need some personal time and space. Talk with them about what they need to make this easier on them. Encourage all to eat properly and get enough rest (even if some can’t sleep). Remind or reassure them that they must give themselves time and permission to grieve. Let them know that grief is an entirely natural response.

### Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[NHS – Grief after bereavement or loss](#)

[Cruse bereavement care](#)

[Mind](#)

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**Lawrie** is struggling with the chaos and ambiguity of his role and environment, which are constantly changing. This is having an impact on his ability to cope.

**Scenario:** People who are struggling with the chaos, changes and disruption of day to day life

### What wellbeing support is available for Lawrie?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- [‘Need to Talk’ Jive Forum](#)

### How can colleagues work with Lawrie to support him?

Act as key support for Lawrie during this time and make yourself available if he ever needs to talk something through. Try to resist the temptation to speculate and panic when you speak to Lawrie as this is likely to have a negative impact. Schedule regular team calls to talk about wellbeing and general day to day life.

### What is the advice for Lawrie’s Manager?

Work with Lawrie to create an environment of calm for himself. Be conscious of your communications and ensure you only share things that are factual and important, do not add to the speculation and panic. Try to maintain a sense of normality within Lawrie’s work and be on hand to speak to when he needs it. Have regular 1:1s which include wellbeing.

### Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[Looking after your mental health during COVID-19](#)

[My mental and emotional wellbeing](#)

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**Darren** has a workload which has seen a huge increase due to the COVID-19 response and he is finding himself working for longer periods of time

**Scenario:** Those who are working very long hours and over the weekend too

### What wellbeing support is available for Darren?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- Reflective Seminars
- [‘Need to Talk’ Jive Forum](#)
- Re-prioritisation of work

### How can colleagues work with Darren to support him?

Share tips on how to ‘shut-off’ from work and encourage Darren to practise these. Offer your support in his work where capacity allows.

### What is the advice for Darren’s manager?

The impact of the pandemic means Darren is working hard to do what he can do to support staff or residents. This is vital, but support him in finding a balance between work and down-time, encourage Darren to log-off at certain times to avoid burn-out, explore where work and can be distributed evenly throughout the team and only focus on what is absolutely critical.

### Further information and links

[Coronavirus Guidance Hub](#)

[COVID-19 Wellbeing Support](#)

[Remote Working Arrangements](#)

[Remote Working Support](#)

[World Health Organisation personal health considerations](#)

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**Amy** is working from home as per government instruction, but she does not have a garden to get fresh air or exercise, she is starting to feel the effects of this

**Scenario:** People who do not have access to outside spaces to exercise or get fresh air where they can keep a safe distance from others

### What wellbeing support is available for Amy?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- [‘Need to Talk’ Jive Forum](#)

### How can colleagues work with Amy to support her?

Contact is key, stay connected just as you would if you were physically together. Sometimes even a virtual ‘tea break’ is helpful to catch-up about non-work-related activities and share ideas about getting exercise.

### What is the advice for Amy’s manager?

Discuss the physical and/or mental impact. Call on the phone rather than using the computer so you can both walk around and have a break from sitting at a screen. Encourage online home exercise classes. Following government instructions, encourage Amy to go out of her home to walk, cycle or run outside every day. If any musculoskeletal symptoms are presenting, use Occupational Health for preventative support.

### Further information and links

[Coronavirus Guidance Hub](#)

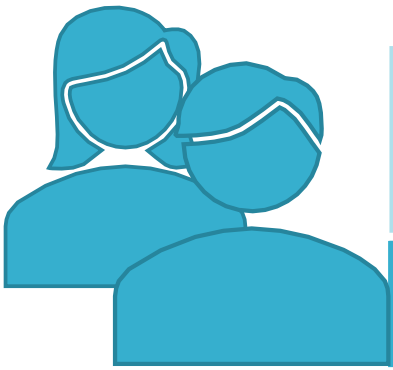
Search YouTube for daily exercise videos. Live streams help people isolating to feel connected to others. Do them at the same time as your friends.

[NHS How to sit at your desk correctly](#)

Use the ergonomic workstation learning on olive. search for 'office ergonomics' in the search bar

[Occupational Health](#) Call : +44 (0)1327 810792

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**Ashley** is now required to work from home but is a victim of domestic abuse and is scared for their safety

**Scenario:** Those who are victims of domestic abuse at home

### What wellbeing support is available for Tara?

- Optima Health – COVID19 Mental Health Helpline
- Team Prevent COVID-19 Helpline
- Skype, MS Teams – Connect with others
- Top tips for staying in touch
- [Support for employees who are victims of domestic abuse](#)

### How can colleagues work with Ashley to support?

Give Ashley the time and space to talk and encourage to express their feelings. Encourage them to seek help and support via [outreach services](#) but don't advise to leave the relationship if they are not ready to do. Check in with Ashley daily on work related video calls, report any concerns to your manager.

### What is the advice for Ashley's manager?

If it is safe to do so, reach out to Ashley and encourage them to contact a outreach service for advice and support around safety planning during these times. If it is not safe to do so, you can contact an outreach service where they will support you with safely passing information on. If Ashley is unable to verbally express their concerns, encourage them to do this through a noticeable symbol such as a black dot on their palm, which will signify that they need help.

### Further information and links

- [Coronavirus Guidance Hub](#)
- [Surrey Against Domestic Abuse](#)
- [SCC Info – Domestic Abuse Policy](#)
- [Domestic Abuse – Information for Families](#)
- [GOV.UK: Support for victims of domestic abuse \(COVID-19\)](#)

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