

Duke Health Support Resources

Professional Resources at Duke

| Resource | Description | Services Provided | Reach | Contact Info |
|---|--|--|-------------------------------------|--|
| Personal Assistance Service | Licensed professionals offer short-term counseling, assessment, referrals for staff (and benefits-eligible family) for personal, work, and family problems; up to 8 visits | <ul style="list-style-type: none"> • Counseling services (including grief) • Crisis response services • Management consultation | DUHS | 919-416-1727 https://pas.duke.edu/ |
| Chaplain Services | Chaplains are available 24/7 to offer spiritual and emotional support to people of all faiths and belief systems | <ul style="list-style-type: none"> • Spiritual and emotional support • Visits to units experiencing adverse events to provide support | DUH, DRH, DRAH—all people and units | DUH: 919-684-3586 (AH*: 919-684-8111) DRH: 919-470-4000 (ask to page #1115) DRAH: 919-812-7972 (AH: 919-954-3292) *AH: after hours |
| Office of Culture & Well-being | Website provides culture & well-being resources, learning, and course info | <ul style="list-style-type: none"> • Wellbeing information & strategies • Training: culture, well-being, DEI | DUHS | https://bit.ly/dukewellbeing Cultureandwellbeing@duke.edu |
| Safety Reporting System (SRS) | On-line, centralized, confidential reporting tool to report safety incidents | <ul style="list-style-type: none"> • On-line system to report safety incidents, including unprofessional conduct and workplace violence | DUHS | https://rlapp.dhe.duke.edu/RL6_Prod/Homecenter/Client/Login.aspx |
| Critical Incident Response Team | High-acuity response team available during and following disruptive events to provide consultations and support | <ul style="list-style-type: none"> • Consultations for leaders • Mental and emotional support for team members | DUHS—all people and units | 919-416-1727 |
| Office of Institutional Equity | Provides education/support, responds to complaints of discrimination, harassment, and sexual misconduct | <ul style="list-style-type: none"> • Manage complaints of discrimination and harassment • DEI consultations & education | DUHS | institutionalequity@duke.edu 919-684-8222 |
| Duke Career Resource Center | Helps Duke employees be strategic about career change/advancement | <ul style="list-style-type: none"> • Career workshops, resume and interview guidance, goal setting | DUHS | hr.duke.edu/training/career-resource-center or jemma.boler@duke.edu |
| Duke Caregiver Support Program | Offers free support around needs of caregivers and how they provide for loved ones | <ul style="list-style-type: none"> • Referrals and guidance around home care, long-term care, illness • Emotional support | DUHS and community | Duke Caregiver Support Program (919) 660-2936 |
| Employee Occupational Health & Wellness | Offer occupational health services for employees | <ul style="list-style-type: none"> • Pre-employment exams/screening • Treatment of work injuries/illnesses • Flu and COVID vaccines | DUHS and Duke | eohwfmla@dm.duke.edu https://hr.duke.edu/wellness/eohw 919-684-3136 |
| Live for Life | Duke's employee health promotion program | <ul style="list-style-type: none"> • Health assessments and education • Smoking cessation, fitness and nutrition activities | DUHS and Duke | Live for Life website 684-3136 (Option 1) |

External Resources

| Resource | Description | Services Provided | Reach | Contact Info |
|--------------------------------------|--|--|----------|--|
| Hope4Healers Helpline | 24/7 mental health support for health care and other professionals | <ul style="list-style-type: none"> Emotional support from a licensed mental health professional | NC | Website Helpline 919-266-2002 |
| National Suicide Prevention Lifeline | 24/7, free and confidential support for people in distress, prevention, and crisis resources | <ul style="list-style-type: none"> Free and confidential emotional support to people in suicidal crisis or emotional distress | National | 988 |
| Crisis Text Line | 24/7 text line mental health support and crisis intervention | <ul style="list-style-type: none"> Free text line to get support from a crisis counselor | National | Text HOME to 741741 |

Volunteer Trained Resources at Duke

| Resource | Description | Services Provided | Reach | Contact Info |
|--|--|--|---------------------------|---|
| Caring for Each Other (CEO) Group Support | Group support for teams who have experienced adverse events at work | <ul style="list-style-type: none"> Group emotional support to teams Referrals to other resources | DUHS | 919-684-9222 caringforeachother@duke.edu |
| CEO Peer Support (requested and proactive) | Individual emotional support based on requests or offered proactively based on system signals | <ul style="list-style-type: none"> Individual emotional support Listening, normalizing, referring, and talking about self-care | DUHS | https://bit.ly/dukeceo caringforeachother@duke.edu 919-684-9222 |
| CEO Emotional Support Rounds | Proactive rounding to offer emotional support to staff | <ul style="list-style-type: none"> Supportive conversations Normalizing and validating Referrals to other resources | DUHS | 919-684-9222 |
| CEO Conversations with Colleagues | Peers come together (virtually) to emotionally support each other on topics ranging from fatigue and work/life balance to racial justice | <ul style="list-style-type: none"> Virtual conversations led by peer facilitators | DUHS | melissa.gordon-pitts@duke.edu 919-660-7413 |
| Litigation Peers | Faculty provide support to other faculty going through litigation | <ul style="list-style-type: none"> Listening, validation, and encouragement | DUHS | karon.thornton@duke.edu |
| Peer Messengers (PACT program) | Peers meet with colleagues to promote the highest standards of professional conduct and ethical behavior (based on SRS reports) | <ul style="list-style-type: none"> Meet with peers for direct professional conversations to promote and protect a positive work environment | DUHS staff and faculty | hsq@duke.edu |
| Wellbeing Ambassadors | Program that trains staff to share and implement evidence-based wellbeing tools in their respective units | <ul style="list-style-type: none"> Trained ambassadors share wellbeing tools to decrease burnout and improve patient experience | DUHS—all people and units | kathryn.c.adair@duke.edu https://sites.duke.edu/caws/becoming-a-well-being-ambassador/ |