

## 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"> <li>• Counseling services (including grief)</li> <li>• Crisis response services</li> <li>• Management consultation</li> </ul>	DUHS	919-416-1727 <a href="https://pas.duke.edu/">https://pas.duke.edu/</a>
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"> <li>• Spiritual and emotional support</li> <li>• Visits to units experiencing adverse events to provide support</li> </ul>	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
Culture & Well-being Hub	Culture & well-being services, training, and consultations	<ul style="list-style-type: none"> <li>• Services: consultations, emotional support, restorative justice</li> <li>• Training: culture, well-being, DEI</li> </ul>	DUHS	<a href="https://bit.ly/dukewellbeing">https://bit.ly/dukewellbeing</a> <a href="mailto:Cultureandwellbeing@duke.edu">Cultureandwellbeing@duke.edu</a>
Safety Reporting System (SRS)	On-line, centralized, confidential reporting tool to report safety incidents	<ul style="list-style-type: none"> <li>• On-line system to report safety incidents, including unprofessional conduct and workplace violence</li> </ul>	DUHS	<a href="https://rlapp.dhe.duke.edu/RL6_Prod/Homecenter/Client/Login.aspx">https://rlapp.dhe.duke.edu/RL6_Prod/Homecenter/Client/Login.aspx</a>
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"> <li>• Consultations for leaders</li> <li>• Mental and emotional support for team members</li> </ul>	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"> <li>• Manage complaints of discrimination and harassment</li> <li>• DEI consultations &amp; education</li> </ul>	DUHS	<a href="mailto:institutionalequity@duke.edu">institutionalequity@duke.edu</a> 919-684-8222
Duke Career Resource Center	Helps Duke employees be strategic about career change/advancement	<ul style="list-style-type: none"> <li>• Career workshops, resume and interview guidance, goal setting</li> </ul>	DUHS	<a href="http://hr.duke.edu/training/career-resource-center">hr.duke.edu/training/career-resource-center</a> or <a href="mailto:jemma.boler@duke.edu">jemma.boler@duke.edu</a>
Duke Caregiver Support Program	Offers free support around needs of caregivers and how they provide for loved ones	<ul style="list-style-type: none"> <li>• Referrals and guidance around home care, long-term care, illness</li> <li>• Emotional support</li> </ul>	DUHS and community	<a href="#">Duke Caregiver Support Program</a> (919) 660-2936
Employee Occupational Health & Wellness	Offer occupational health services for employees	<ul style="list-style-type: none"> <li>• Pre-employment exams/screening</li> <li>• Treatment of work injuries/illnesses</li> <li>• Flu and COVID vaccines</li> </ul>	DUHS and Duke	<a href="mailto:eohwfmla@dm.duke.edu">eohwfmla@dm.duke.edu</a> <a href="https://hr.duke.edu/wellness/eohw">https://hr.duke.edu/wellness/eohw</a> 919-684-3136
Live for Life	Duke's employee health promotion program	<ul style="list-style-type: none"> <li>• Health assessments and education</li> <li>• Smoking cessation, fitness and nutrition activities</li> </ul>	DUHS and Duke	<a href="#">Live for Life website</a> 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"> <li>Emotional support from a licensed mental health professional</li> </ul>	NC	<a href="#">Website Helpline</a> 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"> <li>Free and confidential emotional support to people in suicidal crisis or emotional distress</li> </ul>	National	988
Crisis Text Line	24/7 text line mental health support and crisis intervention	<ul style="list-style-type: none"> <li>Free text line to get support from a crisis counselor</li> </ul>	National	Text HOME to 741741

### Volunteer Trained Resources at Duke

Resource	Description	Services Provided	Reach	Contact Info
Caring for Each Other (CfEO) Group Support	Group support for teams who have experienced adverse events at work	<ul style="list-style-type: none"> <li>Group emotional support to teams</li> <li>Referrals to other resources</li> </ul>	DUHS	919-684-9222 <a href="mailto:caringforeachother@duke.edu">caringforeachother@duke.edu</a> <a href="https://bit.ly/dukeceo">https://bit.ly/dukeceo</a>
CfEO Individual Support (proactive & requested)	Individual emotional support based on requests or offered proactively based on system signals	<ul style="list-style-type: none"> <li>Individual emotional support</li> <li>Listening, normalizing, referring, and talking about self-care</li> </ul>	DUHS	919-684-9222 <a href="mailto:caringforeachother@duke.edu">caringforeachother@duke.edu</a> <a href="https://bit.ly/dukeceo">https://bit.ly/dukeceo</a>
CfEO Emotional Support Rounds	Proactive rounding to offer emotional support to staff	<ul style="list-style-type: none"> <li>Supportive conversations</li> <li>Normalizing and validating</li> <li>Referrals to other resources</li> </ul>	DUHS	919-684-9222 <a href="mailto:caringforeachother@duke.edu">caringforeachother@duke.edu</a>
CfEO 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"> <li>Virtual conversations led by peer facilitators</li> </ul>	DUHS	919-684-9222 <a href="mailto:caringforeachother@duke.edu">caringforeachother@duke.edu</a>
Litigation Peers	Faculty provide support to other faculty going through litigation	<ul style="list-style-type: none"> <li>Listening, validation, and encouragement</li> </ul>	DUHS	<a href="mailto:karon.thornton@duke.edu">karon.thornton@duke.edu</a>
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"> <li>Meet with peers for direct professional conversations to promote and protect a positive work environment</li> </ul>	DUHS staff and faculty	<a href="mailto:caringforeachother@duke.edu">caringforeachother@duke.edu</a> (non-MD) <a href="mailto:hsg@duke.edu">hsg@duke.edu</a> (MD)
Wellbeing Ambassadors	Program that trains staff to share and implement evidence-based wellbeing tools in their respective units	<ul style="list-style-type: none"> <li>Trained ambassadors share wellbeing tools to decrease burnout and improve patient experience</li> </ul>	DUHS—all people and units	<a href="mailto:kathryn.c.adair@duke.edu">kathryn.c.adair@duke.edu</a> <a href="https://sites.duke.edu/caws/becoming-a-well-being-ambassador/">https://sites.duke.edu/caws/becoming-a-well-being-ambassador/</a>