

Colleague Care Program Communication Templates



The following communication templates were created for Health Ministry use to formally announce the launch of the Colleague Care program.

***Memo from Health Ministry CEO to leaders***

Guidance for use: Use this template to announce the launch of the program to HM leaders at least one day prior to the all-colleague memo distribution to allow time for leaders to read the information.

To: [Name of Ministry] Leadership Team

From: [Name and title of Ministry CEO]

Date: XX/XX/XXXX

Re: New Colleague Care Program

Thank you for your leadership during this challenging time. I continue to be inspired by your commitment and that of our colleagues who have answered the call to contribute to our local and national COVID-19 response, including serving on the front line, through redeployments to new roles or areas and in many other ways. The COVID-19 health crisis presents unprecedented potential for pandemic-related stress among our colleagues. We also know that many of colleagues and their loved ones have also experienced personal COVID-19-related challenges.

To support our colleagues, all Health Ministries are implementing a new “Colleague Care” program because colleague safety and well-being is a top Trinity Health priority. Designed by the cross-functional COVID-19 Resilience and Behavioral Health task force, the program blends expanded, existing Trinity Health and ministry-specific resources such as Live Your Whole Life virtual tools and existing on-site programs with new strategies and virtual alternatives when on-site is not possible. New strategies may include:

* **Resiliency Rounding** – delivered either in person or virtually – to create more high-touch, real-time support for colleagues, particularly those working in high-volume, high-stress environments.
* **Outreach Calls** – to express gratitude for service, check in with colleagues to see how they are doing and refer to services and help as needed.

The Colleague Care team here at [name of ministry] is being led by [insert names and titles of ministry leaders]. Please join me in thanking them for their leadership. If you are interested in joining this team to help shape the program at our ministry, please contact [insert name and contact info].

Attached is a slide that you can use during huddles and team meetings to share details about the program with your team. Please let them know that that they may be approached in the coming weeks, either by phone or in person, by a Resiliency Rounder who has volunteered for this role. In the meantime, please remember that you and your team have 24/7 access to the following well-being tools and resources to support you during this challenging time:

* **Live Your Whole Life:** <https://landing.virginpulse.com/liveyourwholelife>
* **Carebridge Employee Assistance Program (EAP):** [www.myliferesource.com](http://www.myliferesource.com) (use code BKKR5 to create a personal log in) or call 800-437-0911 to speak with a representative.
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***Memo from Health Ministry CEO to colleagues***

Guidance for use: Use this template to announce the launch of the program to colleagues.

To: [Name of Ministry] Leadership Team

From: [Name and title of Ministry CEO]

Date: XX/XX/XXXX

Re: New Colleague Care Program

Thank you for your continued commitment to serve our community during this unprecedented time. Many of you have answered the call to contribute to our local and national COVID-19 response, including serving on the front line, through redeployments to new roles or areas and in many other ways. We also know that many of you and your loved ones have also experienced personal COVID-19-related challenges. All these circumstances have the potential to greatly increase stress levels, impact health and well-being, and affect our ability to deliver care to those we serve.

Colleague safety and well-being are top Trinity Health priorities. All Health Ministries are implementing a new “Colleague Care” program and forming Colleague Care teams focused on creating high-touch, real-time support for colleagues. Strategies may include:

* **Resiliency Rounding** – delivered either in person or virtually – to create more high-touch, real-time support for colleagues, particularly those working in high-volume, high-stress environments.
* **Outreach Calls** – to express gratitude for service, check in with colleagues to see how they are doing and refer to services and help as needed.
* **Increased awareness, participation in and use of Live Your Whole Life,** Trinity Health's platform for health and well-being, and on-site, near-site or telephonic Carebridge, our colleague assistance program (EAP), therapeutic sessions as appropriate.
* **Continued efforts to establish environmental interventions/services** to support colleagues (i.e., comfort rooms, on-site groceries, access to healthy foods, etc.)

The Colleague Care team here at [name of ministry] is being led by [insert names and titles of ministry leaders]. If you have a suggestion for the Colleague Care program at our ministry, please contact [insert name and contact info]. You'll be hearing more about the Colleague Care program in the coming weeks and months. In fact, you may be approached soon, either in person or by phone, by a Resiliency Rounder who has volunteered for this role. In the meantime, please remember that you have 24/7 access to the following well-being tools and resources to support you during this challenging time:

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Thank you for your contributions to our Mission.



Colleague Care Program Communication Templates



***Intranet article***

Guidance for use: Use this template to announce the launch of the program to colleagues via the ministry’s intranet.

**Colleague Care Program Supports Well-being and Emotional Resilience**

During this unprecedented time, many of us have experienced COVID-19-related challenges. Whether you're a front-line colleague, or working behind the scenes, you may be facing higher stress levels than in the past. This can significantly impact your health and well-being and affect our ability to deliver care to those we serve.

Because colleague safety and well-being are top Trinity Health priority, all Health Ministries are implementing a new “Colleague Care” program and forming Colleague Care teams focused on creating high-touch, real-time support for colleagues. Strategies may include:

* **Resiliency Rounding** – delivered either in person or virtually – to create more high-touch, real-time support for colleagues, particularly those working in high-volume, high-stress environments.
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* **Continued efforts to establish environmental interventions/services to support colleagues** (i.e., comfort rooms, on-site groceries, access to healthy foods, etc.)

The Colleague Care team here at [name of ministry] is being led by [insert names and titles of ministry leaders]. If you have a suggestion for the Colleague Care program at our ministry, please contact [insert name and contact info].

You'll be hearing more about the Colleague Care program in the coming weeks and months. In fact, you may be approached soon, either by phone or in person, by a Resiliency Rounder who has volunteered for this role.

In the meantime, please remember that you have 24/7 access to the following well-being tools and resources to support you during this challenging time:

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