

Good Practice Psychosocial Wellbeing Tips for employees working in call-centre locations during COVID-19

Good practice Communication tips

- At the start of each shift check-in with work colleagues and introduce yourself
- At the start of each shift check-in with you line manager /supervisor
- Raise any concerns you may have with your line manager/supervisor. Do not internalise any concerns.
- Keep in regular contact with your substantive post line manager if possible

Good practice Role Clarification

- At the start of your shift clarify your role with your line manager/supervisor
- Ensure you know what is expected of you
- Clarify operating procedures, script document, shift rota etc.
- Clarify process and procedures in relation to completion of forms/templates
- Raise any concerns you may have with your line manager/supervisor

Good practice Personal & Workspace Hygiene

- Ensure every time you leave your desk and every time you return to your desk you sanitise/wash your hands correctly. Practice good personal hygiene and respiratory hygiene
- Keep your head set and work belongings to yourself and do not share belongings with any colleagues
- Bring minimum amount of personal belongings into call centre/workspace room
- Ensure that social distancing is practiced and keep work stations and seating apart in accordance with COVID-19 guidelines
- Ensure when you finish your shift that your workstation is cleaned including any keyboards/telephone/screen/mouse/desk surface that you may have used and/or touched
- Log onto www.hse.ie/staff/news/news-items/prevent-the-spread-of-coronavirus-in-the-workplace

Good practice Self-Care

- Try and get a toilet break before you start your shift
- When required ensure that you do take toilet break during your shift
- Keep hydrated with water at your desk
- Eat nutritious food and healthy snacks and take lunch break and eat away from work station
- Every 60mins try and take a 5minute break and move your body. Get fresh air if you can
- For more information on practicing self-care follow links on next page

Good practice for Emotional Health

- Keep in check your emotional state
- Remember respond do not react
- Take a moment to gather your thoughts and check in on your emotions before/after you answer a call
- Are you feeling annoyed, frustrated, angry, upset; take deep long slow breaths to slow your cardiac rhythm and gather your thoughts
- Moving away from your emotional state allows you to move into a logical state and in doing so respond to calls calmly and professionally
- Be aware and know the telephone numbers of the supports available to you
- Raise any concerns you have in relation to responding to challenging telephone conversations with your line manager/supervisor

COVID-19

Support for Call Centre Staff and Contact Calling Staff

The HSE Workplace Health and Wellbeing unit offers you a range of support services to help support your needs physically and psychological at this unprecedented time.

To find out more please log on to;

<https://www.hse.ie/eng/staff/workplace-health-and-wellbeing-unit/home/>

Further on line supports include the following;

<https://www2.hse.ie/services/campaigns/littlethings/about-littlethings.html>

The most recent support published on March 16th on minding your mental health during the Covid-19 outbreak is available here;

<https://healthservice.hse.ie/staff/news/coronavirus/staff-minding-your-mental-health-during-the-coronavirus-outbreak.html>

Prior to contacting a counselling service please consider the most appropriate option for you by observing the functions of other services available on this link;

<https://www.hse.ie/eng/staff/workplace-health-and-wellbeing-unit/your-support-services/>



If you cannot contact a local internal counsellor from the information provided please contact the Staff Care line if National external counselling is the service you require.

Telephone – 1800 409388