

Self-Care for Front Line Staff

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The Civil Service Employee Assistance Service

This is a time of great challenge to many. Each day brings different news, and with that, changes in how you work. The speed at which the current situation has arrived and the volumes of work generated by this, can be difficult to manage. Your role in this crisis is critical, so maintaining your wellbeing and being mindful of your self-care is essential

The Civil Service Employee Assistance Service (CSEAS) is a confidential* support service available to all employees. We are here to provide a listening ear and a safe space to talk and process your experiences as you face current working life challenges.

Self-care for front line staff can be challenging given the essential work priorities that are present at this time. However, self-care is more crucial now than ever.

In times of increased and urgent work loads, interactions with those we serve can become emotionally charged which can rapidly deplete our own resilience levels. It is important to take some time now to create a personal self-care plan, elements of which can be employed both during and after shifts.

Here are some examples:

- Hydrate. Keep sipping water throughout the day to flush out excess stress hormones
- Take regular and brief relaxation and breathing exercises breaks.
- If you can, have regular peer-to-peer check-ins to debrief
- Try to accept that the situation is ever changing but that this will pass
- Do build in some daily rewards you can look forward to after work
- Regularly seek out accurate information at work. Do not rely on rumours to make decisions

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- Do engage in helpful self-talk. Encourage yourself and remind yourself that you are doing your best and that you are making a difference
- Know that you are doing everything that you can
- Talk to a colleague or your manager if you are upset after a difficult interaction
- Seek out social support from your family and friends network
- It's okay to joke in an appropriate environment and respectfully
- Try not to assess work decisions negatively. Decisions made right now are made swiftly. Do the best you can and if in doubt consult with peers and your manager

You can contact us to speak with an employee assistance officer in confidence on:

0818 008 120

Email: cseas@per.gov.ie

Text for callback: 086 460 4881

The phonenumber is open from 9-5.15pm Monday to Thursday and 9-5pm on Friday.

Outside of these hours, if someone wishes to text for a callback CSEAS can arrange for out-of-hours support to be provided where possible (evenings and weekends).

* Exceptions apply - see the CSEAS website for further information