

RRH Staff Crisis Resources

Each one of us at times face both personal and professional challenges, and it is essential to take care of yourself and encourage self-care amongst your peers.

Updated 4.16.21

Rochester Regional Behavioral Health has developed the following list of resources for staff:

RRH Behavioral Health Support

Sometimes you're just not sure what you need. We can help! RRH therapists are a free resource for all employees at Rochester Regional Health. In order to efficiently connect staff with the most appropriate resource, email bhsupport@rochesterregional.org and a staff member will help triage the need and provide guidance and support.

Employee Assistance Program for RRH

The free, confidential **24/7** Employee Assistance Program benefit includes a range of services like crisis & stress counseling, legal advice, information on elder care, financial consultation and more.

W: nexgeneap.com (RRH code to register is 8982) **P:** 1-800-327-2255

RRH Chaplain Services

Hospital chaplains are here not only for patients but for staff as well, and can provide a listening ear as well as spiritual and emotional support. Chaplains can be reached at RGH by calling 922-4782 or the hospital operator at 922-0000, or at Unity Hospital by calling 723-7969. The chapel (located at RGH on the first floor near the green elevators) is also available for quiet relaxation and meditation.

Emotional PPE Project

The emotional PPE project is a directory that provides contact information of volunteer mental health practitioners to healthcare workers who have been affected by COVID-19. All services provided by Emotional PPE are free of charge.

W: <https://www.emotionalppe.org/>

NYS Office of Mental Health Emotional Support Line

The Emotional Support Line provides free and confidential support. The Help Line is staffed by volunteers, including mental health professionals, who have received training in crisis counseling.

P: 1-844-863-9314 **Crisis Text Line:** Text "Got5" to 741-741

Frontline worker? Text "FRONTLINENY" to 741-741 for specialized support

SAMHSA Disaster Helpline

Support for any distress that you or someone you care about may be feeling related to any disaster.

P: 1-800-985-5990 or **TEXT:** 'TalkWithUs' to 66746

RRH Behavioral Health Access and Crisis Center

The Rochester Regional Health Behavioral Health Access and Crisis Center is available for those (age 18 and up) who need help with a mental health or substance use issue. You or a loved one may need assistance right away, but not the full resources of the emergency department. The Center can be an alternative to a trip to the emergency department for an urgent mental health need.

P: 585-368-3950

Location: 65 Genesee Street, Rochester

Hours of Operation: 7 days a week, 9am – 9pm