

Support Resource Guide

for You

THE UNIVERSITY OF TEXAS
MD Anderson
~~Cancer~~ Center

Making Cancer History[®]

We are here to help you maintain your resilience and wellness

At MD Anderson, we offer a broad range of resources to support the work-life and family needs of our employees as they support our mission of Making Cancer History, and we understand the unsettling impact that the COVID-19 pandemic has had on families and caregivers. Listed in our new Support Resource Guide are key resources coordinated by Human Resources and other institutional partners aimed at supporting and assisting families in navigating this challenging time.

MD Anderson does not endorse any specific service or vendor. This resource guide is shared as a convenience for our employees and their family members searching for resources.



Faculty Benefits and Services

The [Faculty Benefits and Services](#) area of PRS is primarily responsible for managing and administering faculty benefits. This includes medical and life insurance coverage, retirement plans, recruiting and relocation and professional development. Questions regarding these benefits should be directed to 713-792-7600 or email PRS Faculty Benefit Services at PRSFacBenSrvs@mdanderson.org.

Bright Horizons Programs

Bright Horizons is a national network that offers back-up care for family members of all **ages, from** infants to seniors, including adults and children with special needs. Care is provided anywhere in the United States, Canada, and Puerto Rico. A care recipient is someone you have primary responsibility for. To ensure that all employees have the opportunity to utilize this service, donating hours is not allowed. Employees are eligible for **100 hours** of back-up care each calendar year (**Jan. 1 to Dec. 31**). Both center-care and in-home care options available. Schedule care for your loved ones 24 hours a day, seven days a week!

See the [Bright Horizons flyer](#) for more info.

- Healthy Children: center-based care (ages 6 months to 13 years)
- Back-Up Care can be used for the following loved ones:
- Healthy Children: in-home care (no age limit)
- Special Needs Children: in-home care (no age limit)
- Adults and Seniors: in-home care (no age limit)

Registration is required prior to scheduling care. You can register for free online at www.backup.brighthouse.com

- Username: MDA
- Password: backupcare1
- Or call 1-877-242-2737 or 1-800-557-0847

MD Anderson covers most costs for the back-up care program. Bright Horizons handles all billing with providers, and money is never exchanged at the time of care. Participants may use up to 100 hours of care each calendar year (Jan. 1 to Dec. 31) Employees are billed for the co-pay after care is received:

- \$2 per hour per child for center-based care
- \$4 per hour for in-home care (rate applies for up to 3 dependents)

When you have to work, you need support for your family, especially right now. Whether school's closed, a regular caregiver is unavailable, or you need a care provider for your mom, dad, or elder relative, rely on Bright Horizons Additional Family Support to help you find:

- Sitters, virtual sitting, housekeepers, and pet care through a premium account on Sittercity, which includes a waived Membership fee (\$150 value) and free basic background checks
- Discounts on a local, high-touch placement service of trained, screened nannies for full-time child care
- Senior care solutions, including care companions, an online needs assessment, senior housing search and evaluation tools
- Discounted online tutoring and testing

For questions, please email Worklife@mdanderson.org

College Coach Program

Expert Education Assistance for Your Child Take the worry out of your child's educational future with Bright Horizons College Coach®. Your free benefit gives you access to a team of college admissions and finance experts who can help you maximize your child's chances of admissions success and plan for college costs. Live events, one-on-one guidance, and online resources assist with all-important aspects of your student's education. You can also get expert advice on college lists and admissions essays. Register and complete your profile to access the most relevant and timely content for your family to support academic success.

- Find support now at <https://clients.brighthouse.com/utmdacc>
- Employer Username: MDA | Password: Benefits4You
- Questions? Call (888) 527-3550 or email mdanderson@getintocollege.com

A Place for Mom

A free referral service helping families find nursing homes, assisted living, Alzheimer's care, retirement communities, home care and other senior care options. Their experienced Eldercare Advisors have assisted thousands of families with the difficult task of selecting senior care for their loved ones. Please email Worklife@mdanderson.org for more information.

Employee Discount Program

Employees and retirees can access exclusive discounts on cellular service, rental cars, travel and lodging, and more. Exclusions may apply. Visit the [iDeal website](#) to learn more.

Identity Protection Services

Blue Cross and Blue Shield of Texas (BCBSTX) provides employees, retirees, and their families who are covered under the UT SELECT or the UT CONNECT Medical Plan (both administered by BCBSTX) the opportunity to enroll in identity protection services. [Click here for more details.](#)

24/7 Nurse Line: (1-888-315-9473)

UT SELECT and UT CONNECT Blue Cross Blue Shield of Texas have registered nurses available 24/7. The nurse line can answer your health questions and help you decide whether you should go to the emergency room or urgent care center or make an appointment with your doctor.

Health Advocacy Solutions (HAS)

Get coordinated help and personal health care support from a team of experts. Features include:

- Help with understanding your care options and benefits;
- Help to find network providers and scheduling appointments;
- Ability to speak to the same health advocate for follow-up questions and discussions; and
- Coordinated help from your health advocate and other experts to connect you with the resources you need, when you need them.

You can contact a Health Advocate at (866) 882-2034, or you can chat live either online at bcbstx.com/UT or via the BCBSTX app (bcbstx.com/mobile).

MDLIVE

MDLIVE, a leading virtual visits vendor, lets you visit independently contracted MDLIVE board-certified doctors when you may need care. In addition, they may even write and send prescriptions to a nearby pharmacy (when appropriate).

- Treatment for many non-emergency medical conditions, including colds and flu, fever (age 3+), sinus infections, ear problems (age 12+), allergies, etc.; and
- MDLIVE offers virtual visits for behavioral health counseling. Speak with a licensed counselor, therapist, or psychiatrist for support. You can choose who you want to work with for issues such as anxiety, depression, relationship problems, trauma, loss and more. Behavioral health services are by appointment and with video connection only.
- Best of all, visits with MDLIVE have a \$0 copay for covered plan members, spouses and dependents.

Visit mdlive.com/bcbstx for more information.

Time off and leave programs

MD Anderson employees have access to several leave options should the need arise where an employee has to be away for a medical reason or has to care for a loved one with a medical condition. Please see the [Leave Guide](#) for the most up to date information regarding current leave programs.

Family and Medical Leave (FML)

Under FML, you may take up to a total of 12 workweeks (480 hours for full-time employees; prorated for part-time employees) of leave during a 12 month period include, but is not limited to, the following reasons:

- Birth/care of a newborn
- Placement of a child with you through adoption, surrogacy or foster care, and to care for the child within 12 months of placement
- To care for the employee's spouse, child or parent with a health condition
- For your own health condition that makes you unable to perform one or more essential job functions

To request FML, call the HR Leave Center at 713-745-3652 (5-FMLA) to discuss options. Be prepared to discuss specifics regarding the need for the leave. All information obtained by the HR Leave Center is confidential. For full details, please see the [Leave Guide](#).

Parental Leave

Parental leave may be available if you are not yet eligible for FML and you need to take a leave of absence specifically for the birth or adoption of a child or placement of a foster child.

- Parental Leave provides job protection for time off.
- Parental Leave does not provide pay.
- Use of your accrued paid leave provides pay, separately.

Reduced Paid Leave (RPL)

The Reduced Paid Leave program is designed to assist employees with an illness or injury who have exhausted their Extended Illness Bank. RPL provides a reduced salary (50% of base pay prior to any required deductions) benefit during an illness period maximum of 90 calendar days. There is an application process and approval of this benefit requires certification from an approved Licensed Healthcare Provider. Approval of this benefit may not always coincide with the recommendation of the healthcare provider. The review and determination for the duration of awarded RPL is based on:

- The physical and/or cognitive demands of your position,
- The medical diagnosis leading to the surgery or treatment, and
- Recommendations using disability guidelines for the two criteria above.

Recognition Leave (RCL)

Recognition Leave provides a way managers can award classified employees who are employed as regular full-time or part-time employees with time for performance-related accomplishments. Faculty, educational trainees, hourly (non-benefits eligible), per diem and administrative staff employees are not eligible. Full-time employees are eligible for a maximum of 24 hours per fiscal year. Part-time employees are eligible for a maximum number of hours proportional to their percent of employment (example: a 50 percent employee is eligible for up to 12 hours). This award must be used within the fiscal year in which it is awarded or it is forfeited.

Wellness Leave (WEL)

To support employees in their journey of wellness, eligible employees have direct access to 16 hours of Extended Illness Bank (EIB) each fiscal year (prorated by FTE) of Wellness Leave to engage in preventative care or activities to care for themselves.

Employee to Employee EIB Donation

Employees may donate Extended Illness Bank (EIB) time to a specific employee. The donor must pay taxes on the donated hours. While employees may ask an employee for a donation, they are not allowed to refund the taxes to the donor or provide any type of payment as a result of the donation. For full details, please see the [Leave Guide](#).

Major Disaster Donation Pool (MDDP)

The Major Disaster Donation Pool (MDDP) was established in response to requests to support fellow employees affected by the COVID-19 pandemic and allows employees and faculty to donate Extended Illness Bank (EIB) or Paid Time Off (PTO) accruals to a pool to assist employees in need. The MDDP is a temporary benefit that is in effect when the President of the United States declares a major disaster. The pool closes if/when the disaster is declared to have ended.

Employees can donate:

- EIB - Between 24 and 200 hours leaving a minimum of 80 hours in their EIB bank and/or
- PTO - Between 24 hours and their maximum annual accrual of PTO leaving a minimum of 80 hours in their PTO bank.

For full details regarding eligible reasons to apply for time from the pool, please see the [Leave Guide](#) or call the HR Leave Center at 713-745-3652 (5-FMLA).

Employee Assistance Program

The EAP is here to help with life's problems, which on occasion challenge everyone. These may include family or relationship, work-related, emotional, legal, concerns about alcohol or drug use, or an array of other challenges. An experienced clinician is available to help guide you to solutions. EAP services are private and strictly confidential in accordance with applicable laws and institutional policies. For more information, please call 713-745-6901.

Employee Wellness and Recognition

We believe that wellness is an evolving process that encompasses the whole person, with many dimensions that can support achieving balance, purpose, and energy in your career and at home. [Click here to view our latest Wellness Resource Guide](#). For more information, please email BeWell@mdanderson.org.

Faculty Diversity, Equity, and Inclusion

The [Office for Faculty Diversity, Equity and Inclusion](#) works diligently to attract, retain and advance diverse faculty and strives to be the model for cancer centers across the nation. The Office facilitates women and minority faculty development, plans diversity initiatives, and creates programs to promote an environment of inclusiveness for all faculty. For questions, please email facultyinclusion@mdanderson.org.

The Office of Institutional Diversity (OID)

OID Staff is available to support all employees learn how to join the effort to add to the diversity in our workforce and create and maintain an inclusive working environment where all employees are respected, where different opinions and ideas are encouraged and valued, and where employees are empowered to give their personal best every day. You can reach out to them at Diversity@mdanderson.org or call 713-745-3912.

Ombuds Office

The [Ombuds Office](#) at MD Anderson is here to help all employees including faculty, classified and administrative staff, trainees, postdocs and students with work-related concerns. We provide a voluntary, confidential, informal, impartial, and safe place to discuss concerns, issues, or conflicts. We assist teams in resolving conflict situations and we can also provide opportunities to learn more about resolving conflict in a positive way. Services are available to all workforce members as a confidential, informal, impartial, and safe place to discuss concerns, issues, or conflicts. To schedule an appointment, please call 713-792-4896 or email us at ombuds@mdanderson.org.

Employee Engagement Council (EEC)

The [Employee Engagement Council](#) is a multidisciplinary team focused on mitigating burnout by connecting and improving faculty and employee wellness programs. As part of its ongoing commitment to our people, the institution transformed CREWS into a new Employee Engagement Council (EEC) that further supports the well-being of all workforce members. The interprofessional team of faculty and staff on the council focuses on alleviating the causes and symptoms of burnout to improve wellness and professional fulfillment with the goals of:

- Breaking down silos and connect the initiatives that support both faculty and employee wellness programs
- Focus on serving as a resource hub of expertise, education and supporting science
- Engage subject matter experts
- Align recommendations and guidance with evidence-based solutions
- Manage requests for wellness support from within the institution, as well as uphold institutional measuring and monitoring
- Coordinate efforts related to burnout and wellness with UT System and national efforts for health care and academia.

For questions, please email EEC@mdanderson.org.

Practitioner Peer Assistance Committee (PPAC)

MD Anderson's [Practitioner Peer Assistance Committee \(PPAC\)](#) is a service provided to practitioners to help them in meeting the demands related to personal and work-related stress. The PPAC is a standing committee of the Medical Staff. As such, discussions about practitioners are strictly confidential. The PPAC is a committee composed of licensed independent practitioners (LIP) trained to offer peer help to any LIP in the institution who has a concern about a condition that might be affecting his or her performance. In addition the committee will provide consultation to any individual in the institution concerned about the performance or impairment of an LIP which might affect patient safety. The goal of the committee is to provide a means to intervene before a practitioner is severely impaired or creates a safety risk to patients and others.

To contact the PPAC office, please call 713-792-8555. A receptionist will take your contact information and a committee member will return your call as soon as possible.

Division Wellness Leads Council

The MDACC Division Wellness Leads Council will execute opportunities and interventions to lead the faculty and MDACC community in promoting professional wellness and fulfillment through efforts across:

- Academic and Professional Development
- Community and Culture
- Resiliency and Professional Engagement
- Practice Efficiency
- Faculty Vitality

For more information, please email divisionwellness@mdanderson.org.

Med TAC Coronavirus Response Educational Module

The [Med TAC Coronavirus Response educational module](#) is available to employees free of charge, is based on the latest recommendations from the Centers for Disease Control and Prevention and other subject matter experts. The module can help you formulate plans and make decisions to keep yourself and your loved ones safe. The module offers information on the following:

- Caring for seniors or high-risk individuals in your home
- Coming home safely from work or other necessary trips
- Sending children to school or managing virtual learning



Members of our workforce can access the module at any time from any device by visiting medtacglobal.org/coronavirus-response or by scanning the QR code.

Living Optimally in Times under Stress (LOTUS)

LOTUS was developed to help you cultivate a support system based on mindfulness while helping to strengthen and build personal resilience. Blending both yoga and physical therapy practices, LOTUS delivers beginner level movement and mindfulness practices in a way for you to personalize it to fit your individual needs.

[Click here to download the LOTUS Compassionate Care in Crisis guide](#)



Code Lavender

The Department of Spiritual Care and Education offers a Code-Lavender Event to support the emotional and spiritual well-being for our care-team members and staff. This is a come and go experience held on work unit. Chaplains are available and a healthy snack is provided. Staff are free to take time to drop by as their schedule permits. Sessions are held for day, evening, and night shifts. Code Lavender is one way leaders can provide personalized care to their staff who provide so much compassion daily to patients, families, and each other during stressful times. To request a CODE LAVENDER contact Spiritual Care and Education at 713.504-2163.

Re-Energize with BeWell Series

During stressful times, it's necessary to take a break – for your mind and your body. To assist you, the BeWell team from Wellness and Recognition, and Catherine Russo, Research Assistant and Yoga Instructor will be hosting movement breaks, nutrition and stress management sessions for all employees on Mondays, Wednesdays and Fridays starting at 12:30 p.m. Sessions will need to be added to your Outlook calendar from the [Institutional Calendar](#).


- **Movement Mondays:** Stretches and simple exercises
- **Wellness Wednesdays:** Nutrition, Movement and other Wellness topics
- **Flourish Friday:** Breathing exercises, yoga movements or mediation


Click on the link below or copy and paste the link into your calendar and make it a reoccurring meeting

- [Zoom Link](#) (This link will be used for all sessions.)
- Meeting ID: 938 4111 0409
- Password: 343364

UT Benefits online wellness programs

 **natura(yo)slim®**
weight management and a
healthy lifestyle

 **Hinge Health**
reduce chronic pain

 **oviahealth™**
fertility, pregnancy, and
parenting apps

 **omada**
weight management and a
healthy lifestyle

 **Livongo**
diabetes and hypertension
management

 **MDLIVE®**
virtual visits for physical and
mental health

Support resources for new and expecting moms

Working Mothers Rooms

These rooms are designed exclusively to support lactating mothers who have returned to work. Most Working Mothers Rooms (WMR) are equipped with comfortable chairs, privacy curtains, storage cubbies, a sink, and a small refrigerator. For access, please email UTPD badgeaccess@mdanderson.org with your name, your employee ID and your employee badge number located on the back of your badge under the barcode. These rooms are designed exclusively to support lactating mothers who have returned to work according to MD Anderson guidelines. Some WMR provides limited facilities with a private space to pump. Please contact the corresponding individual in parentheses below to obtain a key, as these rooms are not accessible with your badge. If any of these rooms require housekeeping or maintenance, please contact 3-5000. [Working mothers rooms across MD Anderson](#).

UT Benefits Pregnancy and Breastfeeding Resources

Benefits are available for breastfeeding counseling and support services obtained from covered health provider during pregnancy and/or during the post-partum period. Benefits include the purchase of manual or electric breast pumps, accessories and supplies, and the rental of hospital grade pumps. Please contact a BCBSTX Health Advocate at (866) 882-2034 for assistance with any questions.

Working Moms Support Group

Working from home while parenting young children creates many new and unique challenges. At the same time, moms on the frontlines and juggling childcare and/or pumping can be equally exhausting. You are not alone! Join us for our support group for working moms now provided virtually. Facilitated by Wellness and Recognition and the EAP.

- 3rd Wednesday of each month 12:00 pm – 1:00 pm
[Click here to join the Zoom meeting](#)

The Lactation Foundation

Provides breastfeeding support, classes and assistance through certified lactation consultants at no cost. [Click here to learn more.](#)

Education and remote working and learning services

Tuition Assistance Program (TAP)

The Tuition Assistance Program (TAP) provides limited, non-taxable reimbursement to qualified employees for undergraduate, graduate, and certification program costs and tuition, books and required fees up to \$5,250 per calendar year. For more information, please email tap@mdanderson.org.

Virtual coaching

During this time, the Leadership Institute is offering on-demand coaching with trained coaches. They will work with you on addressing specific needs, boosting confidence, and leveraging your strengths toward your future. If you're interested, please reach out to the LeadershipInstitute@mdanderson.org.

Productivity and organization support

Productivity is an important aspect of self-management of your career and personal life. To help manage the deluge of information and work, an in-house professional organizer is available to assist MD Anderson employees with productivity and organizing issues. Productivity and organizing services include digital file management, calendar management, using technology tools effectively, virtual department and group presentations on productivity, organizing and other related topics. For more information, please Janice Simon, within the Leadership Institute, at jsimon@mdanderson.org.

Onboarding new team members

- ❑ Contact your new employee via email and phone call to welcome him/her to your team.
- ❑ Create an onboarding schedule to be shared with required stakeholders (see [sample schedule](#))
- ❑ Send an email to the team making them aware of the new hire. Ask them to send welcoming message upon his/her first day.
- ❑ Coordinate computer and telecommunication needs, including remote access for working offsite with IT Services. If coordinated ahead of time, Human Resources Onboarding may be able to facilitate the process upon his/her check in.
- ❑ Assign a team member to act as your new employee's onboarding mentor. The onboarding mentor may also contact the new Employee to welcome him/her to the team.
- ❑ Create and upload training resources accessible to your new employee via [Box.com](#). New hires don't always feel comfortable reaching out to peers so having a content management system is an essential part of a successful strategy for working remotely.
- ❑ Review [New Employee Orientation Policy](#) and complete the [Department Orientation Checklist](#)

Virtual learning resources

Resources for employees

Onboarding Assistance

- [New to MD Anderson](#)
- [IT Resources](#)

Training Options

Videos:

- [Working Successfully Remotely](#)
- [Balance Personal and Professional Lives](#)
- [Using Technology to Connect and Collaborate](#)

Presentations:

- [Working Successfully Remotely](#)
- [Balance Personal and Professional Lives](#)
- [Using Technology to Connect and Collaborate](#)

Books, Courses, Materials:

- [Making a Success of Managing and Working Remotely](#)
- [To-Not-Do-List: The Working From Home Edition](#)
- [Tips for Maintaining Balance While Working Remotely](#)
- [Exploring Virtual Collaboration](#)
- [Contributing as a Virtual Team Member](#)

Diversity and Inclusion Discussions

Videos:

- [Inclusify Video](#)

Books, Courses, Materials:

- [Inclusify Slides](#)
- [Working Remotely: Fostering Belonging and Inclusion](#)

Social Activities

- [Virtual Games and Employee Wellness Ideas](#)
- [Scavenger Hunt](#)
- [Matching Game](#)

Technology Tools

- [Virtual meeting resources](#)

Resources for managers

Training Options

Videos:

- [Leading Remote Teams](#)
- [Working Successfully Remotely](#)
- [Measuring Productivity in a Virtual Environment](#)
- [Using Technology to Connect and Collaborate](#)
- [Leading in a Remote Environment: Clinical Focus](#)

Presentations:

- [Leading Remote Teams Slides](#)
- [Working Successfully Remotely Slides](#)
- [Measuring Productivity in a Virtual Environment Slides](#)
- [Using Technology to Connect and Collaborate Slides](#)
- [Leading in a Remote Environment: Clinical Focus Slides](#)

Books, Courses, Materials:

- [Leading Remote Teams Q&A](#)
- [Making a Success of Managing and Working Remotely](#)
- [Establishing Effective Virtual Teams](#)
- [Facing Virtual Team Challenges](#)

Diversity and Inclusion Discussions

Videos:

- [Inclusify Video](#)
- [Fostering Inclusion and Connection](#)

Books, Courses, and Materials:

- [Preparing Agendas and Questions around Racism](#)
- [Inclusify Slides](#)
- [Inclusify Discussion](#)
- [Working Remotely: Fostering Belonging and Inclusion](#)
- [Fostering Inclusion and Connection Slides](#)

Engagement Activities

- [Virtual Games and Employee Wellness Ideas](#)
- [Scavenger Hunt](#)
- [Matching Game](#)

Technology Tools

- [Virtual meeting resources](#)

Strategies to mitigate stress and burnout

Common manifestations of burnout and chronic stress

- Poor sleep
- Fatigue/Low energy/Lack of motivation
- Frustration/Poor tolerance/Irritability/Anger
- Depression/Sadness and Anxiety
- Isolation/Withdrawal
- Feeling overwhelmed
- Burnout/Compassion Fatigue
- Poor concentration/Focus

Here are some practical strategies to mitigate stress and burnout and help you to thrive.

- Fuel your mind with positive information from interesting podcasts, entertaining books and uplifting news stories.
- Focus on growth activities that will allow you to bounce back and remember this time fondly.
- Find hope in seeking the stories with light and strength That are all around us.
- Welcome vulnerability, because as a human being, you will be emotionally impacted as a part of our shared experience.
- Create space for your feelings and emotions through journaling or daily reflection.
- Bring attention to your body; reduce your stress.
- Reduce denial, which is a natural enemy of growth and acceptance.

- Implement a routine for your work and personal activities, and make sure to create separation between them.
- Introduce self-care strategies to your daily routine.
- Permit yourself to feel lousy
- Set up routines and structure time
- Stay virtually connected to others (e.g., family, friends, and peers)
- Get outside
- Take time off

Things to consider

- Internet speed – You may need to increase speed and capacity with more Zoom calls for more people in the house at one time. You may need to switch companies.
- Support/Assistance for remote school while homeworking
- Work schedule/Demands – Talk with your supervisor and adjust schedule, if possible.
- Home set-up/“Office space” – Consider for each person in the house – kids too.
- Nothing is normal now – accept it.

Be aware of safety concerns

- Increased errors due to symptoms
- Missed deadlines
- Taking shortcuts

How to address schooling at home

Plan but remain in “the now” present moment and practice mindfulness. It also helps to have the following in place:

Structure for home, work and family

- Identify study/workspace(s)
- Discuss do not disturb policy, closed-door, knock gently when open, wait for a response
- Set and discuss rules, limits and boundaries for studying and working at home
- Build-in breaks, observe lunchtimes and step away from the laptop to refresh yourself

How to address schooling at home: Establish a routine for work, home and family

- What time does study/work start and/or stop? Be consistent about these times.
- Remain flexible (things come up) while adhering to start/stop times as often as possible.
- Make time to spend with family and friends, and think about activities to engage in with them; scavenger hunt, board games, video chats, etc.
- Determine when you and family “power down” from electronic devices (i.e., during dinner, family time and 1- hour before bedtime.

Tips to help you develop extraordinary resilience

- Actually “disconnect” when you leave the office
- If you’re trying to build resilience at work, you need adequate internal and external recovery periods
- If you really want to build resilience, you can start by strategically stopping.

Adapted from [Resilience is About How You Recharge Not How You Endure](#)

Listed below are helpful resources to assist employees:

Mental health resources

- COVID-19 Mental Health Line, (833) 251-7544
- [National Alliance On Mental Illness, \(713\) 970-4483](#)
- [Grief Share Group](#)
- [Divorce Care Group](#)

Crisis resources

- Local Emergency 9-1-1
- Suicide Prevention Lifeline, (800) 273-8255
- SAMHSA Disaster Helpline, (800) 985- 5990
- LGBT 24 Hour Helpline, (713) 529-3211

Additional MD Anderson resources

- Employee Health, (713) 745-6900
- UT Police Department, (713) 792-2890
- Legal Assistance (EAP), (713) 745-6901

Identify, acknowledge discuss and normalize feelings

- Identify feelings of loss of social interactions, events and rituals. Loss of graduation, birthday or anniversary events, and other milestone celebrations.
- Acknowledge you and your children are experiencing stress.
- Check-in with each family member on a regular basis. Understand your teens/young adults may feel they are being robbed of their youth, rite of passage.
- Address possible feelings of stigma/shame if you and/or a Family member has tested positive. Exercise self-empathy and self-compassion. Practice positive self-affirmations. Identify and maintain supports.

- [Alcoholics Anonymous](#)
- [Narcotics Anonymous](#)
- [In The Rooms](#)
- [Refuge Recovery](#)

- Mobile Crisis Team MCOT, (713) 970-7520
- Domestic Violence Hotline, (713) 528-7273
- United Way Helpline, (713) 957-4357

- COVID-19 Employee Reporting, (713) 792-6843
- [MD Anderson Caring Fund](#)

for You

Contact us

- Division Wellness Leads Divisionwellness@mdanderson.org
- Employee Assistance Program HREAP@mdanderson.org, 713-745-6901
- Employee Engagement Council EEC@mdanderson.org
- HR Leave Center HRLeaveAdmin@mdanderson.org, 713-745-3652
- HR Service Center (*MyHR*) myHR@mdanderson.org, 713-745-3652
- Leadership Institute LeadershipInstitute@mdanderson.org
- Faculty Benefits and Services (PRS) PRSFacBenSrvs@mdanderson.org
- Wellness and Recognition BeWell@mdanderson.org

If you need additional support outside of the resources listed above, please contact your [HR Business Partner](#) for more information.