

# COVID-19 Mount Sinai Health System – Thank You

March 13 2020, Friday

As this very challenging week comes to a close, we want to share how deeply and truly grateful we all are for your tireless work to provide the care, resolve, and confidence to our entire community at this delicate time. Your work, your leadership, and your calm have been exemplary. In particular, we want to personally thank the physicians, nurses, and all of the frontline staff caring for those affected, or worried they are affected, by COVID-19. Your work is seen, admired, and wholeheartedly appreciated not just by us and leadership, but by your colleagues and your communities. Thank you.

Over 170 years ago, the first iteration of The Mount Sinai Hospital was created to serve a growing immigrant population. Since then, the hospital has grown and merged with other like-minded hospitals to become a societal foundation and bedrock in our communities, where those in need could come for help and where some of the greatest health care challenges were battled—and defeated. Today, is no different. As leaders in health care and the communities we serve, we must once again rise to the occasion.

The situation we now face is a unique challenge, one that will likely become more difficult in the days ahead. But we must not let fear overcome fact. We must lean into our training, our expertise, and into the faith in one another to see this through. If this week is any predictor for how we will respond in the future, we're extremely confident in how you will lead. We are, personally, fortified and impressed by the skill and compassion you all have exhibited. We are so proud to work alongside you.

We know that, as professionals, you have prepared your entire careers for a moment like this, and we can see that in the incredible skill you've shown these past weeks. However, we are all human, and we all need to take care of ourselves and each other, especially when work and life are as demanding and stressful as they have been the past few weeks. To help, we have included below the wellness resources we shared earlier this week, and we strongly encourage you to take advantage of them and seek the support you may need during this difficult time. And of course, if you have any questions, please do not hesitate to reach out to [CovidQuestions@mountsinai.org](mailto:CovidQuestions@mountsinai.org) for further information. We are here for you, just as we know you are here for us and for all the communities we serve.

We are confident that together we will get through this, and it is your stellar work that gives us that peace of mind. Again, thank you.

Warmly,

Ken & Dennis

## Wellness Resources

- The [Employee Assistance Program](#) at Mount Sinai provides free, confidential short-term counseling services to Mount Sinai employees and your covered dependents. Licensed social workers trained to provide counseling services to individuals in need of personal assistance provide counseling. EAP is at 19 East 98th Street, third floor, Suite 3A. To obtain additional information or to make an appointment, please contact EAP at 212-241-8937.
- [Student and Trainee Mental Health](#) is available for medical students, graduate students, postdoctoral fellows, resident physicians, and clinical fellows at all campuses. To connect with these services, email [STMH@mssm.edu](mailto:STMH@mssm.edu), or reach members of the Student and Trainee Mental Health Team confidentially at 212-659-8805.
- [ICARE](#) at Mount Sinai provides emotional peer support and counseling for staff who have been involved in an adverse event or workplace crisis. To contact ICARE or learn more, call 212-241-8989. A confidential voicemail system is available 24/7.
- The [Office of Well-Being and Resilience](#) offers additional resources and support, and may be contacted at [owbr@mssm.edu](mailto:owbr@mssm.edu). We provide support for departments interested in offering well-being workshops in narrative medicine, mindfulness, and facilitated discussion. If your department is interested in finding out more or applying to participate in a series of sessions, please contact our office at the email above.
- To connect with the [Center for Spirituality and Health at Mount Sinai](#), please call 212-241-7262.
- [Mount Sinai Calm](#): To support the Mount Sinai Health System community's self-care efforts, stress management, and work-life balance, free and confidential consultations are available in person or via phone. Clinical social workers assist faculty and staff members with the design and implementation of personalized self-care action plans that combine on-campus and community resources. To set up a personalized consultation, please send an [email](#). For more details about our programs, please visit their [website](#). To connect with us on Facebook, please join our Mount Sinai Calm Facebook Group: <https://www.facebook.com/groups/MountSinaiCalm/>.
- To reach the Psychiatry Faculty Practice, please call 212-659-8752.
- [NYC Well](#) is a program of the New York City Department of Health Mental Health Service that provides free, confidential mental health support. Speak to a counselor via phone, text or chat and get access to mental health and substance misuse services. To reach NYC Well, text "well" to 65173, call 1-888-NYC-WELL, or visit their [website](#).

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