



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

April 7, 2020

Hope4Healers – North Carolina Needs Licensed Mental Health Professionals to Support Healthcare Workers During the COVID-10 Pandemic!

The Department of Health and Human Services, in conjunction with the North Carolina Psychological Foundation, is creating Hope4Healers, a large volunteer force of licensed mental health professionals to provide pro bono mental health support for healthcare workers who are on the front lines of the coronavirus pandemic and their families. Staff at local medical facilities are working at the heart of this crisis in high stress environments with great risk. Our aim is to support these individuals and their families in a timely, accessible manner.

We ask you, licensed mental health professionals, to volunteer to help these workers and their families manage the stress created by working in healthcare settings and in other areas related to the pandemic. As a Hope4Healers volunteer, you will connect with clients through telehealth and will provide short-term support, mostly one to three calls, to help these workers and their families to cope and build resilience. You will be able to choose how many clients you call, starting with one at a time. This role is different from traditional therapy. We will provide guidance and resources for conducting this work, including on using telehealth if needed.

If you are able to volunteer, please register through the NC Training, Exercise, and Response Management System (NC TERMS). That system can be accessed through: <https://terms.ncem.org/TRS/>.

Follow these instructions carefully:

1. Once you create a personal profile, you will need to access the request for team membership from the response profile page.
2. Click 'Join a Team'; select 'ESF8 – Public Health and Medical Services'; then select 'COVID 19 Medical Response Volunteers'.
3. From there you will select 'Mental/Behavioral Health Personnel' and click 'Request Membership.'

You will be vetted and then on-boarded through Temp Solutions, the temporary staffing agency of the NC Office of Human Resources prior to assignment. You will then be contacted and asked if you want to join the Crisis Line. According to NC General Statute 166A individuals providing health care services as part of a State Medical Assistance Team designated by the North Carolina Office of Emergency Medical Services will be considered an "emergency management worker" and will be subject to the Immunity and Liability provisions outlined in 166A-19.60. This gives strong protection, though not unlimited, against liability for volunteers in disasters.

This is an opportunity for the community of mental health professionals in North Carolina to provide a great service to the state. Thank you in advance for answering the call and offering your skills and compassion at a time when you too are impacted by the coronavirus pandemic. We deeply appreciate your commitment to the health and well-being of all North Carolinians.

Sincerely,

DocuSigned by:



D7816F4CBA6E4A8...

Kody Kinsley

Deputy Secretary for Behavioral Health & IDD
NC Department of Health and Human Services

DocuSigned by:



D4E8598656E5464...

Martha Turner-Quest

Executive Director
NC Psychological Foundation

DocuSigned by:



D98009570913416...

Tatyana Kholodkov, PhD

Co-Chair, NC Disaster Response Task Force
NC Psychological Foundation

DocuSigned by:



E7DEB362BE4F446...

Andy Short, PhD

Co-Chair, NC Disaster Response Task Force
NC Psychological Foundation