



# METHODIST

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## **Methodist Launches Emotional Support Line for Those Dealing With Stress of COVID-19**

As the coronavirus disease (COVID-19) pandemic affects nearly everyone – and all facets of life – the need for mental and emotional support is becoming more apparent.

Recognizing that need in the community, Methodist Health System has launched the Methodist Emotional Support Line. The free, confidential service can be accessed by dialing **(402) 815-8255 (TALK)** and is available daily from 7 a.m. to 7 p.m.

“The COVID-19 pandemic has the potential to take an enormous emotional and mental toll on people,” said Jean Faber, MA, corporate director of [Methodist’s Best Care EAP](#) and [Community Counseling Program](#) services. “This service is a way for people to reach out and connect with someone who can help find solutions for managing stress, anxiety and other challenges.”

The support line is staffed by licensed [professional counselors from the Methodist Hospital Community Counseling Program](#). The counselors can assist callers who may be experiencing feelings such as:

- Fear
- Anxiety
- Sadness
- Depression

Counselors can help callers by answering questions, addressing concerns, scheduling counseling appointments for additional care and providing referrals to community resources.

The Methodist Hospital Community Counseling Program places 19 licensed independent mental health practitioners in 27 Omaha Public Schools – every high school, middle school and alternative program – as well as 10 churches and community centers. With schools being closed indefinitely, Methodist saw an opportunity to redirect [the counselors' compassionate care](#) to the community. Counselors will work on a rotating basis and still be available to respond to students.

*People who have been exposed to coronavirus and are experiencing symptoms of COVID-19 should call the Methodist Coronavirus (COVID-19) Hotline at (402) 815-7425 (SICK). People who are experiencing medical or mental health emergencies should call 911.*