

# Office Hours for Staff in OTPs and Community-Based Settings

## *Navigating Worry, Stress, and Fear: Support for Frontline Workers during COVID-19*

The New York State Office of Addiction Services and Supports (NYS OASAS) is pleased to announce a new partnership with the Institute on Trauma and Trauma-Informed Care (ITTIC) at the State University at Buffalo to support to our heroic frontline staff during this global pandemic.

For the next two months, we will be offering “Office Hours” conducted by Susan Green, LCSW and Samantha Koury, LMSW, from ITTIC. They will be available to assist direct care staff in developing practical approaches to responding to trauma. Participants will learn basic skills on the “topic of the day,” which will change every two weeks, and will have an opportunity to discuss with their colleagues and peers how they are coping with issues of stress, anxiety, and loss related to the current state of our communities. Each participant will receive resources on how to continue addressing the issues discussed.

Office Hours are being offered to three specific audiences, with dedicated sessions for each:

1. The peer workforce
2. Direct care staff in inpatient and residential settings, and
3. Direct care staff in Opioid Treatment Programs (OTPs) and community-based settings

The first topic is “*Navigating Worry, Stress, and Fear: Support for the Frontline Worker during COVID-19.*” During this Office Hour, frontline staff have an opportunity to learn about coping with and addressing the worry, stress, and fear they're facing on a daily basis at home and/or at work. In addition, participants will leave Office Hours with skills and information related to self-care to encourage maintenance of their own wellness.

There are two opportunities to attend an Office Hours session on each topic, so please register for the date and time below that works best for you. **Note: pre-registration is required.**

Office Hours for Frontline Staff in OTPs and Community-Based Settings on Navigating Worry, Stress, and Fear:

4/16 @ 9:30 AM: <https://bit.ly/CommunityBasedOTPOfficeHour1>

4/20 @ 7:00 PM: <https://bit.ly/CommunityBasedOTPOfficeHour2>

**Please quickly distribute this announcement to direct care staff within your organization, given that the initial event is April 15.** Announcements with registration links for the other two groups will be circulated, as will information on the next topic for Office Hours, so stay tuned! Questions may be directed to [Samantha.Kawola@OASAS.ny.gov](mailto:Samantha.Kawola@OASAS.ny.gov).

More resources and guidance for OASAS providers and addiction professionals on navigating service provision during the pandemic can be found on the [OASAS website](#).

For more information about the Institute on Trauma and Trauma-Informed Care, please visit [their website](#).



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