



RESILIENCY *toolkit*



WELL-BEING EXERCISES AND RESOURCES
FOR CONE HEALTH TEAM MEMBERS

LiveLife w/ *purpose*



Cone Health Team Members face high levels of stress, emotional fatigue, and unpredictable demands. This toolkit provides strategies to manage stress, reduce burnout, and maintain compassion in care delivery.

MENTAL AND EMOTIONAL WELL-BEING RESOURCES

- 8. Grounding Techniques
- 9. Breathing Techniques
- 10. Mindfulness Guide
- 11. Talkspace
- 12. EACP
- 13. Clinical Chaplain Support
- 14. WELLTHY
- 15. Creating an Emotional Emergency Kit

SELF-CARE RESOURCES

- 17. Why practice self-care?
- 18. Practice checking in with yourself
- 19. Self-care practices
- 20. End of Day Destressing Guide
- 21. Going home checklist
- 22. Shift Work Sleep Tips
- 23-24. Cone Health Resources

STRESS MANAGEMENT

- 26. Make a list of all your stressors
- 27. Explore your top stressors
- 28. Practice healthy coping & management
- 29. Stress Management Techniques

TEAM BASED STRATEGIES

- 31. Daily Huddles
- 32-33. Thrive 365 Resiliency Calendar

CONTENTS

WELLNESS *Wheel*

The wellness wheel highlights key dimensions of health: physical, emotional, spiritual, social, and more, helping you identify areas of strength and growth. It's a simple yet powerful tool to support balance, resilience, and intentional self-care and help you identify strengths and gaps, guiding more intentional self-care and goal setting.

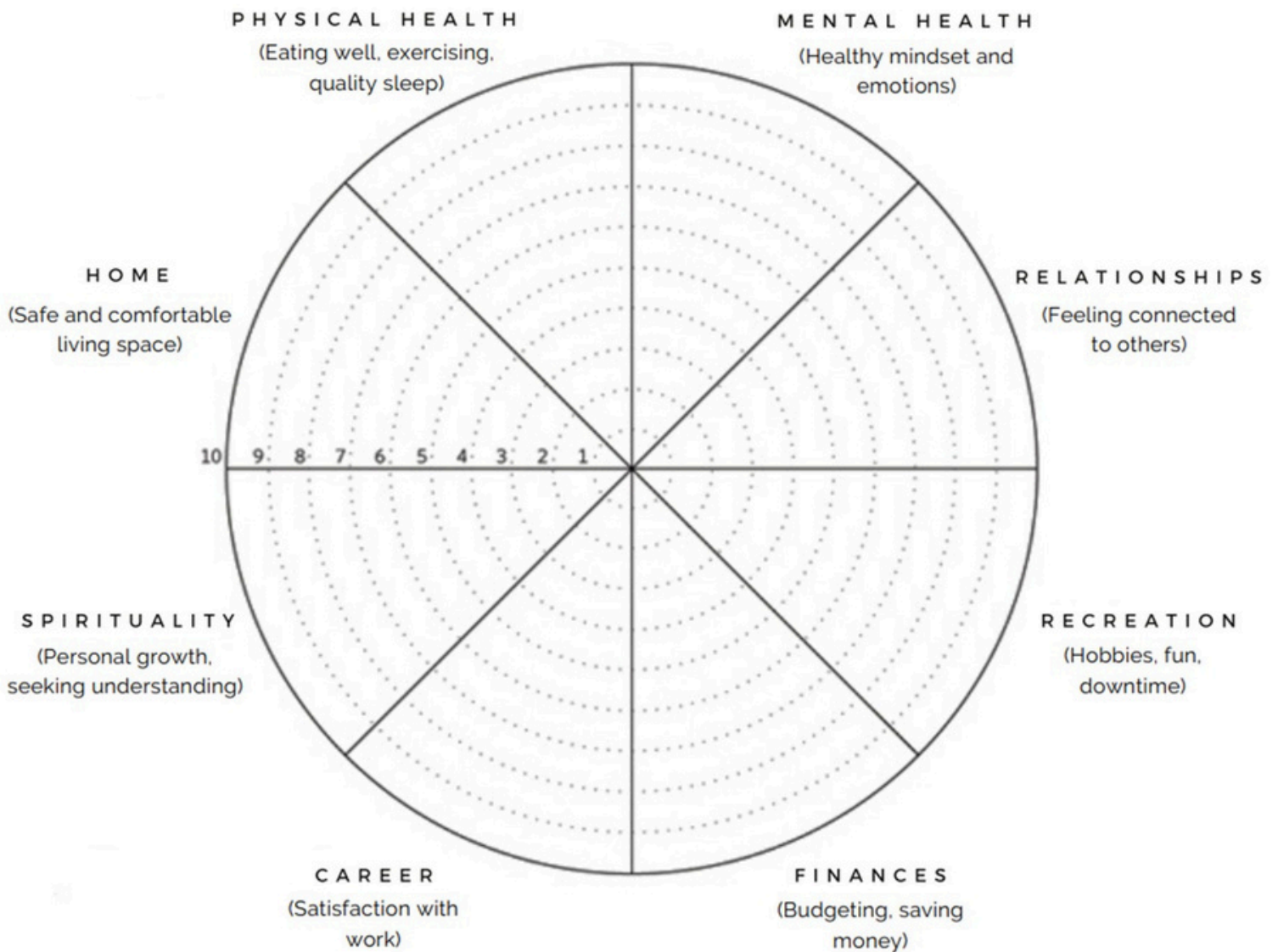
WELLNESS WHEEL

The eight sections in the wheel represent your life.

Rank your level of satisfaction with each area out of 10.

1 means you are struggling and feel unfulfilled in that area. 10 means you're satisfied with that area and don't think it needs much improvement.

Go with your gut on this one. Color the number of spaces on the wheel that match your ranking, starting from the inside and working out.



What score did you give each area?

Physical: __/10	Mental: __/10	Home __/10	Relationships: __/10
Spirituality: __/10	Recreation: __/10	Career: __/10	Finances __/10

Which areas do you want to focus on improving right now? Why?

When you envision fulfillment in these areas, what do you picture?

What types of activities and practices would help you feel more fulfilled?

By using this wellness wheel, you can better understand how different aspects of your life contribute to your overall health and resilience.

Mental and Emotional Well-being *resources*

In this section you will find resources like mindfulness exercises, emotional regulation techniques, and access to counseling or peer support to help cope with trauma, grief, and daily stressors.

Grounding Techniques

Stress can overwhelm and dominate your energy and focus. Grounding is the practice of redirecting your attention away from your stress and back into the present moment.



5-4-3-2-1

Use your senses to ground you in your surroundings. Observe and name:

Observe and name:

- 5 things you can see
- 4 things you can touch
- 3 things you can hear
- 2 things you can smell
- 1 thing you can taste

MENTAL EXERCISES

Refocus your mind with one of these strategies:

- Count backward from 100
- Recite something you've memorized
- Choose a category and name everything you can think of that belongs in that category (sea creatures, colors, etc.)

CHANGE YOUR TEMPERATURE

Try one of these techniques:

- Splash your face with cold water
- Let a piece of ice melt in your hands
- Hold an ice pack to your forehead, face, neck
- Take a warm, soothing bath
- Wrap yourself in a blanket

Breathing Techniques

Mindful breathing has been shown to reduce stress, anxiety and burnout. It can help you feel more calm, relaxed and focused.



4-4-4 BREATHING

Practice this several times a day

- Find a comfortable position, sitting or lying down
- Bring your attention to your breath
- Slowly breath in for a count of 4, feeling your belly inflate like a balloon
- Hold your breath for a count of 4
- Now release your breath for another count of 4, as if blowing through a straw
- As you exhale, release any tension or stress you feel in your body

CLEANSING BREATH

Practice when feeling particularly overwhelmed with stress

- Stand up Take a long, deep breath
- Feel your shoulders rise as you fill up your lungs
- Exhale, emptying your lungs and relaxing your shoulders
- Repeat several times

Mindfulness GUIDE

Mindfulness is the practice of paying attention to your present reality and accepting what you are experiencing. There are numerous benefits to practicing mindfulness such as relieving stress, managing chronic pain, and lowering blood pressure. This guide provides some easy ways to start practicing mindfulness today:

INTENTIONAL MORNINGS

Try to start each day with intention and purpose. Pause each morning to take a few deep breaths. Then ask yourself, “What is my intention or purpose for this day?”

MINDFUL BREATHING

Simply pausing and focusing on your breathing is mindfulness. You can do this anywhere and for short periods of time. Try to notice your lungs expanding and deflating with each breath.

S-T-O-P STRESS RELIEF

When you are feeling stressed you can use the STOP method. Stop what you are doing. Take a deep breath. Observe what you are feeling and thinking. Proceed by doing something that supports yourself in that moment.

BODY SCAN

Focus your attention on your physical body. Move from your feet to the top of your head and notice each body part paying attention to places where you feel tension, discomfort, pain, numbness.

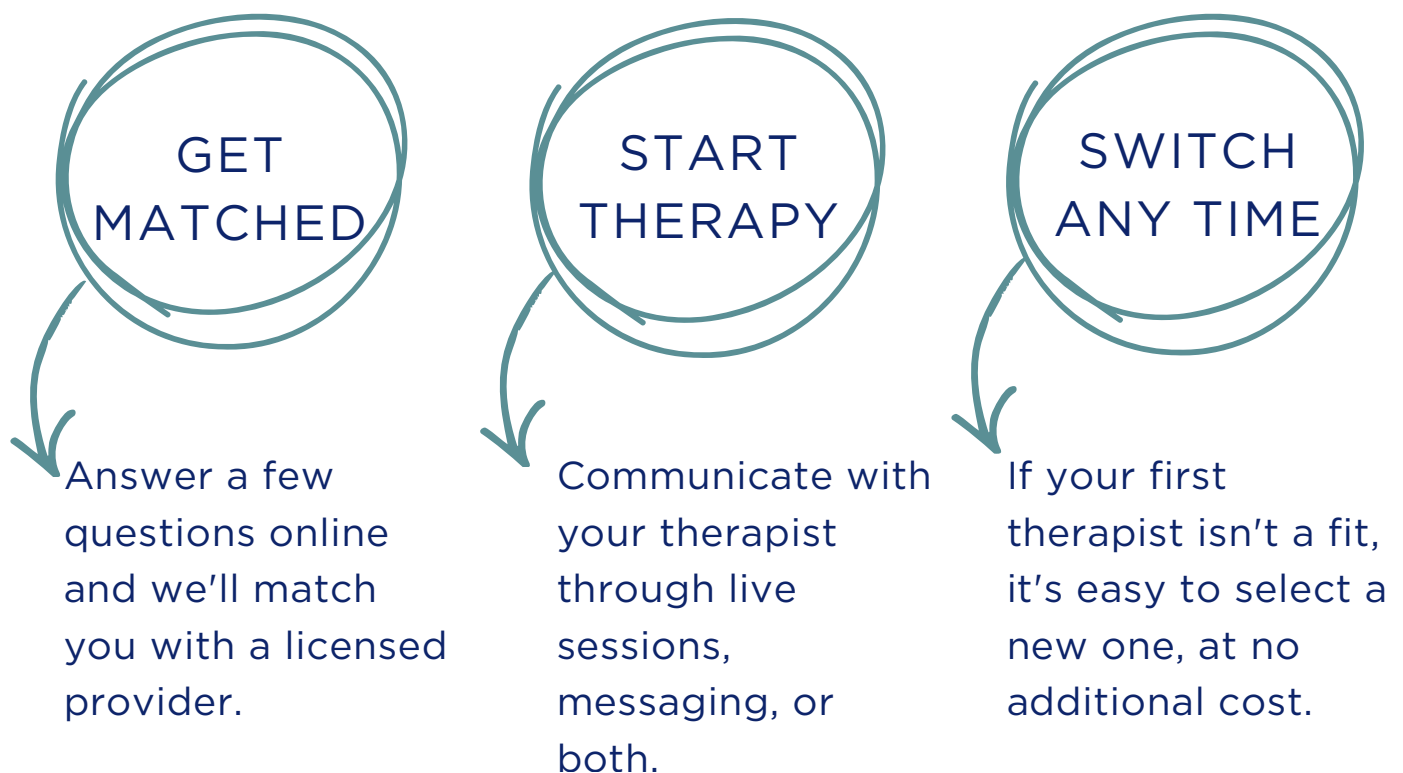
SIFTING YOUR EXPERIENCE

At any point in your day you can check in with yourself. An easy way to do this is to use the SIFT acronym. Observe any physical **Sensations** you notice in your body. Notice any **Images** that are in your mind. Name any **Feelings** you are aware of. Identify any **Thoughts** you are having. Try to SIFT your experience and withhold judgment and criticism from yourself.

Talkspace

With Talkspace, you can regularly send text, audio, and video messages to a dedicated licensed therapist anytime, anywhere at no cost to Cone Health Team Members. Talkspace is confidential and secure.

How it works



- Unlimited Messaging
- One live video session monthly
- Available to employees and dependants (13+) at no cost

Employee Assistance Counseling Program

The healthcare profession is rewarding, satisfying and tough and the Cone Health Employee Assistance Counseling Program (EACP) is here to help.

Open to all employees and their immediate household family members, services are free and confidential. From individual and group counseling, workshops and more, our EACP team is right here w/you.

Services Offered

- Confidential Assessments
- Counseling for individuals, couple, and families
- Counseling for adults, adolescents, or children
- Referrals to other specialized services
- In-Person or Virtual Visits: Call 336-538-7481 for details



If you are experiencing a crisis and need immediate assistance, call:
24/7 Crisis line: 336-538-7481 press #1 OR (877) 800-9401

FAQ's

Why use EACP?

Benefits of using the EACP include help with minimizing the effects of stress, anxiety and job burnout that can alter relationships, work abilities, and life satisfaction

What is the cost for a session with EACP?

There is no cost for our services.

How many sessions does EACP offer?

There is no set limit on the number of visits. Each therapist will provide a clear treatment program for their clients. While visits are not unlimited, if additional services are needed, a referral to the proper professional will be made.

What are the hours of availability?

Monday-Friday: 8:00 am-7:00 pm

Clinical Chaplain Support

Clinical chaplains support patients and their families – and Cone Health team members – with the complex and often difficult array of emotions that come up in a hospital setting. They are clinically trained beyond a master's degree and provide multifaceted care. In general, when chaplains provide spiritual care, they are helping people connect to their sense of meaning, purpose and hope.

Click here to complete the [Staff Support Request Form](#)

TEAM MEMBERS

- One-on-one conversations.
- Help connecting you to a sense of meaning and purpose with your work, especially after a difficult clinical outcome.
- Help for teams or clinical units as they process complex cases and unexpected deaths.
- Help with Code Blue staff debriefings and [Code Lavenders](#) (when units need cared for).
- Assistance with facilitating Schwartz Center rounds.

PATIENTS

The work our hospital chaplains do for our patients is invaluable in helping patients feel heard, understood and cared for. Patients may even be more cooperative and compliant with goals of care when chaplains are invited to assist with service recovery. Some of the things chaplains do for patients include:

- Providing care after news of a troubling diagnosis.
- Helping clarify patients' goals of care.
- Assisting with the completion of advance care documents.
- Being present with patients at their time of death.

PATIENT FAMILIES

- Provide crisis care and grief/loss counseling.
- Comfort families as they wait for and receive loved ones' prognoses.
- Rejoice with families during times of joy, such as welcoming a newborn, and honoring the significance.
- Perform wedding services.
- Act as a bridge, particularly during the pandemic, between them and the patient when visitation is limited.

Wellthy

Wellthy helps Cone Health Team Members build resiliency by offering comprehensive caregiving support that reduces stress, prevents burnout, and improves work-life balance.



Real support for all of life's care challenges

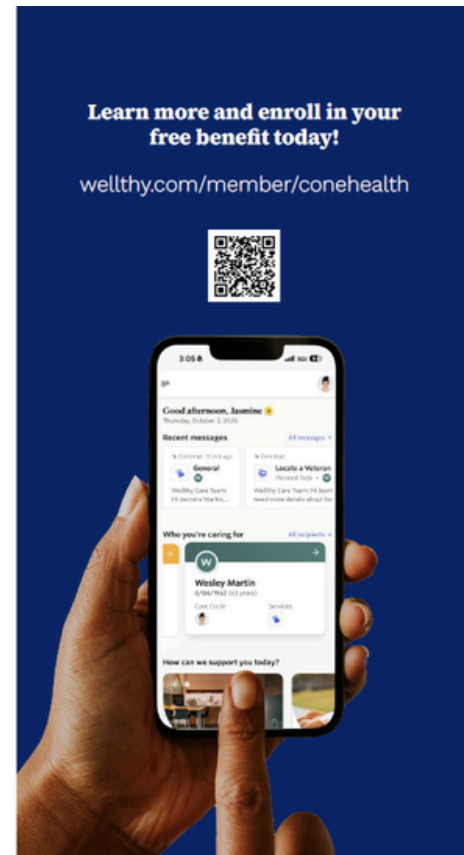
With Wellthy, you've always got a care expert in your corner.

We handle the hard stuff - managing logistics, solving problems, and easing stress - so you can focus on living your best life. No care challenge is too big or too small.

Sign up today and get matched with a Care Coordinator - an experienced and empathetic professional who can be your advocate, problem-solver, stress-reliever, time-saver, cheerleader, and sounding board.

Get personalized support for yourself and your loved ones in these areas and more:

- Eldercare
- Childcare
- Chronic health conditions
- Doctors and specialists
- Insurance, billing, and prescriptions
- Financial hardship
- Special needs and disability
- Mental health
- Veterans support
- Teen support
- End-of-life and loss
- Pregnancy and parenting
- New diagnoses
- Navigating your benefits



Create an Emotional Emergency Kit

What to Know

Mental health is as vital as physical health. Daily habits like quality sleep, nutritious meals, regular activity, social connection, and relaxation techniques all support emotional well-being. During emotional emergencies, having a prepared toolkit can help you manage stress and regain calm.

What to Do

1. Review the list below and check off tools that would help you in an emotional emergency.
2. Add any personal ideas at the end.
3. Assemble your kit and keep it accessible, especially during stressful times.

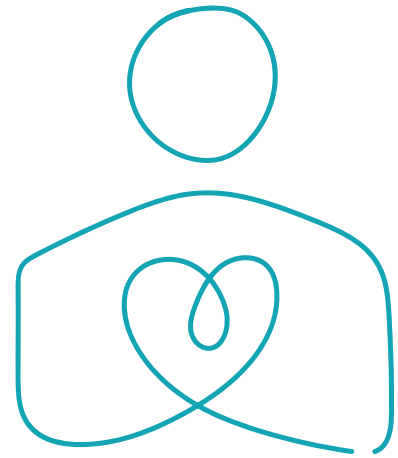
Emotional Emergency Toolkit Ideas

- Deep breathing exercises
- Grounding object (small ball or stone)
- Stress ball or fidget toy
- Journal for writing or drawing (digital or paper)
- Uplifting photos or videos
- List of supportive contacts to call (wait to talk in person or by phone)
- Positive affirmations or quotes
- Herbal tea bags or healthy snacks
- Bottled water (sip mindfully)
- Guided meditation or mindfulness app
- Scented lotion or essential oil
- Inspirational reading (poems, prayers, stories)
- Chewing gum
- Relaxing audio (music, guided imagery, meditation)
- Coloring book or art supplies



SELF-CARE *resources*

Self Care



Self-care is about taking care of your basic needs, changing habits, and setting personal goals. It's all about creating rituals and routines that promote rest, relaxation, and connection to self.

Why Practice Self-Care?

- Reduces stress
- Develops resilience and your ability to thrive
- Helps you learn about yourself
- Helps you prioritize what matters most
- Equips you to care for others

Practice checking in with yourself

In order to care for yourself well, you need to be connected to yourself. You can use this list of questions to check in with yourself on a daily basis. The more you do it, the more habitual and natural it will become.

- What does my body feel like? **Do a body scan:** Observe any physical sensations as you scan each part of your body from toes to head.
- What emotions am I experiencing? Try to name one emotion.
- What is taking up most of my thoughts right now? Write it down.
- What was my last full meal? Did I drink enough water today?
- What need have I been neglecting? Bring that into focus.
- Is there something I can do right now to help myself feel more calm? Practice that now.

Periodically assess your self-care practices

What is 1 item from the self-care practices list that you want to focus on this week?

Self-care practices

Why It Matters

Self-care isn't indulgence, it's maintenance.

Each practice plays a vital role in supporting our mental, emotional, physical, and spiritual well-being.

- Creating a bedtime ritual.
- Cooking healthy meals for yourself.
- Exercising
- Meditation, prayer or mindfulness exercises
- Connect in meaningful ways with people
- Spend time with your pet.
- Take care of your physical body: massage, facial, warm bath, pedicure.
- Work on a fun and creative project
- Listen to music or play an instrument
- Engage in something that makes you laugh
- Plan frequent breaks from stressful tasks

Create self-care goals

- What is one self-care goal you want to make for yourself?
How will you ensure that you do it?
- Make it a SMART goal. Small. Manageable. Achievable. Realistic. Timely.
- Put it on your calendar.

Visualize yourself doing it

- Taking the time to intentionally visualize yourself doing this self-care activity increases the likelihood that you will follow through.
- Take a few moments to intentionally slow your breathing down. Focus your attention on the air coming into your lungs and leaving your lungs.
- Bring to mind the goal that you've set for yourself. Visualize yourself successfully carrying out this goal. Imagine what you will feel like after you make this self-care goal a reality for yourself.

End-of Day Destressing Guide

Why It Matters

Stress can build up throughout the day. Taking time to unwind and reset helps reduce its impact and creates a healthy boundary between work and personal life.

How to Destress

- **Pause and Breathe:**

As you finish work, take a few minutes for deep breathing. Inhale for 4 seconds, filling your lungs. Exhale for 4 seconds, imagining stress leaving your body. Repeat several times.

- **Set Intentions:**

Write a destressing phrase that states your motivation for letting go of stress.

Example:

"I am committed to leaving the stress of the day behind so I can be fully present this evening."

- **Practice Mindfulness:**

Shift your focus from the day's events to your current surroundings. Notice sights, sounds, and sensations to anchor yourself in the present.

- **Express Gratitude:**

Reflect on what brought you joy or meaning today. Acknowledge these moments to foster a positive mindset.

- **Maintain Healthy Sleep Habits:**

Ensure you get enough sleep each night. Establish a relaxing bedtime routine to help you unwind and ease into sleep.

- **Take a Break from Screens:**

Disconnect from devices before bed. Read a book or magazine, or listen to calming music to help you relax.

Incorporate these habits into your daily routine to support emotional well-being and maintain a clear work-life boundary.

Going Home Checklist

It is normal to accumulate stress throughout the day. Pausing to release stress and mindfully reset at the end of each day is a simple way to mitigate some of the negative effects of stress. You can do this by building healthy habits in your routine. It's also an important part of creating a clear boundary between your work life and your personal life.

ACKNOWLEDGE ONE THING THAT WAS DIFFICULT

- name it
- work through it
- then let it go

LIST 3 THINGS THAT WENT WELL

Take time to savor the good

NOW SWITCH YOUR ATTENTION TO HOME

Rest, recharge, and focus on the things that are important

CHECK ON COLLEAGUES BEFORE THEY LEAVE

Are they ok?

REFLECT ON HOW YOU ARE DOING TOO

Your needs are valid.



Shift Work Sleep Tips

Shift workers often sleep up to 4 hours less than traditional workers, increasing risks of accidents and fatigue. Practicing good sleep strategies isn't optional for shift worker, it's essential.

At Work

Take a 20- to 30-minute nap during a work break.

Use moderate amounts of caffeine only in the early part of your shift.

Exercise and eat light, healthy meals and snacks during your shift.

Keep the work area brightly lit.

Commute

After a night shift, wear sunglasses or amber-tinted glasses when outside.

To reduce the potential for drowsy driving, get a ride, take a cab or public transit, or use a ridesharing service.

Avoid caffeine.

Before Bed

Prioritize your sleep: avoid running errands or doing chores after your shift.

Never use alcohol as a sleep aid.

Turn off mobile devices before going to bed.

Alter your bedtime a few days in advance of a change in your work shift.

Bedtime

Keep your bedroom cool and dark.

Try using earplugs, a white noise machine, an eye mask, or blackout curtains or shades.

Sleep 7 or more hours on a regular basis.

Cone Health Resources

Cone Health offers a variety of wellness resources designed to help you reduce stress and stay grounded. From massage therapy and cooking classes to fitness centers and group exercise programs, these services support your physical, emotional, and mental health.

Taking advantage of these tools can help you build resilience, recharge your energy, and stay connected to what matters most, your well-being.



Massage Therapy

Massage therapy can be an effective element of self-care because it relieves stress, strengthens the immune system, promotes relaxation and much more. Locations in Burlington and Greensboro



Cooking Classes

Join us online for our fun and FREE cooking classes! Offered monthly, a chef and registered dietitian team will demonstrate delicious recipes and give helpful tips to get you feeling comfortable and confident in the kitchen.



Employee gyms & Group Exercise

A variety of fitness activities, events and facilities are available across Cone Health to empower you to take charge of your physical well-being.

Cone Health Resources



[Spiritual Care and Counseling](#) [Wellness Webinars](#)

These wellness webinars offer employees a space to reflect, recharge, and strengthen emotional and spiritual well-being. They support resilience and help you stay grounded through life's challenges



[Schwartz Rounds](#)

Schwartz Rounds offers healthcare providers a regularly scheduled time during their fast-paced work lives to openly and honestly discuss the social and emotional issues they face in caring for patients and families



[Inclusion Network Groups](#)

At Cone Health, we celebrate individuality and foster inclusive growth. Through our Inclusion Network Groups, we build connections, promote equity, and honor our differences. These groups are key to creating a workplace where every voice matters.



[YouTube Videos](#)

LiveLifeWell fitness videos empower you to build physical resilience through engaging, accessible workouts. Whether you're at home or on-site, these videos support your ability to stay active!



[Unplugged](#)

Unplugging can be challenging, but it's important for your well-being and relationships. Use this toolkit to start, and commit to regular technology-free time. You might be pleasantly surprised by the benefits.

STRESS MANAGEMENT

resources

Stress Management

Stress is feeling tense, exhausted, worn out, or overwhelmed. Some stress is normal, and everyone experiences stress differently. Stress is problematic when it interferes with your day-to-day functioning or impacts your physical and mental wellbeing.

To manage your stress levels, you first need to learn to monitor your stress levels. The first step is to practice tracking your triggers.

MAKE A LIST OF ALL YOUR STRESSORS

Work-related stress:

Financial stress

Emotional stress

Relationship and social
stress

Health-related stress

Stress Management Continued

EXPLORE YOUR TOP STRESSORS

What stressor is the most pressing or overwhelming right now?

On a scale of 1 - 7 how overwhelming is this stress right now?

What situations trigger increased stress in this area?

Where do you carry this stress in your physical body?

What feelings do you have related to this stressor?

How do you cope with this stress?

Stress Management Continued

PRACTICE HEALTHY COPING & MANAGEMENT

What do you need mentally, emotionally, and physically to cope with this stressor?

What self-soothing technique can you use next time in a similar situation?

Is there a boundary that you need to set to reduce the impact of this stressor?

Is there a conversation that you need to have to manage this stressor better?

Stress Management Techniques

Stress management involves developing strategies to help you eliminate, reduce or cope with the stressors in your life.

Progressive muscle relaxation

Relax your body

- Find a comfortable position, preferably lying down.
- Close your eyes and slow your breathing.
- Practice tensing and releasing one part of your body at a time.
- Tense your feet for 15-20 seconds.
- Slowly relax your feet for another 15-20 seconds, releasing any tension or stress you feel.
- Repeat this slow tensing and relaxing with each part of your body: calves, quads, buttocks, hands, arms, shoulders, jaw, forehead.

Develop gratitude

Bring the positive into focus

- Make a list of all the things you are grateful for right now. Share your gratitude with someone.

Mindfulness Meditation

Relax your mind and body

- Find a comfortable position, sitting or lying down.
- Close your eyes and slow your breathing. Imagine a place, real or imagined, where you feel calm and relaxed.
- What do you see, smell, hear, taste and touch in this calming place? Allow yourself to experience the peace of this place through your senses. If you notice any distracting thoughts, just let them pass through your mind.

Set a boundary

Honor your limits

- What is something you have been taking on that is draining your energy and making you feel stressed?
- Where can you say no or ask for help?

TEAM BASED STRATEGIES

resources

Weekly Resiliency Huddle Plan

Our work is meaningful and demanding. Let's take a brief pause for ourselves and one another.

Monday: Mindful Start

"Mondays can feel heavy. Let's take a brief pause to be grounded and present."

- Begin with a short breathing, grounding exercise or 5 minute Stress Release meditation
- If stress builds this week, remember support is available. ([Talkspace](#)/[EACP](#)/[Wellthy](#))
- Prompt: "What is one word to guide you today?"

"Thank you for pausing. Take this calm into the rest of your shift. We're glad you're here."

Tuesday: Resilience Wins

"Resilience means we keep showing up. Today we recognize wins—big or small."

- Create a "Resilience Wins Wall" to celebrate small victories that required persistence or adaptability
- Team members write on a sticky note a recent challenge they overcame (can be done anonymously)
- Ask: "What helped you push through?"

"Even small wins add up. Thank you for what you did well—and for being here today."

Wednesday: Stress Skills

"Today we practice a quick skill you can use on the floor when stress spikes."

- Stress scale: 0-10-where are you now?
- Stress Skills (Choose 1)
 - Box Breathing (4-4-4-4) 2 rounds
 - Hand tension Release (Squeeze hands 5s/release/notice warmth)
 - 3-2-1 Grounding (3 things you see/2 you feel/1 slow breath).

Thursday: Connect and Support

"It's okay to say: 'I need support with this right now.'"

- How's Your Energy 0-10
- What would be helpful for you today?
- Optional: Share a quote about resilience or learning.

"We don't do this alone. Thank you for supporting each other."

Friday: Energy & Connection

"Let's close the week by honoring effort and setting up recovery."

- One word you want to carry into the weekend or leave behind
- Guided Decompression
 - 3 long exhales
 - Shoulder roll, neck stretch
 - Let-go list (silently) Name 1 thing you did well, 1 thing you are releasing

Your effort mattered. Rest is part of care.

THRIVE 365

Resiliency Calendar

Activities and tips to support your well-being and stress management

JANUARY

Mindful Beginnings

- Weekly guided meditation sessions
 - uclahealth.org/marc
 - insighttimer.com
 - mindful.org
- [Gratitude journaling challenge](#) (write down 3 things after each shift for 2 weeks)
- [Nutrition workshop](#)

FEBRUARY

Heart Health & Connection

- Heart health awareness
- Join an [Inclusion Group](#) or [Schwartz Round](#)
- [Heart Healthy Recipes](#)
- [Request a Movement Break](#)
- Healthy Habits Challenge

MARCH

Stress Less, Live More

- [5 minute stress release](#)
- [Yoga/stretching breaks](#)
- [“Unplug for an Hour”](#) challenge (no phone or email during one break per shift)
- [Nutrition Coaching](#)
- [Stress Catcher](#)

APRIL

Flourishing Together

- Resiliency [webinars](#) from Spiritual Care and Counseling
- Organize a Nature walk
 - Alltrails.com
 - [Walking Trails](#)
 - [Active Alamance](#)
- [Financial Wellness Webinars](#)
- Create a photo board of healthy habits

MAY

Mental Health Matters

- [Mental health resources](#)
- [EACP](#) and [Talkspace](#) spotlight
- Mindfulness Mondays
- [Coloring Sheets](#)
- [Gratitude Jar](#)

JUNE

Strong Body Strong Mind

- Step challenge
- [Nourishing Minds](#) class
- [Group Exercise Class](#)
- [Hydration challenge](#)

THRIVE 365

Resiliency Calendar

Activities and tips to support your well-being and stress management

JULY

Finding Fun in the Everyday

- Staff appreciation picnic (outdoor lunch with games and music)
- Painting or aromatherapy in the lounge
- [Laughter yoga session](#) during shift change

AUGUST

The Power of Pause

- [Getting a Good Night Sleep](#) Webinar
- [Power of Pause](#): How 5 minutes can reset your shift
- Quiet room availability (list of relaxation chairs)
- [Guided relaxation recordings](#) and [here](#)

SEPTEMBER

Building Resilient Skills

- [Spiritual Care & Counseling](#), [Resiliency workshops](#)
- [Career Development Center](#)
- Shared Gratitude Wall: boost team morale and positive emotions
- [Gratitude Journal](#)

OCTOBER

Caring for the inner-self

- [Gratitude Exercises](#)
- [Meditation and Mindfulness](#) videos
- [CHeeRs](#)

NOVEMBER

Gratitude & Giving

- [Simple Ways to Practice Gratitude](#)
- Volunteer opportunities
- [Staff recognition awards](#)

DECEMBER

Closing the Year with Care

- End-of-year reflection workshop (e.g., guided journaling and group discussion on lessons learned)
- [Holiday stress management tips](#)
- Healthy Habits Challenge