

I want to let you know about a new COVID-19 Emotional Support Line for first responders.

The COVID-19 Support line is provided via Pittsburgh CISM Team for **all first responders and health care providers in Allegheny County**. It is staffed by on-call mental health providers who have volunteered from the Pittsburgh CISM Team and the 10/27 Healing Partnership.

The COVID-19 pandemic brings with it both physical and emotional stressors particularly for those on the front line. This call-line is for emotional support during the current pandemic and will continue as long as there is a need. The call line is not intended to be used in the place of therapy. However, the first responder and health care community do so much for everyone, this is our way to give support back to you.

We believe that the Peer Support Teams and EAP's that are already a part of many services are amazing and we certainly want to be sure that providers are connected to their Support Networks. However, sometimes it can be helpful for providers to discuss their concerns with someone that they don't know, and who has critical incident training and mental health expertise. Please see our contact information below and of course if you have questions just let me know.

**COVID-19 Emotional Support Line 412-647-2473**

Callers will need to provide at minimum their first name and a call back number to the operator. An on call mental health provider will then return their call.

In addition, **Pittsburgh CISM Team Call Line** is still taking calls and responding by phone or virtually to critical incident stress calls during the COVID-19 pandemic. **CISM 412-647-2473**.

Take care  
Sheila

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