



PLANETREE INTERNATIONAL

During this Critical Time: Free Resources to Support Your Members

The COVID-19 outbreak has created much uncertainty for all of us. But what *is* certain is the strain it is creating on our healthcare system and the staff who are working tirelessly to keep patients, families, communities and themselves not only safe and cared for, but also feeling cared about.

In the midst of a crisis such as this, balancing quality, compassion and partnership is not easy. At Planetree International, we want to help wherever we can. Planetree is a not-for-profit, mission-based person-centered care advocacy organization. Along with our partner, Language of Caring, we have a range of educational and supportive resources available to share, and would like to invite you to make them available to your members at no cost. These include:

- An on-demand webinar entitled *Let's Talk About Person-Centered Care During Pandemics* (recorded on March 18th)
- Updated Guidelines on Safe, Effective Family Presence during COVID-19 (published March 29th)
- A compilation of peer-to-peer sharing of ideas to address key concerns
- Creating a Culture of Caring Toolkit for Staff

All of these resources (and more) are housed at <https://www.planetree.org/pandemics-webinar>. We will be continually adding to this library of resources to address emerging needs and common areas where teams are struggling. **We invite you to download them, put them to use and share them broadly!**

Consistent with our not-for-profit mission, Planetree's focus at this time is supporting healthcare organizations in caring for patients, families and staff at times when they may be feeling most vulnerable. We can provide guidance around keeping patients and families informed and connected, how to communicate difficult messages in caring ways and strategies for addressing the physical and emotional toll this situation has had on staff.

Our respect goes out to your organization and the important role you play in healthcare.