

# Coping with Worry and Stress - Wellness Tips



Welcome to your daily dose of wellness!

Today's Message: **Healthcare Heroes** - Insights from our Front-line Team Members Series

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Celebrating our Healthcare Heroes continues! We will hear from some of our team members from around our health system who continue to work tirelessly to Care Bravely for our patients, families, community, and team members. Those who kindly agreed to participate were all asked the same five questions, and with the last question, each will share a TIP with you, for being resilient during this challenging time.

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Arnie Katz  
Food Services Director (Metz)  
Levindale  
A/K/A Super Hero



## 1) Over the past 2 months, what has been the hardest part of your job?

*The hardest part for me has the fast and furious change that occurred in the first two weeks on this Pandemic. These changes included having several member of my team test positive for COVID-19. Down team members we had to prepare for Passover and continue to support Levindale and outside partnership like Meals on Wheels. After the day's work was completed, as a leader it was also important for me to make time daily to check in staff who were sick. I am happy to report that all nine team members are recovered and doing well.*

## 2) During this time what has been the most rewarding part of your job?

*The most rewarding part has been watching my team, the managers and staff, adapt to the changing processes, cleaning requirements and preparing for Passover. It was an amazing feat, and all went great! They all continue to work hard to serve others.*

## 3) What's the most innovative problem solving or change that you have seen or experienced over these past two months?

*Because of construction that was underway at Levindale prior to COVID, we were serving meals out of the smaller section of the Multipurpose Room and the Hall Dining Rooms. With being down team members and the demands of production, we decided to move tray line operations to the kitchen and do it all there. This allowed for the most efficient process for assembly of trays, use of staff, and space utilization. We completed this location change fully in one hour. Serving directly from the kitchen will be a best practice that will continue into the future.*



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## 4) What's the most inspiring thing you seen or experienced?

*Luke Pavis, a Manager on the team, welcomed a new baby boy to his family in late February. He returned to work in mid-March, just as COVID hit. He moved out of his home for 6 weeks in order to protect his family and keep his commitment to serve his team and the Levindale community. That is dedication! He has since moved back home but takes extra precautions with handling his newborn son.*

## 5) What tip/advice would you give to others right now? (What has helped you persevere during this challenging time?)

*I strive to keep my routines at home fairly normal. After I grab a shower to be safe, I go play catch or shoot hoops with my two kids who are 11 and 13. My advice – try to be as normal as possible and take this time to re-engage with your family and kids.*

