

# COVID-19: NEW YORK CITY EMOTIONAL HELP: Coping and Emotional Well-being

## Helping New Yorkers in Crisis

**TROUBLE COPING?**

**We're here to listen and help**

<https://nycwell.cityofnewyork.us/en/>

**NYC Well** is your connection to free, confidential mental health support. Speak to a counselor via phone, text, or chat and get access to mental health and substance use services, in more than 200 languages, 24/7/365.

**Text:** NYC-Well Texting Service Text WELL to 65173

### Get Help Now

**Call:** Don't wait. Connect with someone who will listen and help.

Call 24 hours a day, 7 days a week, 365 days a year.

**1-888-NYC-WELL (1-888-692-9355)**

### Chat with a Counselor Now

If you need support and prefer to chat,

NYC Well Chat is here 24/7/365.

<https://nycwell.cityofnewyork.us/en/get-help-now/chat-with-a-counselor-now/>

To chat in Spanish or Chinese, enter the chat room and type in your language. You will be connected with a counselor in your language.

Prefer to call? 1-888-NYC-WELL (1-888-692-9355). We are available 24/7 and we want to help.

### Additional Help:

- [Coronavirus Disease 2019 \(COVID-19\)](#)
- [Symptoms and What to Do When Sick](#)

- [Prevention and Groups at Higher Risk](#)
- [Coping and Emotional Well-being](#)
- [Data](#)
- [Information for Providers](#)
- [Guidance for Businesses](#)
- [Community Services](#)
- [Posters and Flyers](#)

## Share

An infectious illness outbreak such as COVID-19 can be stressful to you, your loved ones and your friends. It is natural to feel overwhelmed, sad, anxious and afraid. You may also experience other symptoms of distress, such as trouble sleeping.

To reduce your stress and help manage the situation:

- **Try to remain positive** and remind yourself of your strengths.
- **Connect with friends** and loved ones.
  - [COVID-19: Staying Connected With Friends and Family](#) (PDF, April 8)  
Other Languages: [Español](#)
- **Go outside and get exercise, if you are not sick.** Remember to practice good hygiene and physical distancing. Walking, running and bicycling are healthy activities that do not require close contact with others or shared equipment.
- **Identify what you are feeling** and use healthy coping skills.
  - [Coping With Stress During Infectious Disease Outbreaks](#) (PDF, March 19)  
Other Languages: [Español](#)
- **Recognize feelings of loss are normal** and there are ways to cope.
  - [Grief and Loss During the COVID-19 Outbreak](#) (PDF, April 8)  
Other Languages: [Español](#)

## [Talk to a Professional](#)

NYC Well offers well-being and emotional support. If your symptoms of stress become overwhelming, you can contact [NYC-Well 24/7](#) to speak with a trained counselor.

You can also call **New York State's COVID-19 Emotional Support Helpline** at **844-863-9314** to talk to specially trained volunteer professionals. They will be there to listen, support and offer referrals from 8 a.m. to 10 p.m., seven days a week.

Using Telehealth to Receive Behavioral Health Services During the COVID-19 Public Health Emergency (PDF, June 18)

Other Languages: Español

#### **Grief and Loss:**

[Managing Grief Over the Death of a Loved One During the COVID-19 Outbreak](#) (PDF, April 6)

Other Languages: Español

#### **Anxiety and Suicide:**

1. [Is It Anxiety, a Panic Attack or COVID-19?](#) (PDF, April 8)

Other Languages: Español

2. [Coping With Thoughts of Suicide During the COVID-19 Outbreak](#) (PDF, April 18)

Other Languages: Español

3. [Improving Sleep Habits During the COVID-19 Pandemic](#) (PDF, May 14)

Other Languages: Español

[New York State Office of Mental Health: Managing Anxiety in an Anxiety-Provoking Situation](#) (PDF) [See in accompanying NY State document.](#)

#### **Leaders and Health Care Workers:**

- [Coping with Isolation or Quarantine in Hotel Settings](#) (PDF, May 2)  
Other Languages: [Español](#)
- [Taking Care of Your Emotional Well-Being: Tips for Health Care Workers During COVID-19](#) (PDF, April 16)  
Other Languages: [Español](#)
- [CDC: Emergency Responders: Tips for Taking Care of Yourself](#)

#### **ADDITIONAL HELP:**

**COVID-19 Digital Mental Health Resources**