



Team Lavender FAQ

Caring for ourselves so we can care for others. Healthcare professionals are exceptional at providing patients and families with quality, compassionate care. However, we are humans taking care of humans. We grieve, mourn, hurt and deeply feel. Team Lavender is one support modality available across Northwell and aligns with our Culture of C.A.R.E.

Q: What is Team Lavender?

A: Team Lavender is an interdisciplinary group of professionals who are dedicated to supporting their colleagues during times of crisis, stress and/or trauma. Available 24/7, it is essentially a Rapid Response for employees - to provide timely and personalized on-the-spot support. It does not replace the work of Employee Assistance Program (EAP) and/or other mental health services.

Q: What can I expect from a Team Lavender response?

A: Simply put, Team Lavender offers a moment of pause and an opportunity to breathe, reflect and promote self-care. Typically held on individual units or departments, it creates dedicated time and space for peer support. Team members openly discuss their feelings and receive empathy-based emotional, spiritual and physical support. Additional respite items and resources are also shared (such as EAP).

Q: Who are Team Lavender responders?

A: Team Lavender responders are passionate, empathetic caring individuals at your site. The Team is comprised of various disciplines such as Chaplaincy, Social Work, Integrative Holistic Nursing, Patient Experience, Nursing and Physician leaders, EAP, etc. In addition to their work load, responders voluntarily be part of Team Lavender because they believe in the importance and power of team support.

Q: How can I request Team Lavender support?

A: Anyone can request a Team Lavender response whether for yourself or your team. Either speak with your leader OR call the hospital operator to initiate a response. The responders will usually respond within 30-60 minutes of the call; varies per site.

Q: What's the backstory to Team Lavender?

A: In 2014, Long Island Jewish Medical Center maternity team experienced a series of heartbreaking events. Although site leadership rallied to provide real-time support and debrief sessions, it sparked an idea to make this type of response more formalized and structured. They specifically chose the term "lavender" because of its healing and therapeutic nature and "team" because it reflects our Northwell dedication to supporting one another. Click [here](#) to see the video.