



## Bordeaux (France)

### Mental health support and advice

Mental health support is being made available in Gironde during the current health crisis, particularly in Bordeaux.

#### COVIDPSY33 telephone support service

Support and advice for people who are struggling. Nurses, psychologists and psychiatrists are available to answer calls from the general public. The aim is to offer support and advice to people who are struggling as a result of the current health crisis. The platform is intended to limit the effects of the lockdown through information and education, as well as stress reduction strategies. It will focus in particular on supporting healthcare professionals working in private practice and individuals working in the wider healthcare, care, social work and education sectors.

#### Families grieving the death of a loved one

Along with the lockdown itself, the increase in the number of deaths will have a major impact on the population's mental health, regardless of whether each individual death is related to COVID-19. Restrictions on personal travel and on visiting hospitals and care homes are keeping families away from loved ones.

#### Support for frontline healthcare professionals

Healthcare professionals are also dealing with stress and anxiety during the current health crisis. To support them, Charles Perrens Hospital has launched several freephone helplines dedicated to healthcare professionals working on the frontline (emergency medical services, intensive care, A&E, infectious diseases etc.).

**Type of initiative:** Other initiative designed specifically as a reaction to the COVID-19 outbreak

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More information: <https://www.ovpm.org/coronavirus-mental-health-support-and-advice/>

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### THE OWHC'S RESPONSE TO THE CORONAVIRUS PANDEMIC (COVID-19)

The Organization of World Heritage Cities (OWHC) wishes to support its member cities by gathering and sharing all the actions implemented by local and regional governments around the world.

To share your city's best practices, you can complete the [form](#) available on the OWHC website. All your initiatives will be published in the special section [www.ovpm.org/covid-19](http://www.ovpm.org/covid-19).