**Best Practices on Building Individual and Organizational Resilience - PORTUGAL**

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| **Identification/Name** | **Country** | **Type** | **Time Frame** | **Level** | | | | **Funding** | **Description and Results** | **Link/ Icon for download** |
| **L** | **R** | **N** | **I** |
| Use of APL (Anticipating, Planning and Dealing Effectively) MODEL:  Maximizing the Resilience of  Health Professionals | Portugal – city of Porto (CHUSJ) | Individual | During covid19 pandemic |  | x |  |  | Yes, SNS | The Psychology service of the University Hospital Center of São João, using the APL model, helped health professionals to develop responses for the construction of a Personal Resilience Plan. It includes a 24-hour telephone support line and a stress management plan, respective self-monitoring, and support in mobilizing personal resilience resources.  This initiative was well received by healthcare professionals. | https://portal-chsj.min-saude.pt/ frontoffice/pages/16?news\_id=922 |
| Death and Mourning in Pandemic Times | Portugal – city of Porto (CHUSA) | Individual | During covid19 pandemic |  | x |  |  | Yes, SNS | Intervention proposal from the Bereavement Support Group for health professionals at the University Hospital Center of Porto (CHUP) whose aims were (1) to develop and implement training courses, produce information material, provide consultancy support and hold formal and informal meetings in order to help professionals provide the best care for patients and families with serious illnesses, terminal illnesses, death and bereavement, and in exceptional situations and (2) to maintain a support network for professionals based on the bereavement support group structure. | https://www.boaspraticasemsaude.com/covid/experiencias |
| Training in Emotional Intelligence | Portugal – city of Ponta Delgada | Individual | During covid19 pandemic |  | x |  |  | Yes, SNS | The main objectives of the Emotional Intelligence Training for Health Professionals were:  To make known What Emotional Intelligence Is and What Skills To Develop;  To teach the applicability of emotional intelligence in personal and professional life;  To provide tools for dealing with stress, anxiety, maintaining motivation and an optimistic mindset. This innitiative was developed in Hospital Divino Espírito Santo de Ponta Delgada. | https://www.boaspraticasemsaude.com/covid/experiencias |
| Mental Health Challenges for INEM Professionals: Together we are more resilient in the COVID-19 era | Portugal | Individual | During covid19 pandemic |  |  | x |  | Yes, SNS | The Psychological Support and Crisis Intervention Centre of INEM organized a task force made up of 8 members, called COV-APP (Psychosocial Support for Professionals during COVID). To this end, the following objectives were set:  To guarantee psychological support for INEM professionals in prophylactic isolation or in the event of COVID-19; To promote adaptive coping strategies on the part of professionals; To reinforce self-care strategies; To define CAPIC's Strategy to Ensure Psychosocial Response to Employees During the Pandemic; To promote effective communication strategies based on official sources of information and in conjunction with regional monitoring teams; To ensure Intersectoral Articulation Between Partners For Referrals According To Identified Social And Mental Health Needs;  Collaborate with the measures implemented under the INEM Contingency Plan. | https://www.inem.pt/2020/10/29/dois-projetos-do-inem-sao-finalistas-da-iniciativa-da-apdh-sobre-experiencias-na-era-covid-19/ |