



Promoting a Resilient Workforce in Long-Term Care Facilities during COVID-19

Staff Resources

Prepared by

Kentucky Cabinet for Health and Family Services
Department for Behavioral Health, Developmental
and Intellectual Disabilities

Kentucky Community Crisis Response Board

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List of Resources

1. Emotional Wellness: Coping with Stress during the COVID-19 Pandemic
2. Taking Care of Your Behavioral Health
3. Sustaining the Well-being of Healthcare Personnel during Coronavirus
4. Supporting Families of Healthcare Workers Exposed to COVID-19
5. Talking to Children about COVID 19
6. Helping Children Cope
7. Overcoming Loneliness
8. Team Kentucky: Taking Care of Your Mental Health during COVID-19
9. Self-Care Advice for Health-Care Providers during COVID-19
10. Team Kentucky: Mindfulness with links to available apps
11. Healthy At Home TIP: Self-Compassion During COVID-19
12. Make Sleep a Priority
13. Team Kentucky: Virtual Recovery Resources
14. Substance Use Recovery in Uncertain Times
15. Dealing with Grief & the Loss of Life
16. Team Kentucky: Coping with Financial Stress during COVID-19
17. Kentucky Community Crisis Response Board Information
18. List of Behavioral Health Providers and Emergency Resources

MANAGE STRESS REACTIONS

- Limit your exposure to media and social media coverage of the event.
- Educate yourself on the pandemic through credible sources.
- Maintain a routine as much as possible.
- Get plenty of rest.
- Engage in regular physical activity.
- Eat a well-balanced diet.
- Keep a sense of humor.
- Maintain contact with friends and family through technology, when possible.

If you or someone you know appears to be experiencing persistent stress reactions or is having a difficult time managing emotions, seek help from your healthcare provider or a behavioral health specialist.

Disaster Distress Helpline

-  **1-800-985-5990**
-  **TEXT: "TalkWithUs" to 66746**
-  **DisasterDistress.samhsa.gov**

SAMHSA HHS.gov

COVID-19 INFORMATION

KY COVID-19 Hotline: (800) 722-5725

KY COVID-19 Website: kycovid19.ky.gov

Center for Disease Control and Prevention: cdc.gov/coronavirus

CONTACT US

KCCRB
111 St. James Court,
Ste. B
Frankfort, KY 40601



(502) 607-5781
kccrb.ky.gov

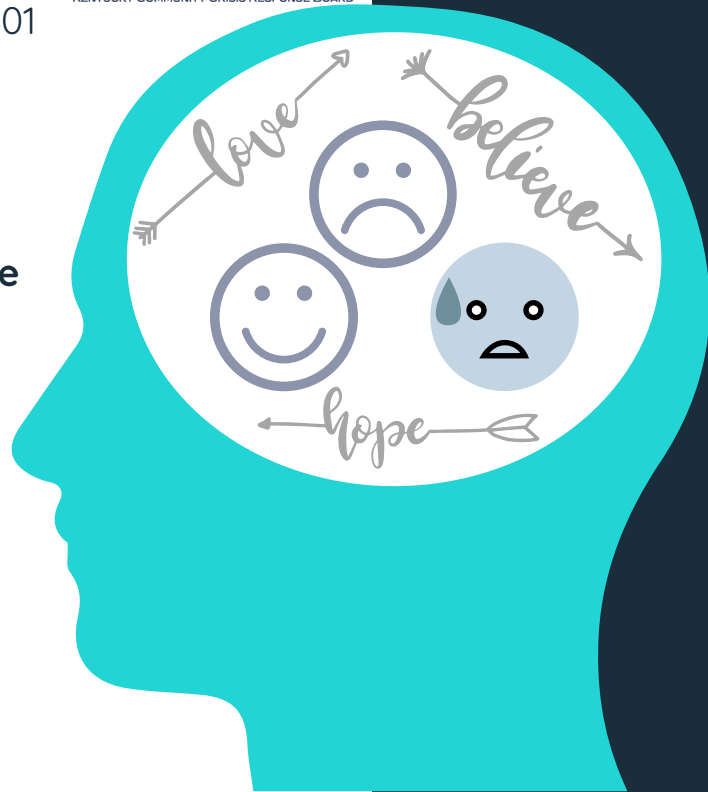
24-hour Response Request Line
(888) 522-7228

- #TeamKentucky
- #TogetherKY
- #Patriot
- #HealthyAtHome

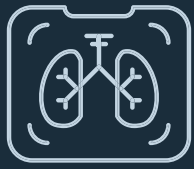
EMOTIONAL WELLNESS

Coping with stress during the COVID-19 Pandemic

"We will get through this. We will get through this together."
Governor Andy Beshear



Kentucky Community Crisis Response Board



COVID-19 PANDEMIC

Public health emergencies, such as the COVID-19 pandemic, are unlike natural disasters. In natural disasters impacted communities have sensory cues to guide them in assessing the threat and planning a response. In a public health emergency the "threat" is invisible and may not provide any sensory cues.

During times of uncertainty it is normal to experience anxiety or worry. Stress reactions during uncertain times are common and can be managed.

This brochure is intended to provide some basic information on possible stress reactions and suggestions to manage the stress.



COMMON REACTIONS

PHYSICAL:

- Headaches
- Fatigue, tiredness
- Rapid heart rate
- Nausea, stomach issues
- Appetite changes
- Elevated blood pressure
- Unexplained aches and pains
- Sleep difficulties

EMOTIONAL:

- Feeling isolated
- Panic
- Anxiety
- Distrust
- Fear, uncertainty or apprehension
- Intense anger, irritability or agitation
- Sadness or depression
- Feeling overwhelmed
- Intense worry about others
- Denial

BEHAVIORAL:

- Feeling suspicious
- Inability to relax / rest
- Increase in alcohol and/or drug consumption
- Being overly cautious

COGNITIVE / MIND:

- Confusion
- Poor concentration
- Preoccupation with the pandemic
- Poor decision making
- Memory issues
- Disturbed thinking

SPIRITUAL:

- Doubt
- Questioning beliefs or values
- Crisis of faith



Taking Care of Your Behavioral Health:

TIPS FOR SOCIAL DISTANCING, QUARANTINE, AND ISOLATION DURING AN INFECTIOUS DISEASE OUTBREAK

What Is Social Distancing?

Social distancing is a way to keep people from interacting closely or frequently enough to spread an infectious disease. Schools and other gathering places such as movie theaters may close, and sports events and religious services may be cancelled.

What Is Quarantine?

Quarantine separates and restricts the movement of people who have been exposed to a contagious disease to see if they become sick. It lasts long enough to ensure the person has not contracted an infectious disease.

What Is Isolation?

Isolation prevents the spread of an infectious disease by separating people who are sick from those who are not. It lasts as long as the disease is contagious.

Introduction

In the event of an infectious disease outbreak, local officials may require the public to take measures to limit and control the spread of the disease. This tip sheet provides information about **social distancing, quarantine, and isolation**. The government has the right to enforce federal and state laws related to public health if people

within the country get sick with highly contagious diseases that have the potential to develop into outbreaks or pandemics.

This tip sheet describes feelings and thoughts you may have during and after social distancing, quarantine, and isolation. It also suggests ways to care for your behavioral health during these experiences and provides resources for more help.

What To Expect: Typical Reactions

Everyone reacts differently to stressful situations such as an infectious disease outbreak that requires social distancing, quarantine, or isolation. People may feel:

- **Anxiety, worry, or fear** related to:
 - Your own health status
 - The health status of others whom you may have exposed to the disease
 - The resentment that your friends and family may feel if they need to go into quarantine as a result of contact with you
 - The experience of monitoring yourself, or being monitored by others for signs and symptoms of the disease
 - Time taken off from work and the potential loss of income and job security
 - The challenges of securing things you need, such as groceries and personal care items

- **Concern** about being able to effectively care for children or others in your care
 - **Uncertainty or frustration** about how long you will need to remain in this situation, and uncertainty about the future
 - **Loneliness** associated with feeling cut off from the world and from loved ones
 - **Anger** if you think you were exposed to the disease because of others' negligence
 - **Boredom and frustration** because you may not be able to work or engage in regular day-to-day activities
 - **Uncertainty or ambivalence** about the situation
 - **A desire to use alcohol or drugs** to cope
 - **Symptoms of depression**, such as feelings of hopelessness, changes in appetite, or sleeping too little or too much
 - **Symptoms of post-traumatic stress disorder (PTSD)**, such as intrusive distressing memories, flashbacks (reliving the event), nightmares, changes in thoughts and mood, and being easily startled
- Stay up to date on what is happening, while limiting your media exposure. Avoid watching or listening to news reports 24/7 since this tends to increase anxiety and worry. Remember that children are especially affected by what they hear and see on television.
 - Look to credible sources for information on the infectious disease outbreak (see page 3 for sources of reliable outbreak-related information).

BE YOUR OWN ADVOCATE

Speaking out about your needs is particularly important if you are in quarantine, since you may not be in a hospital or other facility where your basic needs are met. Ensure you have what you need to feel safe, secure, and comfortable.

- Work with local, state, or national health officials to find out how you can arrange for groceries and toiletries to be delivered to your home as needed.
- Inform health care providers or health authorities of any needed medications and work with them to ensure that you continue to receive those medications.

If you or a loved one experience any of these reactions for 2 to 4 weeks or more, contact your health care provider or one of the resources at the end of this tip sheet.

Ways To Support Yourself During Social Distancing, Quarantine, and Isolation

UNDERSTAND THE RISK

Consider the real risk of harm to yourself and others around you. The public perception of risk during a situation such as an infectious disease outbreak is often inaccurate. Media coverage may create the impression that people are in immediate danger when really the risk for infection may be very low. Take steps to get the facts:

EDUCATE YOURSELF

Health care providers and health authorities should provide information on the disease, its diagnosis, and treatment.

- Do not be afraid to ask questions—clear communication with a health care provider may help reduce any distress associated with social distancing, quarantine, or isolation.
- Ask for written information when available.
- Ask a family member or friend to obtain information in the event that you are unable to secure this information on your own.

WORK WITH YOUR EMPLOYER TO REDUCE FINANCIAL STRESS

If you're unable to work during this time, you may experience stress related to your job status or financial situation.

- Provide your employer with a clear explanation of why you are away from work.
- Contact the U.S. Department of Labor toll-free at 1-866-4USWAGE (1-866-487-9243) about the Family and Medical Leave Act (FMLA), which allows U.S. employees up to 12 weeks of unpaid leave for serious medical conditions, or to care for a family member with a serious medical condition.
- Contact your utility providers, cable and Internet provider, and other companies from whom you get monthly bills to explain your situation and request alternative bill payment arrangements as needed.
- If approved by health authorities and your health care providers, arrange for your friends and loved ones to bring you newspapers, movies, and books.
- Sign up for emergency alerts via text or email to ensure you get updates as soon as they are available.
- Call SAMHSA's free 24-hour Disaster Distress Helpline at 1-800-985-5990, if you feel lonely or need support.
- Use the Internet, radio, and television to keep up with local, national, and world events.
- If you need to connect with someone because of an ongoing alcohol or drug problem, consider calling your local Alcoholics Anonymous or Narcotics Anonymous offices.

Sources for Reliable Outbreak-Related Information

Centers for Disease Control and Prevention

1600 Clifton Road
Atlanta, GA 30329-4027
1-800-CDC-INFO (1-800-232-4636)
<http://www.cdc.gov>

World Health Organization

Regional Office for the Americas of the World Health Organization
525 23rd Street, NW
Washington, DC 20037
202-974-3000
<http://www.who.int/en>

CONNECT WITH OTHERS

Reaching out to people you trust is one of the best ways to reduce anxiety, depression, loneliness, and boredom during social distancing, quarantine, and isolation. You can:

- Use the telephone, email, text messaging, and social media to connect with friends, family, and others.
- Talk “face to face” with friends and loved ones using Skype or FaceTime.

TALK TO YOUR DOCTOR

If you are in a medical facility, you may have access to health care providers who can answer your questions. However, if you are quarantined at home, and you're worried about physical symptoms you or your loved ones may be experiencing, call your doctor or other health care provider:

- Ask your provider whether it would be possible to schedule remote appointments via Skype or FaceTime for mental health, substance use, or physical health needs.
- In the event that your doctor is unavailable and you are feeling stressed or are in crisis, call the hotline numbers listed at the end of this tip sheet for support.

USE PRACTICAL WAYS TO COPE AND RELAX

- Relax your body often by doing things that work for you—take deep breaths, stretch, meditate or pray, or engage in activities you enjoy.
- Pace yourself between stressful activities, and do something fun after a hard task.

- Talk about your experiences and feelings to loved ones and friends, if you find it helpful.
- Maintain a sense of hope and positive thinking; consider keeping a journal where you write down things you are grateful for or that are going well.

After Social Distancing, Quarantine, or Isolation

You may experience mixed emotions, including a sense of relief. If you were isolated because you had the illness, you may feel sadness or anger because friends and loved ones may have unfounded fears of contracting the disease from contact with you, even though you have been determined not to be contagious.

The best way to end this common fear is to learn about the disease and the actual risk to others. Sharing this information will often calm fears in others and allow you to reconnect with them.

If you or your loved ones experience symptoms of extreme stress—such as trouble sleeping, problems with eating too much or too little, inability to carry out routine daily activities, or using drugs or alcohol to cope—speak to a health care provider or call one of the hotlines listed to the right for a referral.

If you are feeling overwhelmed with emotions such as sadness, depression, anxiety, or feel like you want to harm yourself or someone else, call 911 or the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255).

Helpful Resources

Hotlines

SAMHSA's Disaster Distress Helpline

Toll-Free: 1-800-985-5990 (English and español)

SMS: Text TalkWithUs to 66746

SMS (español): "Hablanos" al 66746

TTY: 1-800-846-8517

Website (English): <http://www.disasterdistress.samhsa.gov>

Website (español): <http://www.disasterdistress.samhsa.gov/espanol.aspx>

SAMHSA's National Helpline

Toll-Free: 1-800-662-HELP (24/7/365 Treatment Referral Information Service in English and español)

Website: <http://www.samhsa.gov/find-help/national-helpline>

National Suicide Prevention Lifeline

Toll-Free (English): 1-800-273-TALK (8255)

Toll-Free (español): 1-888-628-9454

TTY: 1-800-799-4TTY (4889)

Website (English): <http://www.suicidepreventionlifeline.org>

Website (español): <http://www.suicidepreventionlifeline.org/gethelp/spanish.aspx>

Treatment Locator

Behavioral Health Treatment Services Locator

Website: <http://findtreatment.samhsa.gov/locator/home>

SAMHSA Disaster Technical Assistance Center

Toll-Free: 1-800-308-3515

Email: DTAC@samhsa.hhs.gov

Website: <http://www.samhsa.gov/dtac>

**Note: Inclusion or mention of a resource in this fact sheet does not imply endorsement by the Center for Mental Health Services, the Substance Abuse and Mental Health Services Administration, or the U.S. Department of Health and Human Services.*



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(2014)

SUSTAINING THE WELL-BEING OF HEALTHCARE PERSONNEL DURING CORONAVIRUS AND OTHER INFECTIOUS DISEASE OUTBREAKS

The extreme stress, uncertainty, and often difficult medical nature of global infectious disease outbreaks, such as Coronavirus (COVID-19), require special attention to the needs of healthcare personnel. Taking care of yourself and encouraging others to practice self-care sustains the ability to care for those in need.

Taking care of yourself and encouraging others to practice self-care sustains the ability to care for those in need.

time or are taking time to enjoy themselves when so many others are suffering. Recognize that taking appropriate rest leads to proper care of patients after your break.

Challenges for Healthcare Personnel During Infectious Disease Outbreaks

- **Surge in care demands.** Many more people present for care, while increased healthcare personnel are sick or caring for family.
- **Ongoing risk of infection.** Increased risk of contracting dreaded illness and passing it along to family, friends, and others at work.
- **Equipment challenges.** Equipment can be uncomfortable, limit mobility and communication, and be of uncertain benefit; shortages occur as a result of increased, and sometimes unnecessary, use.
- **Providing support as well as medical care.** Patient distress can be increasingly difficult for healthcare personnel to manage;
- **Psychological stress in the outbreak settings.** Helping those in need can be rewarding, but also difficult as workers may experience fear, grief, frustration, guilt, insomnia, and exhaustion.

Strategies for Sustaining Healthcare Personnel Well-Being

- **Meet Basic Needs.** Be sure to eat, drink and sleep regularly. Becoming biologically deprived puts you at risk and may also compromise your ability to care for patients.
- **Take Breaks.** Give yourself a rest from tending to patients. Whenever possible, allow yourself to do something unrelated to work that you find comforting, fun or relaxing. Taking a walk, listening to music, reading a book, or talking with a friend can help. Some people may feel guilty if they are not working full-

- **Connect with Colleagues.** Talk to your colleagues and receive support from one another. Infectious outbreaks can isolate people in fear and anxiety. Tell your story and listen to others'.
- **Communicate Constructively.** Communicate with colleagues clearly and in an optimistic manner. Identify mistakes or deficiencies in a constructive manner and correct them. Complement each other—compliments can be powerful motivators and stress moderators. Share your frustrations and your solutions. Problem solving is a professional skill that often provides a feeling of accomplishment even for small problems.
- **Contact Family.** Contact your loved ones, if possible. They are an anchor of support outside the healthcare system. Sharing and staying connected may help them better support you.
- **Respect Differences.** Some people need to talk while others need to be alone. Recognize and respect these differences in yourself, your patients and your colleagues.
- **Stay Updated.** Rely on trusted sources of information. Participate in meetings to stay informed of the situation, plans and events.
- **Limit Media Exposure.** Graphic imagery and worrisome messages will increase your stress and may reduce your effectiveness and overall wellbeing.
- **Self Check-Ins.** Monitor yourself over time for any symptoms of depression or stress disorder: prolonged sadness, difficulty sleeping, intrusive memories, hopelessness. Talk to a peer, supervisor, or seek professional help if needed.
- **Honor Your Service.** Remind yourself that despite obstacles or frustrations, you are fulfilling a noble calling—taking care of those most in need. Recognize your colleagues—either formally or informally—for their service.

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SUPPORTING FAMILIES OF HEALTHCARE WORKERS EXPOSED TO COVID-19

U.S. healthcare workers, including clinicians as well as custodial, laboratory, food services, transport, and other hospital staff, are on the front lines of caring for the surge of COVID-19 patients across the country. Contact with COVID-19 patients, media reports questioning the availability of personal protective equipment, and news stories of healthcare workers becoming ill with COVID-19, understandably increase concerns of healthcare workers about contracting the virus or spreading it among family members. This may be especially true

Contact with COVID-19 patients, media reports questioning the availability of PPE, and news stories of healthcare workers becoming ill with COVID-19, understandably increase concerns of healthcare workers about contracting the virus or spreading it among family members.

when members of the family have preexisting or compromising medical conditions. Children who do not understand what is happening may become frightened and need greater reassurance from parents. Whether due to long work hours or infection control precautions, healthcare workers may be separated from their families,

which can add to family distress due to physical separations or infrequent communication. Below are several strategies to help families.

Family Distress

- Remember that distress is an understandable feeling in such circumstances.
- Employ calming strategies and maintain family routines.
- Ensure there is time for rest and “stepping away” when possible in order to “recharge”.
- Remember that even if stressful, the situation is temporary.
- Highlight those things you have control over in your life where you can make a positive difference.
 - » Take care of your health by keeping regular bedtime hours and eating well.
 - » Ensure your physical resilience by avoiding excessive alcohol, and by not smoking or vaping.

Helping Families Feel Safe

- Families of healthcare workers may be given conflicting or unclear information about the best ways to avoid COVID-19 infection. Information provided by reliable sources, such as the Centers for Disease Control (CDC) or the World Health Organization (WHO) are most useful.

- Worry less about being perfect in your actions, and manage as best you can considering the circumstances, your resources, and available information.
- Specific rules and guidance may not be provided for every situation. Nevertheless, it can be helpful to develop your own family “rules” and procedures that help families feel safe in managing exposures.
 - » Ensure you cover the basics. Maintain proper hygiene practices (e.g., regularly washing hands, covering when coughing and sneezing, avoiding contact with your face, cleaning commonly touched surfaces and door knobs).
 - » You may choose or be guided to take additional precautions (e.g., removing work clothes at the door, showering before engaging family members).
 - » Promote these practices in an effective manner for children (e.g., singing songs, creating games).
- Work together (include family members and employers) to decide best living arrangements (e.g., separate bedrooms or temporarily living away) to support family safety.

Continued

Family Separations and Long Work Hours

- Remind all family members that the healthcare worker is involved in a critical “mission”, similar to a military deployment, which can help put the worker’s and family’s roles in context.
- Be proud of your family member’s role in taking care of COVID-19 patients during this outbreak. This pride creates a sense of meaning and purpose among family members.
- Maintain telephonic or online communication when possible, but understand their time may be limited.
- Remember that healthcare workers may separate from the family in order to ensure everyone’s well-being, but it will only be temporary.
- Work together within the family to deal with daily challenges and overcome larger difficulties, building a sense of family purpose.
- Take advantage of assistance that is offered from neighbors, friends, and extended family — you are strong, but you don’t have to go it alone.

Children

- Help children understand what is happening within their family.
- Remind children that their family healthcare worker is properly trained for this situation. They know what to do to treat COVID-19 patients and to ensure their own safety and the safety of their family.
- Give children a sense of purpose by providing opportunities “to contribute” within the home (i.e., helping with food preparation, cleaning the dishes, completing other family chores).

For specific information about communicating with children about COVID-19 see Additional Resources listed at the end of this fact sheet.

Additional Resources

Discussing Coronavirus with Your Children fact sheet

https://www.cstsonline.org/assets/media/documents/CSTS_FS_Discussing_Coronavirus_w_Your_Children.pdf

Finding the Right Words to Talk with Children and Teens about Coronavirus fact sheet

https://www.cstsonline.org/assets/media/documents/CSTS_FS_Finding_Right_Words_Talk_Children_Teens_Coronavirus.pdf



TIPS CONT.

- **Limit exposure to media and social media:** stay informed but limit the time spent watching the news or viewing social media
- **Maintain contact virtually:** keep contact with your support network through phone, text, or video chat
- **Make plans:** develop lists, meal plans or other activities as a family to help maintain a sense of control
- **Talk:** talk to children in clear, reasonable, age-appropriate and positive manner

childmind.org/article/supporting-kids-during-the-covid-19-crisis/

Additional Resources

The National Child Traumatic Stress Network nctsn.org

Center for Disease Control and Prevention cdc.gov

On Our Sleeves
nationwidechildrens.org/giving/on-our-sleeves

Disaster Distress Helpline



1-800-985-5990



TEXT: “TalkWithUs” to 66746



DisasterDistress.samhsa.gov

SAMHSA
HHS.gov

KCCRB
24-HOUR REQUEST LINE
(888) 522-7228

Kentucky Community Crisis Response Board
111 St. James Court, Ste. B, Frankfort, KY 40601
502.607.5781
kccrb1@gmail.com
kccrb.ky.gov

COPING WITH A PUBLIC HEALTH EMERGENCY



HELPING CHILDREN COPE DURING A PANDEMIC



COMMON REACTIONS IN CHILDREN

Children may respond differently to an outbreak depending upon their age. Below are some mental health signs to watch out for in kids,

- Regressive behaviors
- Changes in appetite
- Sleep issues
- Mood changes
- Reassurance-seeking
- Increase in clingy behavior
- Withdrawal
- Physical ailments
- Difficulty focusing or paying attention
- Acting out



COMMON REACTIONS IN ADOLESCENTS

Adolescents may respond differently to an outbreak depending upon risk factors. Below are some mental health signs to watch out for in teenagers,

- Agitation
- Changes in appetite
- Sleep issues
- Increased conflicts
- Physical ailments
- Difficulty focusing or paying attention
- Delinquent behavior

(Information from National Association of School Psychologists)

TIPS TO HELP CHILDREN AND ADOLESCENTS COPE

As schools and workplaces close, parents and children are finding themselves spending more time together. In this uncertain time there are tips to help calm fears, manage stress and maintain peace in the household.

- **Maintain routines:** ensure everyone sticks to a regular schedule, including bed times
- **Try new activities together:** do things together like work a puzzle, have family game night or cook together
- **Exercise together:** find ways to exercise as a family such as a walk or bike ride
- **Manage your own anxiety:** children look to their parents / caregivers for guidance and reactions in times of crisis



Talking to Children About Coronavirus (COVID19)

Parents and teachers are faced with the challenge of discussing the evolving coronavirus outbreak with young children. Although these may be difficult conversations, they are also important. There are no “right” or “wrong” ways to talk with children about such public health emergencies. However, here are some suggestions you may find helpful:

1. Create an open and supportive environment where children know they can ask questions. At the same time, it's best not to force children to talk about things unless and until they're ready.
2. Answer questions honestly. Children will usually know, or eventually find out, if you're “making things up”. It may affect their ability to trust you or your reassurances in the future.
3. Use words and concepts children can understand. Gear your explanations to the child's age, language, and developmental level.
4. Help children find accurate and up to date information. Print out Fact Sheets from the [CDC](#) or [WHO](#).
5. Be prepared to repeat information and explanations several times. Some information may be hard to accept or understand. Asking the same question over and over may also be a way for a child to ask for reassurance.
6. Acknowledge and validate the child's thoughts, feelings, and reactions. Let them know that you think their questions and concerns are important and appropriate.
7. Remember that children tend to personalize situations. For example, they may worry about their own safety and the safety of immediate family members. They may also worry about friends or relatives who travel or who live far away.
8. Be reassuring, but don't make unrealistic promises. It's fine to let children know that they are safe in their house or in their school. But you can't promise that there will be no cases of coronavirus in your state or community.

9. **Let children know that there are lots of people helping the people affected by the coronavirus outbreak. It's a good opportunity to show children that when something scary or bad happens, there are people to help.**
10. **Children learn from watching their parents and teachers. They will be very interested in how you respond to news about the coronavirus outbreak. They also learn from listening to your conversations with other adults.**
11. **Don't let children watch too much television with frightening images. The repetition of such scenes can be disturbing and confusing.**
12. **Children who have experienced serious illness or losses in the past are particularly vulnerable to prolonged or intense reactions to graphic news reports or images of illness or death. These children may need extra support and attention.**
13. **Children who are preoccupied with questions or concerns about the coronavirus outbreak should be evaluated by a trained and qualified mental health professional. Other signs that a child may need additional help include: ongoing sleep disturbances, intrusive thoughts or worries, recurring fears about illness or death, reluctance to leave parents or go to school. If such behaviors persist, ask your child's pediatrician, family physician or school counselor to help arrange an appropriate referral.**
14. **Although parents and teachers may follow the news and the daily updates with interest and attention, most children just want to be children. They may not want to think about what's happening across the country or elsewhere in the world. They'd rather play ball, go sledding, climb trees or ride bikes.**

Public health emergencies are not easy for anyone to comprehend or accept. Understandably, many young children feel frightened and confused. As parents, teachers, and caring adults, we can best help by listening and responding in an honest, consistent, and supportive manner. Fortunately, most children, even those exposed to loss or illness, are quite resilient. However, by creating an open environment where they feel free to ask questions, we can help them cope with stressful events and experiences and reduce the risk of lasting emotional difficulties.

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Overcoming Loneliness



Many experts say that loneliness is more about feeling alone and isolated than actually being alone. During a pandemic, the risk of people experiencing loneliness is significant. Here are some tips to combat feelings of loneliness during the current pandemic.

- Use video conferencing to maintain normalcy where possible
 - Have weekly video chats with your social network
 - Have virtual dinner parties or group meetings
- Use text, email or phone calls to check in on others who may live alone or might need support
 - Have a chat with another person who may feel lonely
 - Helping others provides a positive psychological and emotional impact for you

Overcoming Loneliness



- Stay informed on the situation without constant exposure to media coverage or social media posts
 - Obtain your information from credible sources such as your local health department or the CDC
 - Limit how often you check for updates
 - Step away from social media or news coverage if you begin to feel overwhelmed
- Focus on things you can control such as your sleep and hand washing
- Plan for the things you can, like working from home
- Take care of your mind,, body and spirit
 - Go easy on yourself if you experience anxiety
 - Maintain a routine as much as possible
 - Take time to do activities you enjoy like reading, sewing, cooking, etc.
 - Find ways to exercise or practice meditation
- Help others for your own physical and mental health
 - Be a calming influence to someone
 - Donate to a food bank
 - Help others in need while following social distancing and hand washing

KCCRB

**24-hour Response
Request Line
(888) 522-7228**

Disaster Distress Helpline



1-800-985-5990



TEXT: "TalkWithUs" to 66746



DisasterDistress.samhsa.gov

Taking Care of Your Mental Health during COVID 19

1. **Maintain Connections:** Use virtual technology, telephone and old-fashioned letters and cards to stay connected to family, friends and co-workers.
2. Stick to a **Routine:** try to go to bed and get up, eat, work and exercise at about the same time every day. Your body and brain likes to be on a regular schedule!
3. **Take Care of Your Body:** Eat nutritious foods, try to exercise each day, and get enough sleep.
4. **Take Care of Your Mind:** Talk about how you are feeling with others you trust, or write out your feelings and thoughts in a journal or through poetry, song-writing or an online diary. Practice a few minutes of mindful focusing each day to quiet your thoughts and help your brain relax. Find ways to have fun while observing social distancing.
5. **Limit Media** Exposure about COVID 19: Get your information from reliable sources and limit your consumption to about an hour a day.
6. **Be Prosocial:** Helping others makes us feel good, and a little more in control of the situation. Your work already gives a lot to others, but it may just feel like work to you. Small gestures of reaching out to a lonely or isolated neighbor, can make have a positive impact.
7. **Be Kind to Yourself:** Self-compassion and grace are necessary in all areas of our life during this crisis. Remember, “good enough” is actually good enough! Don’t expect to be the perfect employee, spouse, parent or child. Grant yourself the same grace and compassion you extend to others.
8. **Ask for Help and Support:** We know we need to work together to stay healthy and safe. Seek assistance and support from those you trust. Remember, as Governor Beshear reminds us each day, “We will get through this, we will get through this together.” We are #TeamKentucky. We are #TeamWSH.

For more information and resources visit **Kentucky’s COVID 19 webpage** at:

<https://govstatus.egov.com/kycovid19>

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AMERICAN PSYCHOLOGICAL ASSOCIATION
SERVICES, INC.

ADVOCACY SCIENCE PRACTICE EDUCATION PUBLIC INTEREST ABOUT MEMBERS

Self-care advice for health-care providers during COVID-19

By Helen L. Coons, PhD, ABPP, Steven Berkowitz, MD, and Rachel Davis, MD March 26, 2020

Concrete strategies to help manage stress.



Health-care providers and other hospital and clinic staff are on the front lines of the COVID-19 pandemic. Many providers are balancing competing demands, caring for our patients, our families and ourselves. Here are concrete strategies to help manage stress during this challenging time.

[CONTACT APA SERVICES](#)

Anxious or worried?

Increased anxiety is common as we navigate COVID-19 and its broad consequences. Patient care and uncertainty about health outcomes, finances, childcare, travel and scheduled events are highly stressful. Action is one of the best treatments for anxiety. Share your concerns and problem solve with colleagues, clinical team members, family and friends to plan coping steps.

Pace yourself

Monitor yourself for disrupted sleep, excessive fatigue, irritability, poor focus and marked anxiety. If we run on empty, we can't care for our patients, families or communities. Our work is a marathon, not a race.

Breathe

Try mindful breathing several times a day. Take a moment for low and slow breaths before getting out of the car, when you enter your work area, and prior to entering a patient room or a procedure.

Breathing helps us to calm down and improves our concentration.

Maintain good health habits

As stress and demands increase, health habits often take a hit. Bring your meals to work to maximize healthy eating, limit alcohol and THC use, try to get enough sleep, prioritize aerobic exercise and get some sunlight.

Exercise, exercise, exercise

Aerobic exercise is vital for stress reduction.

Consider walking, biking, running and hiking, throwing a Frisbee or ball as well as exercise and yoga videos. For home exercise and yoga videos see: Fitness Blender (<https://www.fitnessblender.com/>) and Yoga with Adriene (<https://yogawithadriene.com/>).

A short aerobic walk or workout is better than nothing.

Connect, connect and connect again

Reach out to family, friends, colleagues and your favorite community groups for social contact. Call, Facetime, Zoom, Skype or try Google Hangouts to reduce your isolation. Meaningful and fun

connection, emotional support and healthy problem solving are vital to your health and well-being. Consider joining another family or friend for a meal by social media to reduce isolation for everyone.

Take breaks at work and at home

Work with your team to take mini breaks. Even a 10-minute walk during your shift is calming and improves vital energy and focus. Plan down time at home. Exercise, a good book, movie, or podcast, games with your family, and mindfulness techniques help us refuel physically and emotionally.

Promote teamwork

If you have children or relatives who need care, let your team leadership know ASAP. Ask if your health system has developed plans to assist with family responsibilities.

Maintain structure at home

If you or your children are working from home, establish a consistent workspace to help with focus and productivity. Plan breaks as well.

Flexibility is essential

Increased demand for care, social distancing and other unique stressors will test our flexibility and adaptability. We will all have to practice outside of the box—especially when things go wrong and are chaotic. It's OK. Ask for support, evaluate, modify and move forward.

750 First St. NE, Washington, DC 20002-4242

Telephone: (800) 374-2723. TDD/TTY: (202) 336-6123



Mindfulness during COVID-19

Mindfulness is our basic human ability to be fully present. This include being aware of where we are, what we are doing, how our body feels, how we feel emotionally and what we are thinking. In being fully present, we also learn to focus our attention which is a powerful way to calm our mind and body. Mindfulness can be an excellent coping strategy to manage anxiety and stress during COVID-19.

Mindfulness is a skill we improve on with practice. That's why it's recommend to practice mindfulness for a few minutes each day. There are many different ways to be mindful – some are quiet and ask us to sit still, others can be done while walking. Some focus on breathing, others on thinking, and still others on our body. All of them are intended to help us calm our minds and bodies so experiment and explore different mindfulness approaches until you find one that's right for you.

Here are some resources to get you started understanding and practicing mindfulness:

Getting Started with Mindfulness: <https://www.mindful.org/meditation/mindfulness-getting-started/>

Mindfulness Practice for Healthcare Workers during COVID 19: <https://www.mindful.org/mindfulhome-mindfulness-for-healthcare-workers-during-covid/>

Meditation: In-Depth: <https://www.nccih.nih.gov/health/meditation-in-depth>

Headspace Mindfulness App COVID 19 free resources: <https://www.headspace.com/covid-19>

Calm Mediation App: <https://www.calm.com/> *(open access continues once the initial free trial ends)*

Simple Habit Meditation App: <https://www.simplehabit.com/>

For more information and resources visit **Kentucky's COVID 19 webpage** at: <https://govstatus.egov.com/kycovid19>





Healthy at Home TIP from Secretary Friedlander: Self-Compassion

Today's Healthy at Home message is about **self-compassion**. Self-compassion has actually been shown in research to increase initiative, life-satisfaction, happiness, optimism, positive mood and wisdom. We all have plenty of compassion for others – that is probably part of our interest in working in human services. But, what exactly is self-compassion? Self-compassion has three elements:

- **Self-kindness:** the ability to be gentle and understanding with ourselves, as well as with others
- **Recognizing our common humanity:** knowing that our feelings, our sufferings and even our failings, are part of being human, and do not mean we are not as good or strong as others
- **Mindful self-awareness:** being able to recognize what we are feeling – including our painful feelings of disappointment in ourselves, guilt or shame, anxiety, fear or sadness – rather than avoiding those difficult emotions

How can we practice self-compassion, especially in these stressful times? Here are some tips for practicing self-compassion while you are working under these less-than-ideal circumstances:

1. **Positive self-talk:** Give yourself a pep-talk when something hasn't gone as well as you hoped. Remind yourself that imperfection is a part of being human, and grant yourself some grace and kindness: "This is a moment of suffering, a part of life. I will be kind to myself and extend myself compassion at this time."
2. **Visualize how you would respond to a friend or colleague** in the same situation: then, turn the support and coaching you would extend to that person to yourself.
3. **Seek support and ask for help:** We are all in this together and this is a time when we need to be willing to ask for support from our colleagues, just as we are willing to offer support to them.

I urge you to extend the same level of understanding you constantly demonstrate for others to yourselves and don't try to be, or expect to be, super-human. I know that tele-working, using technology to deliver services and accomplish tasks, and balancing work and home responsibilities are tremendous challenges right now. All I ask is that you do the best you can do and have compassion for yourselves as well as others. We are in this together. We are #TeamCHFS!

For more information and resources visit **Kentucky's COVID 19 webpage** at:

<https://govstatus.egov.com/kycovid19>



Make Sleep a Priority!

DAYTIME DO'S



GET BRIGHT LIGHT

upon waking as a signal to start the day (15-60 min)



EXERCISE

closer to wake-time to signal daytime & improve sleep quality



TAKE NAPS IF NEEDED

<20 min can improve alertness, performance and memory



NIGHTTIME DO'S



LIMIT ALERTING ACTIVITIES

like using screens & doing work



CREATE A ROUTINE

of quiet activities to get your mind & body ready to sleep



OPTIMIZE YOUR SLEEP

by keeping it dark, cool, quiet & comfortable



ALCOHOL BEFORE BED

can be sedating at first, but will disrupt your sleep

LIMIT



CHANGING SLEEP/WAKE CYCLE ON WEEKENDS

minimizes physiological "jet-lag"



DRINKING TOO MUCH CAFFEINE

can keep you from falling asleep, and won't be as useful when you need it

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Social Distancing Doesn't Mean You Are Alone!



Due to novel coronavirus disease (COVID-19), many of us are in our homes or practicing social distancing policies that prohibit in-person access to many things. Recovery resources don't have to be among them. A number of organizations are using technology for mutual aid, peer support, and other services to prevent the disruption of services and care for people recovering from Substance Use Disorder. We are working together to find solutions - while keeping Kentuckians safe and healthy.



Virtual Recovery Resources

TEAM KENTUCKY

In the Rooms (recovery meetings)

WE Connect and Unity Recovery (recovery meetings)

Alcoholics Anonymous (12-step recovery meetings)

SMART Recovery (recovery meetings)

Young People in Recovery (recovery meetings)

Louisville Recovery Community (recovery meetings)

Voices of Hope (recovery meetings)

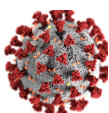
Unity Yoga/Unity Recovery (yoga meetings)

The Token Shop (recovery Meetings)

Recovery Speakers Online

Depression and Bipolar Support

Recovery Link Digital Resources



kycovid19.ky.gov

COVID-19 Hotline: 1-800-722-5725

National Suicide Prevention Lifeline:

1- 800-273-8255

Domestic Violence Hotline:

1-800-799-SAFE

Adult/Child Abuse Hotline:

1-877-597-2331

SUBSTANCE USE RECOVERY IN UNCERTAIN TIMES

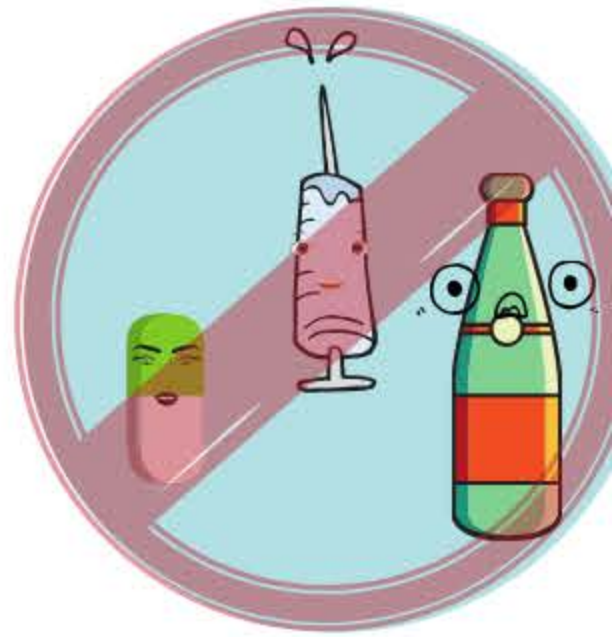


MAKE A PLAN FOR MEDICINE

If you are quarantined, make a plan with your provider to receive medicine according to DEA regulations and utilize telehealth therapy.

AVOID USERS

Spending time with individuals who use substances can trigger cravings and relapse. Strengthen relationships with people who support your recovery goals.



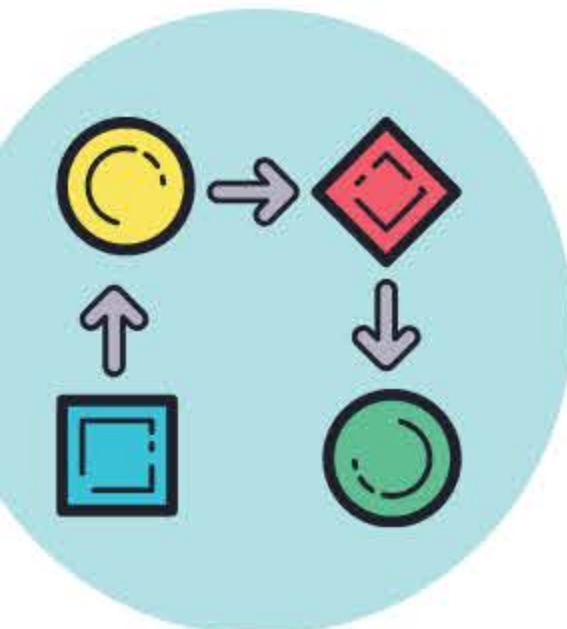
EMOTIONAL SUPPORT

Recovery is not a solo endeavor. Reach out to sponsors and loved ones to reduce the feelings of isolation while social distancing.

COPING TOOLBOX

There are many tools to combat the fear, anxiety, depression, and loneliness. Exercising, stretching, breathing mindfully, and meditation/prayer are examples of tools to use to slow down overwhelming feelings.

Pace yourself when trying to complete tasks. Be kind to yourself.



FOLLOW A ROUTINE

There is comfort in following a routine. The ability to anticipate the flow of your day brings relief to feelings of uncertainty.

Choose a time to wake up and get dressed for the day. These actions bring comfort to the brain. Have a set time for meals, hygiene, and bedtime. Routine does not have to be strict, just structured.

SELF-CARE

Taking care of one's own physical, mental, and emotional needs is NOT selfish. Self-care does not have to be indulgent and costly. Dedicating time to relax and nourish one's mind, body, and soul are essential for maintaining recovery.



Helping Children Grieve

Children who experience a major loss may grieve differently than adults. A parent's death can be particularly difficult for small children, affecting their sense of security or survival.

Often, they are confused about the changes they see taking place around them, particularly if well-meaning adults try to protect them from the truth or from their surviving parent's display of grief.

Limited understanding and an inability to express feelings puts very young children at a special disadvantage. Young children may revert to earlier behaviors (such as bedwetting), ask questions about the deceased that seem insensitive, invent games about dying or pretend that the death never happened.

Coping with a child's grief puts added strain on a bereaved parent. However, angry outbursts or criticism by a parent will only deepen a child's anxiety and delay recovery. Instead, talk honestly with children and in terms they can understand. Take extra time to talk with them about death and the person who has died. Help them to discuss and talk about their feelings and remember that they are looking to adults for healthy behavior.

Michael G. Conner, 2008

Helping Others Grieve

If someone you care about has lost a loved one, you can help them through the grieving process.

- **Share the sorrow.** Allow them, even encourage, them to talk about their feelings of loss and share memories of the deceased. Listen. Don't pressure.
- **Don't offer false comfort.** It doesn't help the grieving person when you say "it was for the best" or "you'll get over it in time." Instead, offer a simple expression of sorrow and take time to listen.
- **Offer practical help.** Babysitting, cooking and running errands are all ways to help someone who is in the midst of grieving. Just having someone around who is generous but not intrusive can help.
- **Be patient.** Remember that it can take a long time to recover from a major loss.
- **Make yourself available** to talk.
- **Encourage professional help when necessary.** Don't hesitate to recommend professional help when you feel someone is experiencing too much pain to cope alone. You might make a list of professionals who specialize in grief, trauma or major life transitions.



To Request Team Services
Call 24-hour response line

(888) 522-7228

Dealing with Grief & the Loss of Life

Provided by
Kentucky Community Crisis Response Board

Office: (502) 607-5781

The loss of a life is life's most stressful event and can cause a major emotional crisis. When a death takes place, you may experience a wide range of emotions. Many people report feeling an initial stage of numbness after first learning of a death, but there is no real order to the grieving process.

Symptoms of Grief:

Shock	Denial
Anger	Confusion
Despair	Disbelief
Sadness	Guilt

These feelings are common reactions to loss. You may not be prepared for the intensity and duration of your emotions or how swiftly your moods may change. You may even begin to doubt the stability of your mental health. It is important to be reassured that these feelings are healthy and typical. These feelings and expressions of powerful emotions help you come to terms with your loss.

Remember, it takes time to fully absorb the impact of a major loss. You never stop missing a friend or loved one, but the pain eases after time and this allows you to go on with your life.

Mourning a Loved One

It is not easy to cope after a loved one dies. You may mourn and grieve. Mourning is the natural process you go through to accept a major loss. Mourning may include religious traditions honoring the dead or gathering with friends and family to share your loss. Mourning is personal and may last months or years. Grieving is the outward expression of your loss. Grief is likely to be expressed both physically and psychologically. For instance, crying is a physical expression, while depression is a psychological expression.

It is very important to allow yourself to express your feelings. Often, death is a subject that is avoided, ignored or denied. At first, it may seem helpful to separate yourself from the pain or ignore your feelings, but you cannot avoid

grieving forever. Someday those buried feelings will need to be resolved or they may cause physical or emotional illness.

Many people report physical symptoms that accompany grief. Stomach pain, loss of appetite, intestinal upsets, sleep disturbances and loss of energy are all common symptoms of acute grief. Of all life's stresses, mourning can seriously test your natural defense systems. Existing illnesses may worsen or new conditions may develop.

Profound emotional reactions may occur. These reactions include anxiety attacks, chronic fatigue, depression and thoughts of suicide. An obsession with the deceased is also a common reaction to death.

Dealing with a Major Loss

The death of a loved one or close friend is always difficult. Your reactions are influenced by the circumstances of a death, particularly when it is sudden or accidental. Your reactions also are influenced by your relationship with the person who died.

- A child's death creates an overwhelming sense of injustice for lost potential, unfulfilled dreams and senseless suffering. Parents may feel responsible for the child's death, no matter how irrational that may seem. Parents may also feel that they have lost a vital part of their own identity. Their reason for living may seem shattered.
- A spouse's death is very traumatic. In addition to the severe emotional shock, the death may cause a potential financial crisis if the spouse was the family's main income source. The death may necessitate major social adjustments requiring the surviving spouse to parent alone, adjust to single life and maybe even return to work.
- Older adults may be especially vulnerable when they lose a spouse because it means losing a lifetime of shared experiences. At this time, feelings of loneliness may be compounded by the death of close friends.
- A loss due to suicide or tragedy can be one of the most difficult losses to bear. It may

leave the survivors with a tremendous burden of guilt, anger and shame. They may even feel responsible for the death. Often, survivors benefit from professional advice to cope with this devastating experience. Seeking counseling as a family unit during the first weeks after the death is particularly beneficial and advisable.

Living with Grief

Coping with death is vital to your mental health. It is only natural to experience grief when a loved one dies. The best thing you can do is allow yourself to grieve. There are many ways to cope effectively with your pain.

- **Seek out caring people.** Find relatives and friends who can understand your feelings of loss. Join support groups with others who are experiencing similar losses.
- **Express your feelings.** Tell others how you are feeling; it will help you to work through the grieving process.
- **Take care of your health.** Maintain regular contact with your family physician and be sure to eat well and get plenty of rest. You should not sleep more than 10 hours a day without your doctor's approval. Be aware of the danger of developing a dependence on medication or alcohol to deal with your grief.
- **Accept that life is for the living.** It takes effort to begin to live again in the present and not dwell on the past.
- **Postpone major life changes.** Try to hold off on making any major changes, such as moving, remarrying, changing jobs or having another child. You should give yourself time to adjust to your loss.
- **Be patient.** It can take months or even years to absorb a major loss and accept your changed life.
- **Seek outside help when necessary.** If your grief seems like it is too much to bear, seek professional assistance to help come to terms with your loss and work through your grief. It's a sign of strength, not weakness, to seek help.



Coping with financial stress during COVID-19

HONESTLY ASSESS YOUR FINANCES



Many Kentuckians have experienced job loss or a change in income due to the pandemic. If this has happened to you, it's important to examine your finances, determine your monthly income, and ask yourself if you can meet expenses. For now you might need to make some changes or seek assistance. Remember, these are unusual - and temporary - circumstances, and we will get through this.

RE-EXAMINE YOUR SPENDING



Take a look at where your money is going and if there are areas you can change. Identify necessary expenses such as food, shelter, utilities, insurance. Trim as much as you can. Also, identify all of your debt – loans, car payments, credit card payments. Separate these from other bills. You may qualify for federal repayment programs on student debt. Contact credit card companies and request a payment plan, too.

ACCESS BENEFITS



Public assistance programs are available for Kentuckians who have experienced job loss or a change in income due to COVID-19. Visit kcc.ky.gov for unemployment benefits or benefind.ky.gov for health coverage and food assistance. These programs help assure providers are reimbursed for medical care and Kentuckians have access to healthy food and shelter - all of which are critical to addressing COVID-19.

FIND HEALTHY WAYS TO COPE



Try exercising, meditation, or connecting with others to ease stress and anxiety. If that doesn't work, seek professional help. Many health plans cover telehealth counseling and some providers are offering services for free during the pandemic. Using substances to cope can worsen stress and anxiety.

WE WILL GET THROUGH THIS TOGETHER



We know that you want to stay healthy and make sure you can provide for your family's needs. Please remember that staying healthy at home is our priority, and use the resources available to help you get through the financial stress that may be creating. The sooner we can get through COVID-19, the sooner we can get you back to work.



During these hard times, stay positive and look out for each other. Worry and agitation can be addressed by limiting the time you spend watching and listening to the media. Be mindful to stay informed and use factual sources of information, such as kycovid19.ky.gov.

Information provided by the World Health Organization, the Kentucky Department for Behavioral Health, Developmental, and Intellectual Disabilities, and the Center for Economic Education at Eastern Kentucky University.

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**COVID-19 HAVE YOU FEELING:
SCARED? SAD? FRUSTRATED?
WORRIED? UNCERTAIN? AFRAID TO
COME TO WORK OR TO GO HOME?
CONCERNED FOR YOUR OWN FAMILY?**

**HELP IS A PHONE CALL AWAY!
IT'S FREE, IT'S CONFIDENTIAL!**

Call our toll free number **888-522-7228** where you can talk to a member of the **Kentucky Community Crisis Response Team.**

#TeamKentucky #WeAreInThisTogether





Behavioral Health Providers & Emergency Resources

Kentucky Community Crisis Response Board (KCCRB): 1-888-522-7228

National Suicide Lifelines: 1-800-273-8255 or 1-800-784-2433

National Domestic Violence Hotline: 1-800-799-SAFE

Kentucky Coalition Against Domestic Violence: <https://kcadv.org/>

National Sexual Assault Helpline: 1-800-656-HOPE

Kentucky Association of Sexual Assault Programs: <https://www.kasap.org/>

Kentucky Child/ Adult Abuse Hotline: 1-877-597-2331

Kentucky's Regional Community Mental Health Centers:

<http://dbhdid.ky.gov/cmhc/default.aspx>

For more information and resources visit **Kentucky's COVID 19 webpage** at:

<https://govstatus.egov.com/kycovid19>

