

146th Airlift Wing



MAINTAINING HEALTHY & SAFE RELATIONSHIPS DURING COVID-19

146th Airlift Wing Resiliency Team

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Common Reactions

Please recognize that there can be a wide range of reactions and over the next few days or weeks you may experience periods of:

- Anxiety, worry, panic
- Feeling helplessness
- Difficulty concentrating and sleeping
- Anger
- Hyper-vigilance to your health and body
- Social
 Withdrawal

Managing Fears and Anxiety

During this unprecedented time it can feel overwhelming and very scary. The following are some simple tips and reminders to help improve your overall health and wellbeing.

- Get the facts. Stay informed with the latest health information through the dedicated CDC website: https://www.cdc.gov/coronavirus/index.html. For additional local information check out the California Department of Public Health at https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx.
- **Keep things in perspective.** Limit worry and agitation by lessening the time you spend watching or listening to upsetting media coverage. Although you'll want to keep informed especially if you have loved ones in affected areas or countries remember to take a break from watching the news and focus on the things that are positive in your life and things you have control over.
- **Be mindful of your assumptions about others**. Someone who has a cough or a fever does not necessarily have coronavirus. Self-awareness is important in not stigmatizing others in our community.
- **Stay healthy.** Adopting healthy hygienic habits such as washing your hands with soap and water or an alcohol-based hand sanitizer, frequently, and certainly after sneezing or before/after touching your face or a sick person. Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing. Avoid touching your eyes, nose and mouth. Avoid contact with others who are sick and stay home while sick.
- Call your local provider if you feel sick. DO NOT walk-in unless instructed to do so.
- **Keep connected.** Maintaining social networks can help maintain a sense of normalcy, and provide valuable outlets for sharing feelings and relieving stress.
- Seek additional help. Individuals who feel an overwhelming worry or anxiety can seek additional professional mental health support.

Mental Health Counseling Resources

Please refer to 146 AW Resource an Information Guide for more resources

APPS FOR MENTAL WELLNESS & SELF CARE

- **Happy ColorTM**: Color by Number-Engage in coloring activities as a positive coping strategy.
- **Happify ML**: Play games to reduce stress, overcome negative thoughts, and build resilience.
- MindShift ML: Access resources to help manage anxiety.
- **Multiple Military and Veteran Free Apps:** The National Center for Telehealth and Technology: https:// health.mil/About-MHS/OASDHA/Defense-Health-Agency/Operations/Clinical-Support-Division/Connected-Health/mHealth-Clinical-Integration
- **Headspace:** Free app that provides basic meditations.
- **Shine:** Free app that provides daily motivation texts and lets you track gratitude each day.
- **Calm:** Free app that helps you master your breathing and reduce stress and anxiety.
- **Pacifica:** Free app where you can track mood, meditate, and practice CBT to help manage stress, anxiety, and depression.
- **Relax Melodies Sleep Sounds:** Free sleep sounds to help you sleep.
- **Breathing Zone:** Will help teach you how to breathe to decrease anxiety.
- **Stop, Breathe & Think:** free app for kids and educators to teach focus, and processing emotions
- **COVID Coach:** Free app developed by the National Center for PTSD to help support people and manage stress during COVID-19 <u>https://www.ptsd.va.gov/appvid/mobile/COVID_coach_app.asp</u>

MENTAL HEALTH COUNSELING & SUPPORT RESOURCES

- **Child Mind Institute:** https://childmind.org. Parenting and support ideas for children of all ages.
- **Domestic Violence Hotline:** https://www.thehotline.org/help 800-799-7233 24/7 support line that helps support and secure resources for those in a domestic violence situation.
- **Military OneSource:** 800-342-9647 https://militaryonesource.org 24/7 Referral line for stress, marital, occupational, family counseling with local provider.
- **Tragedy Assistance Program (TAPS):** 800-959-8277 24/7 support line that connects any person affected by loss with local survivor resources to include benefits, counseling, eligibility, and financial hardship.
- Vet Centers: 877-222-8387 Free readjustment, stress, marital, family, occupational, and substance abuse counseling with nearest Vet Center.
- Vets4Warriors: www.vets4warriors.com 855-838-8255 24/7 Peer support line for Reserves and National Guard
- **7 Cups:** www.7cups.com Free online text chat with a trained listener for emotional support

and counseling.

- **18percent:** www.18percent.org offers a free, peer-to-peer online support community for those struggling with a wide range of mental health issues.
- **Emotions Anonymous:** www.emotionsanonymous.org an international fellowship of people who desire to have a better sense of emotional well-being. EA members have in person and online weekly meetings available in more than 30 countries with 600 active groups worldwide. The EA is nonprofessional and can be a complement to therapy.
- For Like Minds: www.forlikeminds.com Online mental health support network that allows for individuals to connect with others who are living with or supporting someone with mental health conditions, substance use disorders, and stressful life events.
- **NAMI:** hosts online communities where people exchange support and encouragement. These Discussion Groups can easily be joined by visiting www.nami.org.
- **California Peer Run Warm Line**: 1-855-845-7415. It is a peer run warm line for people who need support and want to talk. It is 24/7 throughout CA.
- Ventura County's Resources: https://www.vcemergency.com/coping
- **AA/NA:** www.aa.org http://www.na.org/ Alcoholics anonymous, meetings for those concerned about their drinking.
- **ANGCares:** https://www.ang.af.mil/prevention Educational/prevention materials across all disciplines that guide Airmen towards the five pillars of wellness; Physical, Spiritual, Emotional, Social and Family 365 days a year.
- **DoD Mental Health Self-Assessment:** www.pdhealth.mil/militarypathways Free anonymous mental health and alcohol self- assessments for ANG and families.
- **FOCUS:** Families Over Coming under Stress http://focusproject.org/ Provides resiliency training to military children and families.
- **Give an Hour:** www.giveanhour.org FREE mental health services to U.S. military personnel, veterans, and their families.
- **SAMHSA:** www.samsha.gov A comprehensive website that provides a directory of substance abuse and mental health treatment options.
- **Talking With Children:** Tips for Caregivers, Parents, and Teachers During Infectious Disease Outbreaks, https://store.samhsa.gov/product/Talking-With-Children-Tips-for-Caregivers-Parents-andTeachers-During-Infectious- Disease-Outbreaks/SMA14-4886
- Coping With Stress During Infectious Disease Outbreaks, https://store.samhsa.gov/product/Copingwith-Stress- During-Infectious-Disease-Outbreaks/sma14-4885
- For more information related to schools and physical and mental health, visit www.nasponline.org and www.nasn.org.
- **Better Help:** www.betterhelp.com online e-counseling with a licensed provider.

CHILDREN'S MENTAL HEALTH

- https://vimeo.com/398064435/9af9074910: Leading the Way Parenting in the Face of the Unexpected and Unknown: Responding to COVID-19. This video is for parents to help learn how to cope with the virus as well as work with their children. The video is made for military parents.
- **FREE NON-MEDICAL** Counseling for children. Call Military OneSource: at 800-342-9647 to learn whether non-medical counseling is right for your child
- **Teen Line:** www.teenlineonline.org teens helping teens, peer support line and app.

- **FOCUS:** Families Over Coming under Stress http://focusproject.org/ Provides resiliency training to military children and families.
- The National Child Traumatic Stress Network: <u>www.nctsn.org</u> Trauma support, resources, and information for children.
- **Military Kids Connect:** <u>www.militarykidsconnect.health.mil</u> connecting military children to resources and support.
- **CA National Parent Helpline**: <u>http://www.nationalparenthelpline.org/find-support/state-resources/california-resources</u>

SUBSTANCE ABUSE, SOCIAL DISTANCING & DISASTER DISTRESS

Sobriety & Disaster Distress

Please refer handout for more information on SAMHSA and Disaster Distress

- Substance Abuse and Mental Health Services Administration's (SAMHSA): www.samhsa.gov
- Disaster Distress Helpline: 800-985-5990 or text TalkWithUS to 66746 for immediate crisis counseling for people experience distress during a natural or man made disaster.
- **National Suicide Prevention Lifeline:** 800-273-8255 or text MHFA to 741741 to talk to a Crisis Text Line counselor.
- Most importantly, if you have a desire to drink, reach out to friends in the fellowship or call the hotline:
- 24 Hour Hotline: 866-522-8939
- For more information about online meetings/online groups: http://aa-intergroup.org https://www.rollingstone.com/culture/culture-news/alcoholics-anonymous-aacoronavirus-covid-19-967269/

Social Distancing

- FreeConferenceCall.com
- FaceTime for iPhones
- Google Hangouts
- Zoom
- Cisco Webex

Domestic Violence and Safety Resources

- The National Domestic Violence Hotline: <u>https://www.thehotline.org/help/path-to-safety/</u> This page provides different safety plans to ensure that you and your loved ones are safe in your environment or can leave a unsafe situation safely.
- Love Every Day: A free resiliency tool through MOS
- Coalition for Family Harmony: <u>https://thecoalition.org/</u> To provide direct services to victims of

domestic violence and sexual assault; to educate the community regarding violence against women, children, and men; to prevent the cycle of violence.

- No More: http://nomore.org raises public awareness and engagement around ending domestic violence and sexual assault.
- **RAINN:** <u>http://rainn.org</u> nations largest anti-sexual violence organization. Operates the National Sexual Assault Hotline.
- **One Love:** <u>http://joinonelove.org</u> Resource for young people to understand the signs of abuse
- Love is Respect: <u>http://www.loveisrespect.org</u> highly trained advocates offer support, information, and advocacy to young people. Live chat/texting 24/7/365 1-800-799-7233
- Men Stopping Violence: <u>www.menstoppingviolence.org</u> encourages men to take a stand against domestic violence.
- National Center on Domestic and Sexual Violence: www.ncdv.org Influencing policy; promoting collaboration between regional, state and government agencies; and providing customized training and education on domestic and sexual violence
- National Coalition Against Domestic Violence: <u>http://www.ncadv.org</u> acting as a voice for victims and survivors of domestic violence.
- National Latino Alliance for Elimination of Domestic Violence: <u>http://www.dvalianza.org</u> Dedicated to addressing, preventing and responding to violence across Latino families.
- Office on Violence Against Women: https://www.justice.gov/ovw Part of the US Department of Justice, the Office on Violence Against Women provides federal leadership in an effort to reduce and prevent abuse on women, while also ensuring justice is carried out for women who have been abused.



Behavioral Health Officer (NorCal/Sacramento) Tues-Thurs 0800-1600 649 EN/Chico Armory (530) 220-3131

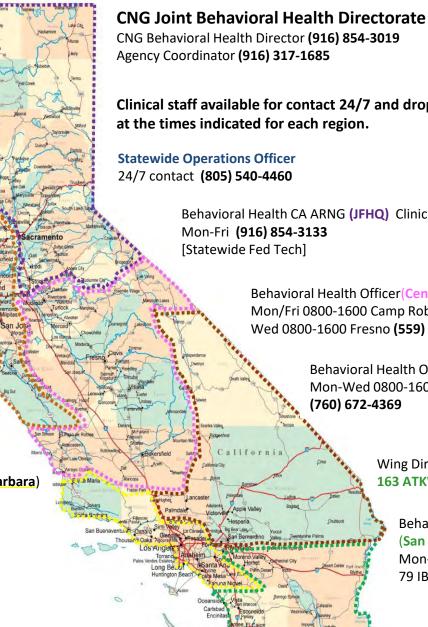
Behavioral Health Officer (San Francisco /Monterey) Mon-Wed 0800-1600 49MP HHC: Fairfield (925) 207-5367

Wing Director of Psychological Health 129RQW Moffett (650) 793-7097

Wing Director of Psychological Health 144FW Fresno (559) 260-5929

*Behavioral Health Officer (Los Angeles/Santa Barbara) Mon, Tues, Thurs 0600-1400 JFTB Los Alamitos (562) 965-6563 *Chief, MEDCOM Behavioral Health CSMR (Psychologist)

Wing Director of Psychological Health 146AW Channel Islands (805) 986-7549



Clinical staff available for contact 24/7 and drop-in hours are at the times indicated for each region.

Behavioral Health CA ARNG (JFHQ) Clinician

Behavioral Health Officer(Central CA) Mon/Fri 0800-1600 Camp Roberts Wed 0800-1600 Fresno (559) 341-9001

> Behavioral Health Officer (High Desert/San Bernardino) Mon-Wed 0800-1600 Lancaster Armory (760) 672-4369

> > Wing Director of Psychological Health 163 ATKW March (951) 655-7625

Behavioral Health Officer (San Diego/Riverside) Mon-Wed 0800-1600 79 IBCT: San Diego (760) 897-6164

5 Tips for Relationships in the Midst of Coronavirus Times

In these unprecedented times of facing worldwide health and economic concerns due to COVID-19, there is a powerful solution to fear, loneliness, and stress, and it is available to everyone.

The solution is healthy relationships.



HONOR TIME by asking "Is now a good time to talk about..."

So many people are juggling more roles than usual right now. Professional and home life are now blended, and many parents have become homeschool teachers. Asking for time shows respect of what others are juggling and allows them to be ready to talk.





SHOW CURIOSITY by asking "Is there more about that?"

We're all facing so much uncertainty right now. It's OK to not know things. Ask people for their thoughts and feelings and invite them to tell you as much as they want.



SHOW APPRECIATION by simply saying, "Something I appreciate about you is..."

Keep things positive by telling people the good things you see. Maybe you've noticed in new ways how hard they work to care for the family or how much patience they have with children. Let them know!



ARIES by letting

ALLOW BOUNDARIES by letting people say "Now is not good." Ask when is better.

People need to know it's OK to take some time. Then when they are ready to enter in, they can do so in a way that is healthy and productive.



EXPRESS EMPATHY by saying "I can imagine you might be feeling..."

Covid-19 has brought up so many feelings some of us didn't even know we had. Expressing empathy helps people connect and feel seen and understood.





Visit our website for valuable resources, workshops, and tips to strengthen all your relationships.

safeconversations.com

TIPS FOR COPING WITH STRESS AS A COUPLE

The COVID-19 pandemic can strain even the strongest relationship. Whether you and your partner are together more than usual, or precautions have kept you apart, here are ways to cope.



Come up with a plan.

Uncertainty causes anxiety. Structure can help restore calm. Create a schedule with your partner. Decide together what your new normal will look like.



Give each other space.

This is especially important if you're sheltering at home. If you share close quarters, carve out separate zones and honor them. Give each other mental space. Earbuds or headphones are ideal for this.



Practice good communication.

Set aside time to talk when you're not distracted or overly stressed. If there's tension in your relationship, focus on the issue, not on who's right or wrong.



Check in on each other.

If you and your partner are away from each other because of the pandemic, try to connect each day by video or phone.



Be active.

Exercise is a great stress buster. Try to fit physical activity into each day. Find workout videos online and follow along alone or together. A personal health and wellness coach through <u>Military OneSource</u> or <u>CoachHub</u> can help you stay on track.



Breathe.

Give each other some slack. Breathe deep, practice gratitude and remember why you love each other.

MILITARY ONESOURCE

Turn to Military OneSource.

Military OneSource is always here. We offer non-medical counseling, specialty consultations, tools and resources to help you and your partner through these challenging times. Call 800-342-9647 or start a live chat to speak with a consultant. OCONUS/International? Visit our webpage for calling options.

When You and Your Partner React Differently to COVID-19 Concerns — Tips for Communicating

April 16, 2020 @ 3:44 AM | 6 Min Read | 1613 Views

Current as of March 23, 2020

To address the threat of COVID-19, public health leaders are calling on all of us to modify our behaviors, change our daily routines and make sacrifices. The Department of Defense has also introduced travel restrictions to keep service members and their families safe.

These adjustments can cause stress, and everyone reacts to stressful situations differently. Your partner's response could be very unlike your own. For example, one of you may think you should deep clean the house, and the other may think it's not necessary. Or one of you wants to keep going to social gatherings, while the other thinks you should stay at home and lock the doors.

Here are tips for improving your communication skills as you work through COVID-19 concerns together.

The COVID-19 pandemic can strain even the strongest relationship. Review our guide for ways to cope.

Tips for Talking About COVID-19 Concerns

- Be an active listener. Give each other your full attention, free of interruptions. Turn off the television, and let phone calls go to voicemail.
- Show that you're listening. Try repeating back what you heard through phrases such as, 'So what you're saying is...' or 'If I understand you correctly, you feel...'
- Pay attention to your body language. If you're speaking in person or through video chat, uncross your arms, offer a smile and make eye contact with your partner.
- Talk at a stress-free time. Avoid talking about the coronavirus or other sensitive issues when either of you is tired, hungry or pressed for time.
- Keep your sense of humor. Using humor can break tension and help you connect through the stress and pressure caused by this situation.
- Make 'I' statements. Be specific about how you feel. Express your feelings with neutral comments such as 'I feel...,' 'I'm concerned that...,' or 'I'm worried that...' instead of phrases that put people on the defensive, such as 'You never...,' 'You always ...,' or 'You're so ...'

- Talk about the issue, not who's right or wrong. Focus on finding specific solutions or answers instead of assigning blame.
- Acknowledge the other person's point of view. Make an effort to show you're listening and you understand, even if you don't agree.
- Take a break if needed. Take 15 minutes to be alone and calm down if your conversation becomes heated or you're on the verge of saying things you'll regret. Commit to revisiting the issue when your emotions are under control.

More Information and Support for Military Families

As we combat the coronavirus in the days ahead, the Department of Defense will continue to prioritize the safety of service members and their families. Military OneSource can connect you to a range of related information, services and support.

- Military OneSource is available 24/7/365 to help you handle stress and challenges related to COVID-19, as well as provide non-medical counseling and support. Call 800-342-9647 or connect through live chat. OCONUS? Click here for calling options.
- We developed a dedicated section on Military OneSource to provide you with resources, updates and information about the impacts of COVID-19 on the military community. Check back regularly for updates.
- You can also get Department of Defense updates by:
- Fislting Ove Source's Facebook, Twitter and Instagram platforms.
- Checking Move.mil for PCS-related updates.

More Resources for Improving Relationships and Communication

Now and always, Military OneSource can connect you to resources for making your relationship healthy and strong.

• Watch free webinars to boost your communication skills. Choose from topics including:

Three C's of Communication

- Breaking the Barriers to a Healthy Relationship: Couples' Intimacy and Communication
- Communication Training
- Communication and Assertiveness Training.
- Get a free Building Healthy Relationships education-based consultation designed to strengthen your relationships. Counselors can tailor this series of personalized coaching sessions to help you set goals and strengthen your communication skills. Once customized, counselors can deliver the consultation to you by phone or video. Choose from six customized tracks that you can take from the comfort of your own home.

• Love Every Day is a fun and interactive digital tool that helps you develop and practice good relationship communication in only a few minutes each day. You get personalized text messages for 21 days to help foster a renewed sense of connection. By making intimate communication a consistent part of your daily routine, you and your partner learn to apply the skills in everyday life.

Our understanding of the coronavirus is changing rapidly. With the tips and resources listed above, and accurate information, you can keep your conversations constructive and productive. Stay up to date on the latest information by checking the Coronavirus Information for Our Military Community page for updates.

It is natural for all relationships to feel tested during an emergency or crisis. If your spouse or partner has made you feel unsafe or afraid, help is available through the Family Advocacy Program. Speak to a victim advocate to explore next steps, or call or chat with the National Domestic Violence Hotline 24/7, at 800-799-7233 or thehotline.org.



Tips for Community Members COVID-19: Managing Relationships Under Stay-at-Home Orders

While we all do our best to comply with official orders to remain at home as much as possible in order to slow the spread of COVID-19, many people are spending far more time than they're used to with partners or roommates. For some it's a welcome opportunity to be together during an anxious time – but let's face it, this forced togetherness can also be another source of stress in and of itself. What can you do when being under this kind of voluntary house arrest starts to create conflict with the people you're living with?

Address the Issues Directly

First, remember that the real root of any current interpersonal conflict probably isn't the relationship, but the broader circumstances of the disease outbreak. This pandemic is presenting some very unique stress management challenges in that it's both an acute and a chronic stress situation, or an acute stress situation occurring over a protracted period of time. We're all operating with a higher baseline level of anxiety about what will happen next, which then spikes even further when we hear more worrying news, or we're having a frustrating moment trying to work from home, or we learn about yet another change we'll need to adapt to. People's acute distress is likely to come in waves, and when two people are living together, these waves may or may not happen at the same time.

This all means that navigating the interpersonal aspects of this complicated situation will require some intentional focus. Start by identifying the specific source(s) of your stress, and then address them directly! Given how much longer the stay-at-home policy is likely to last, ignoring the conflict and hoping to ride it out without tackling the source isn't likely to be feasible. And remember, if you're feeling frustrated or irritated with your roommate or partner, chances are the

feeling is mutual. It will benefit you both to acknowledge the problem and try to negotiate a solution, or at least agree on a compromise you can both live with.

Additionally, remember that people have different emotional needs when they're feeling particularly distressed. For example, some people need time to calm down before they're able to effectively discuss their stress, while others have a need to discuss it right away. Setting ground rules that acknowledge and allow space for both individuals' needs will go a long way towards preventing additional tension.

You might also consider setting ground rules for other potential points of conflict. This could mean discussing issues like who is allowed in the kitchen at certain times, or how long dishes can be left in the sink before they're washed. Or it could involve rules around social interactions, like when and where certain topics will be discussed. For example, you could establish dinnertime and beyond as a COVIDdiscussion-free period to give everyone a break from focusing on the issue.

Be aware that finding compromises around media consumption can be especially challenging as some people feel a need to be constantly connected to the news to monitor the latest developments, while others may want to strictly limit their exposure to avoid having their anxiety increased. You might try to find a happy medium where the news-focused partner reduces their time checking updates to a healthier level, while the more avoidant one agrees to read or watch selected reports the other considers essential. These agreements aren't likely to work perfectly, but at least when you see signs the other person is backsliding into their original behavior, you have an agreement to fall back on rather than just seething silently (or loudly) about it.

De-escalate the Conflict

When we're under acute stress, we may become emotionally triggered (in "fight or flight" mode) so we're not able to think as calmly and rationally as we would like, and we're not likely to talk through issues effectively. Again, during this acute yet chronic stress situation produced by the pandemic, two people may be emotionally triggered at different times. Acknowledging that you, and/or your partner or roommate, are in this triggered state may allow you to create some space (mentally if not physically) for one or both of you to calm down before discussing a conflictual issue. Relatedly, remembering that the other person's anger is likely not personal, but is being driven by the stress that we're all under, can help you try to keep from responding back in anger and escalating an already difficult situation.

Once both people are in a state where they can communicate relatively calmly, being direct about addressing the source of conflict can be efficient – but softening that

directness with humor can also really help. However, humor is harder to invoke when we're really stressed or anxious, so generally trying to manage your own worries may be a necessary first step towards addressing conflict with others in the home. Easier said than done, though!

One common piece of relationship advice that's worth remembering in these circumstances is to criticize the behavior, not the person. For example, saying something like "your habit of leaving your dishes in the sink all day is causing me stress while we're both working out of the apartment, and I'd really appreciate you washing things up more promptly" is more likely to result in behavior change than "you're a slob and your dishes in the sink are driving me crazy!"

Carve Private Mental Space Out of Shared Physical Space

This is another area where you may be able to establish ground rules for when to leave each other alone, whether that's to focus on work or just to enjoy a needed period of quiet and introversion. You could agree on some visible cue that essentially invokes a virtual "cone of silence" around you, like wearing headphones or putting on a particular hat as an indication that you're not to be spoken to at that time. This can be helpful when it comes to a willing partner or roommate, though of course that won't necessarily work with children – or with adults who refuse to follow the rules. In which case, see the sections above on de-escalating conflict and addressing issues directly!

Using deep breathing techniques, relaxation exercises, or mindfulness practices can also help with centering and focusing on your internal experience in the present moment, when the external world is feeling chaotic, cramped, or overwhelming.

Have Fun Together

It may seem counterintuitive to suggest spending even more time with your partner or roommate when you're already probably together more than you signed up for, but it may be helpful to plan some fun shared activity each day. Cook a nice meal together, introduce each other to your favorite streaming show or game, have a nonvirtual happy hour, and so on. It doesn't really matter what you do; the point is to do something enjoyable that reminds you why you chose to live with this person in the first place.

And Finally...

The old saying that "an ounce of prevention is worth a pound of cure" may be particularly applicable to this situation of intense togetherness during a period of high anxiety. We can start by identifying our own specific sources of stress and our own needs for navigating them. Discussing them with our partner or roommate can then allow us to make a plan that respects and balances both individuals' needs, which may help reduce some sources of conflict before they bubble up. Of course, this won't be a perfect process, so being as patient as possible with ourselves and the people we live with, and remembering that we're all doing the best we can, is also essential.

To Summarize:

- 1) Recognize that we're all trying to handle more chronic stress than usual, with spikes of acute anxiety occurring at different times for each individual.
- Don't try to ignore or ride out differences with your roommate or partner that are causing conflict, but address them in a constructive way – after you've both paused to calm down as much as possible.
- 3) Remember to criticize the behavior, not the person.
- 4) Establish ground rules that allow you to respect each other's needs and boundaries.
- 5) Spend time collaborating on enjoyable activities that remind you why you chose to live together.



The Institute for Disaster Mental Health (IDMH) at the State University of New York at New Paltz seeks to address the diversity of disaster mental health demands in the region, state, nation, and the global community so that all those impacted by disaster and trauma have access to the mental health support they need. To accomplish this goal, IDMH provides leadership to advance the field of disaster mental health and trauma response through training, research, consultation, and service. IDMH works to establish and disseminate best practices in order to ensure that all disaster mental health services are evidence-supported and culturally sensitive. To learn more about IDMH, please visit newpaltz.edu/idmh

DE-ESCALATION TIPS IN LIGHT OF CORONAVIRUS ANXIETY

UNDERSTAND THAT BEHAVIOR IS COMMUNICATION

Look for signs of anxiety in body language, tone and cadence. Understand that crisis behavior reflects a need and consider what it is the other person might want.

2 AVOID THE POWER STRUGGLE

Challenging or exercising authority over a person can escalate negative behaviors. Considering options you can offer allows flexibility to address both parties' needs and desired outcomes.



USE LIMIT SETTING

Behavior can't be forced but setting limits can help us influence behaviors. Framing acceptable behaviors or outcomes can encourage the other person to choose the most productive option.



Don't take behaviors personally. Stay calm. Find a positive way to release the negative energy you absorbed during the conflict. Keep in mind, you can only control your own attitude and actions.

DEVELOP THERAPEUTIC RAPPORT

Learn from the conflict and help the other person to learn from the experience. Focus on identifying and preventing the pattern of behavior in the future. Finally, put time and effort into repairing the relationship.



Visit www.CrisisPrevention.com/ReduceConflict where you can find additional tips and information on how to maintain calm and de-escalate crisis situations. The tips are applicable for situations one might encounter in public to those in close relationships including working from home parents and grocery, restaurant and retail staff.

County	Crisis Services Phone Number	Suicide Prevention Hotline	Available After 5PM?
Alameda	1-800-309-2131	1-800-309-2131	Yes, will redirect
Alpine	1-800-318-8212	1-800-318-8212	Yes, will redirect
Amador	1-209-223-6412 or 1-888-310-6555	1-209-223-6412 or 1-888-310-6555	Yes, will redirect
Butte	1-530-891-2810	1-800-334-6622 or 1-888-233-0228	Yes, will redirect
Calaveras	1-209-754-3239	1-800-499-3030	Yes, will redirect
City of Berkley	1-510-981-5244	1-510-981-5244	No
Colusa	1-888-793-6580	1-800-273-8255 (national line)	Yes
Contra Costa	1-888-678-7277	1-800-833-2900	Yes
Del Norte	1-888-446-4408	1-800-273-8255 (national line)	Yes, will redirect
El Dorado	1-530-544-2219 (Tahoe) or 1-530-622-3345 (West Slope)	1-800-273-8255 (national line) or 1-888-233-0228	Yes, will redirect
Fresno	1-800-654-3937	1-800-273-8255 (national line) or 1-888-506-5991	Yes
Glenn	1-800-507-3530	1-800-507-3530	Yes, will redirect
Humboldt	1-707-445-7715	1-888-849-5728 (toll free) or 1-888-233-0228	Yes
Imperial	1-800-817-5292	1-800-273-8255 (national line)	Yes
Inyo	1-800-841-5011	1-800-273-8255 (national line)	Yes
Kern	1-800-991-5272	1-800-273-8255 (national line)	Yes
Kings	1-800-655-2553	1-800-273-8255 (national line) or 1-888-506-5991	Yes
Lake	1-800-900-2075	1-855-587-6373	Yes
Lassen	1-888-530-8688 or 1-530-251-8108	1-800-273-8255 (national line)	Yes
Los Angeles	1-800-854-7771	1-800-273-8255 (national line)	Yes
Madera	1-888-506-5991	1-800-273-8255 (national line)	Yes
Marin	1-415-473-6666 (Crisis Stabilization Unit)	1-800-273-8255 (national line)	Yes
Mariposa	1-209-966-7000	1-888-506-5991	Yes
Mendocino	1-855-838-0404	1-800-273-8255 (national line)	Yes
Merced	1-209-381-6800	1-888-506-5991	Yes
Modoc	1-800-699-4880 or 1-530-233-6312	1-800-273-8255 (national line)	Yes
Mono	1-800-687-1101	1-800-273-8255 (national line)	Yes
Monterey	1-888-258-6029	1-877-663-5433	Yes
Napa	1-707-253-4711	1-707-253-4711	Yes
Nevada	1-530-265-5811	1-800-273-8255 (national line) or 1-888-233-0228	Yes
Orange	1-866-830-6011	1-877-727-4747	Yes

County	Crisis Services Phone Number	Suicide Prevention Hotline	Available After 5PM?
Placer	1-916-787-8860 or 1-888-886-5401	1-800-273-8255 (national line)	Yes
Plumas	1-800-757-7898 or 1-530-283-6307	1-800-273-8255 (national line)	Yes
Riverside	1-951-509-2499	1-800-273-8255 (national line)	Yes
Sacramento	1-916-875-1055	1-800-273-8255 (national line)	Yes
San Benito	1-831-636-4020 or 1-888-636-4020	1-800-273-8255 (national line)	Yes
San Bernardino	1-888-743-1478	1-800-273-8255 (national line)	Yes
San Diego	1-888-724-7240	1-800-273-8255 (national line)	Yes
San Francisco	1-415-781-0500	1-800-273-8255 (national line)	Yes
San Joaquin	1-209-468-8686	1-209-468-3585 (Warmline)	Yes
San Luis Obispo	1-800-783-0607	1-800-838-1381	Yes
San Mateo	1-650-579-0350	1-800-273-8255 (national line)	Yes
Santa Barbara	1-888-868-1649	1-800-273-8255 (national line)	Yes
Santa Clara	1-855-278-4204	1-855-278-4204	Yes
Santa Cruz	1-800-952-2335 or 1-831-454-4170	1-831-458-5300	Yes
Shasta	1-530-225-5252 or 1-888-385-5201	1-530-244-2222 or 1-888-233-0228	8am-8pm
Sierra	1-877-332-2754	1-800-273-8255 (national line)	No
Siskiyou	1-800-842-8979	1-800-273-8255 (national line)	Yes
Solano	1-707-428-1131 / 1-800-547-0495	1-800-273-8255 (national line) or 1-888-233-0228	Yes
Sonoma	707-576-8181	1-855-587-6373	Yes
Stanislaus	1-209-558-4600	1-800-273-8255 (national line) or 1-888-506-5991	Yes
Sutter	1-530-673-8255 or 1-888-923-3800	1-888-233-0228	Yes
Tehama	1-800-240-3208	1-800-240-3208	Yes
Tri City	1-866-623-9500	1-866-623-9500	Yes
Trinity	1-530-623-5708	1-530-623-5708	Yes
Tulare	1-800-320-1616	1-800-320-1616	Yes
Tuolumne	1-209-533-7000	1-800-630-1130	Yes
Ventura	1-866-998-2243	1-800-273-8255	Yes
Yolo	1-888-965-6647 or 1-800-735-2929	1-888-233-0228	Yes, will redirect
Yuba	1-530-673-8255 or 1-888-923-3800	1-888-923-3800	Yes



If you have concerns about what's happening in your relationship, call, chat, or text today. We're completely free and confidential.



CALL 1-800-799-SAFE (7233) TTY 1-800-787-3224 CHAT thehotline.org



CALL 1-866-331-9474 TTY 1-866-331-8453 CHAT loveisrespect.org TEXT loveis to 22522



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Free. Confidential. 24/7/365

National Domestic Violence Hotline PO Box 90249 Austin, Texas 78709

WHO WE ARE

For nearly twenty-five years, the National Domestic Violence Hotline has answered the call – over 5 million calls, chats, and texts to date – of those affected by relationship abuse. As the only 24/7/365 national provider offering services via call, chat, and text, we work to shine a light on domestic violence by supporting and advocating for survivors, providing hope in times of crisis, and promoting healthy relationships for all.

From our crisis and intervention hotline, to our unprecedented data on the state of domestic violence, to prevention programs like *loveisrespect*, The Hotline works at every level to ensure a future where all relationships are positive, healthy, and free from violence.

WHAT WE DO

The Hotline provides services via our highly-trained Advocates:

- Trauma-informed crisis intervention
- Personalized safety planning
- Domestic violence education
- Healthy relationship information
- Referrals to local, state, and national resources



Across the nation, 1 in 4 women and 1 in 7 men have been the victim of severe physical violence by an intimate partner in their lifetime.

NISVS 2010 Summary Report

LOVEISRESPECT

As a project of the National Domestic Violence Hotline, *loveisrespect's* purpose is to engage, educate, and empower young people to prevent and end abusive relationships. *loveisrespect* strives to be a safe, inclusive space for comprehensive education on healthy, unhealthy, and abusive dating relationships and behaviors. Through training, toolkits, and curricula, we are growing a community of educators and advocates to promote healthy relationships and prevent future patterns of abuse.



Navigating Relationship Safety During the COVID-19 Pandemic

April 6, 2020 @ 2:16 PM | 4 Min Read | 5365 Views

Current as of March 17, 2020

Safety Alert: Computer use can be monitored and it is impossible to completely clear your browser history. If you are afraid your internet usage might be monitored, call **the National Domestic Violence Hotline at 800-799-7233** or **800-787-3224 en Español**.

The Department of Defense is committed to the safety and well-being of service members, their partners and families 24/7/365. The national emergency spurred by COVID-19 is no exception. To tackle the threat, public health leaders are calling on all of us to modify our behaviors, change our daily routines, and make sacrifices to curb the outbreak.

However, some recommendations, like social distancing and self-isolating at home, may be especially challenging for individuals who do not feel safe in their relationships with their spouse or partner, particularly if they live with that person. For some relationships, the added stress brought on by the pandemic, which could include financial implications, may also bring out unhealthy or even abusive behaviors.

Support is always available

No matter what your personal situation is, the military community has resources to support you. Whether you're questioning your partner's behavior towards you or looking for ways to manage your safety and maintain your boundaries at home, help is available and you are not alone.

Take time for self-care

To the extent possible, make time for yourself with daily rituals that provide you with mental and emotional space, even joy. Making your well-being a priority can help you build the resilience you need to guide yourself (and your children, if you have them) through this challenging period.

Stay connected with friends and family

While you are removed from your social network and community due to quarantine, be sure to keep in touch via email, text, phone, or other means. Maintaining these connections can boost your mental and emotional health, and also help to keep you safe.

It is especially important to stay in touch with loved ones while you are at home with an abusive partner. Check in with them every day to let them know you are okay. Make sure they know how to reach you in an emergency. You may also want to develop a code word or phrase that indicates you are in danger, so they discreetly know when to send help.

Be advised, however, that some abusers may monitor computer and cell phone activity.

Learn tips for cell phone safety »

Create a safety plan

Even if unhealthy behaviors in your relationship have not escalated to violence or abuse, it is a good idea to develop strategies for finding space to be away from your partner. A safety plan is a personalized checklist that helps you to identify ways to maintain your welfare, and your children's, if you need time and space apart from your spouse or partner.

Victim advocates at your installation's Family Advocacy Program are available by phone to help you map out safe places to go, if needed, like a friend or family member's house. If you already have a safety plan, consider calling the Family Advocacy Program to connect with a victim advocate who can help adapt it to your current situation.

Find contact information for your Family Advocacy Program and Victim Advocate Services »

The National Domestic Violence Hotline also offers information on safety plans specific to the COVID-19 pandemic.

Get help in an emergency

Yes, it is important to self-quarantine during this time to the extent possible. But be assured that frontline professionals, including law enforcement, are available to help you in a crisis.

Call 911 if you are in immediate danger, or if your partner or spouse has threatened you, your children, or someone you know. If you are on a military installation, call your military law enforcement office.

If you are feeling panicked, stressed, anxious or depressed about your relationship while you remain at home, support and counseling is available.

- Contact Military OneSource any time to arrange for non-medical counseling.
- Support staff at your installation's Family Advocacy Program is just a phone call away.
- You can connect 24/7 with an advocate at the National Domestic Violence Hotline by calling 800-799-7233, or chat online at thehotline.org.

It is natural for all relationships to feel tested during an emergency or crisis. If your spouse or partner has made you feel unsafe or afraid, help is available through the Family Advocacy Program. Speak to a victim advocate to explore next steps, or call or chat with the National Domestic Violence Hotline 24/7, at 800-799-7233 or thehotline.org.

Staying Safe During COVID-19

In the United States, about 1 in 4 women and 1 in 10 men report experiencing Intimate Partner Violence (IPV).

Veterans may be at higher risk, with some studies finding rates up to 70% among women Veterans receiving health care in VA.

Research has shown that relationship conflict, or even abuse, occurs or escalates during times of crisis. When experiencing IPV, any disruption to normal life or access to services can mean increased potential for harm.



What are some examples of abuse?

- Monitoring a person's cell phone or internet activity
- Keeping a person isolated or limiting access to private communication with others
- Using threats to scare a partner as a form of control or coercion:
 - ⇒ threatening to kick a partner out of their home where they have no shelter in a pandemic situation,
 - \Rightarrow threatening to kick someone out of the home if they become ill, and
 - \Rightarrow withholding access to medical care are all forms of coercion
- Exposing person and their loved ones to risk regardless of pleads
- Physical abuse (hitting, kicking, biting, choking, throwing things at a person, slamming them into something)

How is relationship health and safety (including, IPV) impacted by COVID-19?

While social distancing may prevent the spread of COVID-19, those who are at home with a partner who uses violence may feel less safe than they would being outside of their home.

Preventative measures to control COVID-19 may limit access to resources and support (court houses, public service agencies, public transportation) that individuals impacted by IPV may rely on for assistance.

Without healthy outlets to decompress, relationship conflict can occur or escalate during times of crisis due to disruption of normal functioning as a couple or family (e.g., financial hardship, job change/loss, access to social resources).

How is my health impacted by COVID-19?

Individuals who are impacted by IPV are at risk for experiencing a range of adverse health consequences, including stress, depression, and anxiety. These health concerns may significantly compromise immune system functioning which is associated with increased risk related to COVID-19.

Partners may use healthcare coercion (a form of IPV) to negatively impact their partner's health and/or access to healthcare.

How do I stay safe?

Everyone's safety plan is different.

A safety plan may include ways to remain safe while in a relationship, planning to leave, or after you leave. There are many options to safety planning, including:

- An application downloaded to your smartphone, such as myPlan
- Worksheets or interactive guides found on IPV/Domestic Violence (DV) organizations websites, such as https://www.loveisrespect.org/for-yourself/safety-planning/interactive-safety-plan/
- By following safety planning tips on https://www.thehotline.org/help/path-to-safety/
- Getting help from a healthcare provider or advocate

Safety Planning Tips:

- If possible, always have a phone accessible and know what numbers to call for help. Monitor the hours of businesses near you to access a phone, if needed. Know the phone number to your local shelter. If your life is in danger, call the police.
- Communicate with your support system outside of your home. Discuss your safety plan with people you trust (neighbor, family member, friend). You may have a code word or signal to notify those you trust that you are in danger or need help.
- Pack a "to-go bag" or leave items/documents with a friend or family member to have access if you need to leave the home abruptly.
- Find areas of the home that are free of weapons and with an escape route, then plan to go there if there is an escalation of violence.

How can I build healthy relationships?

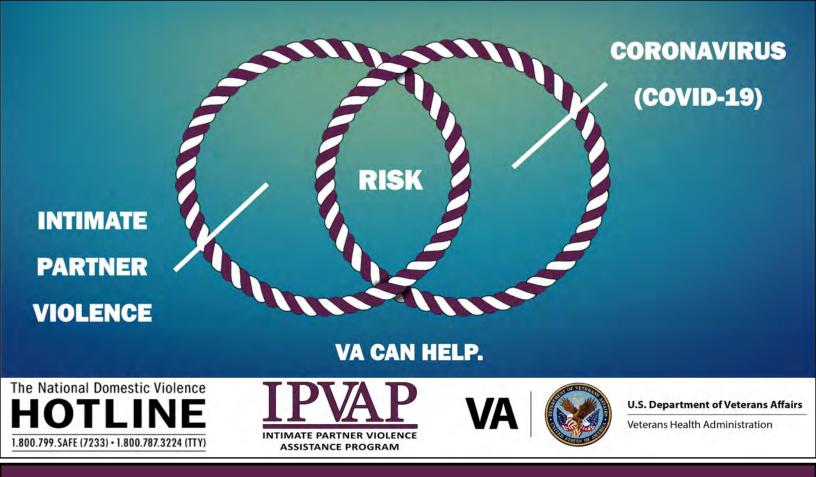
If your relationship is safe and supportive, this can be a time to reconnect. Here are some tips:

Play a board game Cook a meal together Complete a family project Exercise together Make a fun video Choregraph a dance Watch home movies

INTIMATE PARTNER VIOLENCE & CORONAVIRUS (COVID-19)



Link to find your local IPVAP Coordinator: https://www.socialwork.va.gov/IPV/Coordinators.asp

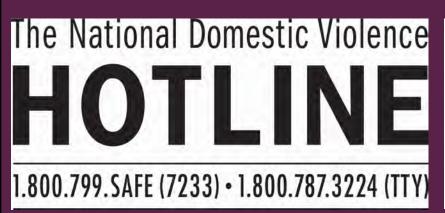


Who can help?

While people are encouraged to stay at home, you may feel isolated from your friends and family. Even if you are isolated, try to maintain social connections online or over the phone (if it is safe to do so) and try to establish routines as much as possible. Check on your friends and family who may identify increased stress and conflict.

The VA is diligently working within the healthcare system and with other community providers to ensure Veterans, their partners, and VA staff have resources and information to assist with relationship health and safety. You can reach out to your local IPVAP Coordinator and/or other members of your healthcare team. A list of local IPVAP Coordinators can be found at <u>https://www.socialwork.va.gov/IPV/Index.asp</u>.

For anyone that needs support, help is available and you are not alone.





Texting is also an option: text LOVEIS to 22522.

As always, the VA has 24 hour access to Veterans in crisis.

What you need to take when you leave

Identification

- Driver's license
- □ Birth certificate
- □ Children's birth certificates
- □ Social security cards

Financial

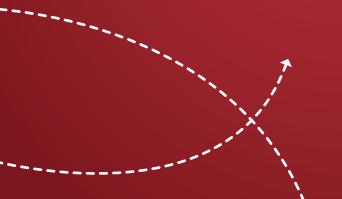
- □ Money and/or credit cards (in your name)
- □ Checking and/or savings account books

Legal Papers

- □ Protective order
- □ Lease, rental agreement and house deed
- □ Car registration and insurance papers
- □ Health and life insurance papers
- □ Medical records for you & your children
- □ School records
- □ Work permits/green card/visa
- □ Passport
- □ Divorce and custody papers
- □ Marriage license

Other

- □ Medications
- □ House and car keys
- □ Valuable jewelry
- □ Address book
- □ Pictures and sentimental items
- □ Change of clothes for you & your children □ Other



About The Hotline

The National Domestic Violence Hotline is the only national organization that directly serves victims of domestic abuse, their friends and family. Highly-trained, expert advocates are available 24/7 by phone to talk with anyone who is affected by physical, emotional, verbal, sexual or financial abuse. The Hotline also offers an online chat service at **www.thehotline.org** that is available every day from 7 a.m. – 2 a.m. CST.

Our services are **completely free and**

confidential. We offer lifesaving tools, immediate support and hope to empower victims to break free of abuse.

CALL 24/7 1.800.799.SAFE (7233)

TTY 24/7 1.800.787.3224

CHAT every day 7 a.m. – 2 a.m. CST www.thehotline.org

The National Domestic Violence HOTLINE 1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)



FREE Confidential 24/7/365

1.800.799.SAFE (7233

You have a right to be safe!

No one deserves to be hit or threatened. If you are being hurt by someone you love, consider making plans to help keep yourself and your children safe. Here are some suggestions that have helped other people in situations like yours.

Safety during an explosive incident

- Practice getting out of your home safely. Identify which doors, windows, elevator or stairwell to use.
- Pack a bag and have it ready at a friend's or relative's house.
- Identify one or more neighbors you can tell about the violence, and ask them to call the police if they hear a disturbance coming from your home.
- Devise a code word to use with your children, family, friends and neighbors when you need the police.
- Decide and plan where you will go if you ever have to leave home.
- Use your instincts and judgment. In some dangerous situations, it may be safest to give the abuser what they want to calm them down.

Safety when preparing to leave

- Open a checking or savings account in your own name.
- Leave money, an extra set of keys, copies of important documents and extra clothes and medications in a safe place or with someone you trust.
- Open your own post office box.
- Identify a safe place where you can go and someone who can lend you money.
- Always keep the shelter phone number, a calling card or some change for emergency phone calls with you.
- If you have pets, make arrangements for them to be cared for in a safe place.

Remember: You are the expert of your situation. Use these tips only if you feel safe doing so.

Safety with a protective order

- If you or your children have been threatened or assaulted, you can request a protective order from the District/County Attorney's Office.
- Always keep your protective order with you.
- Call the police if your partner violates the protective order.
- Inform family members, friends and neighbors that you have a protective order in effect.
- Think of alternative ways to keep safe if the police do not respond immediately.

Safety in your own residence

- If you stay in your home, lock your windows and change the locks on your doors as soon as possible.
- Develop a safety plan with your children for times when you are not with them.
- Inform your children's school, day care, etc. about who has permission to pick up your children.
- Inform neighbors and the landlord that your partner no longer lives with you, and that they should call the police if they see him/her near your home.
- Never tell the abuser where you live. Never call the abuser from your home because the abuser may find out where you live.
- Request an unlisted/unpublished number from the telephone company.

Safety on the job and in public

- Inform someone at work of your situation. Include the security officers at work and provide them with a picture of your partner.
- Have someone screen your telephone calls at work.
- Have someone escort you to and from your car, bus or train.
- Use a variety of routes to come and go from home.



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Our services are **completely free and confidential**, and we have the largest and most comprehensive database of local and national resources in the country. Along with these resources, we offer lifesaving tools, immediate support and hope to empower victims to break free of abuse.





TTY 24/7 1.800.787.3224



CHAT every day 7 a.m. – 2 a.m. CT www.thehotline.org



The production of this publication was supported by Grant Number 90EV0407 from the Department of Health and Human Services, Administration for Children and Families. Its contents are solely the esponsibility of the National Domestic Violence Hotline and do not necessarily represent the official views of the Department of Health and Human Services, Administration for Children and Families. The National Domestic Violence **HOTLINE** 1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

Safety Planning

Safety Plans Can Save Lives



FREE CONFIDENTIAL 24/7/365



What is a **Safety Plan?**

A safety plan is a **personalized, practical plan** that includes ways to remain safe while in an abusive relationship, while you're planning to leave or after you leave. Safety planning involves how to cope with emotions, tell friends and family about the abuse, take legal action and anything else relevant to your unique situation. A good safety plan will have all of the vital information you need, and it will help walk you through different scenarios.

At The Hotline we **safety plan with victims**, friends and family members anyone who is concerned about their own safety or the safety of someone else.



Why is having a **Safety Plan** important?

A thorough safety plan can provide **clarity and strength** for a person living in an abusive relationship. For family and friends of an abuse victim, a safety plan is a powerful tool for providing emotional support or physical safety. Should a situation ever escalate to lifethreatening, a safety plan can become **absolutely essential to survival**.

Our advocates provide assistance with safety plans for a variety of situations, such as:

Safety planning while living with an

abusive partner. A safety plan could include identifying the safest places in your home, practicing how to get out of the house safely, keeping weapons locked away and/or letting a support network know about the situation.

Safety planning with children. When children are involved, it's important that a safety plan outline ways to keep the children safe. This could include teaching them how to call 911, identifying a "safe room," planning for unsupervised visits and/or planning for safe custody exchanges. **Safety planning with pets.** A pet is often a cherished member of the family, and safety plans can include them, too. Safety planning with pets might include taking steps to prove ownership of your pet, finding temporary care with a vet, friends or family and/or finding a shelter that accepts pets.

Safety planning during pregnancy.

Pregnancy can be an especially dangerous time for women in abusive relationships. Safety planning could include speaking with health care providers, how to physically protect yourself in a violent situation and/or finding ways to receive the support and care you need.

Domestic violence can happen to anyone regardless of race, age, sexual orientation, religion or gender. If you or someone you know is in an abusive relationship, or if you have questions about abuse, we can help.

1-800-799-SAFE (7233) thehotline.org

