



146th Airlift Wing



MANAGING THE PSYCHOLOGICAL IMPACT OF 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 helpless
- Social Withdrawal
- Difficulty concentrating and sleeping
- Anger
- Hyper-vigilance to your health and body

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 Color™:** 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
https://www.ptsd.va.gov/appvid/mobile/COVID_coach_app.asp

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.nasonline.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:** www.nctsn.org Trauma support, resources, and information for children.
- **Military Kids Connect:** www.militarykidsconnect.health.mil connecting military children to resources and support.
- **CA National Parent Helpline:** <http://www.nationalparenthelpline.org/find-support/state-resources/california-resources>

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-aa-coronavirus-covid-19-967269/>

Social Distancing

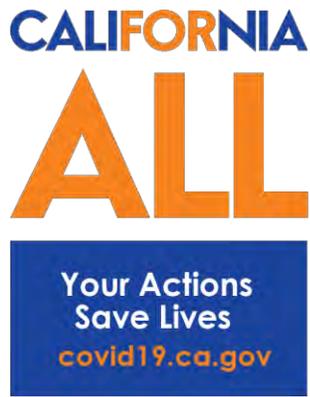
- FreeConferenceCall.com
- FaceTime for iPhones
- Google Hangouts
- Zoom
- Cisco Webex

Domestic Violence and Safety Resources

- **The National Domestic Violence Hotline:** <https://www.thehotline.org/help/path-to-safety/> 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:** <https://thecoalition.org/> 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:** <http://rainn.org> nations largest anti-sexual violence organization. Operates the National Sexual Assault Hotline.
- **One Love:** <http://joinonelove.org> Resource for young people to understand the signs of abuse
- **Love is Respect:** <http://www.loveisrespect.org> highly trained advocates offer support, information, and advocacy to young people. Live chat/texting 24/7/365 1-800-799-7233
- **Men Stopping Violence:** www.menstoppingviolence.org 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:** <http://www.ncadv.org> acting as a voice for victims and survivors of domestic violence.
- **National Latino Alliance for Elimination of Domestic Violence:** <http://www.dvalianza.org> 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.



California Surgeon General's Playbook: Stress Relief during COVID-19

IMPORTANCE OF STRESS MANAGEMENT DURING THIS TIME

The health and safety of our nearly 40 million Californians is the number-one priority for our state. This includes the physical and psychological well-being of all individuals. We are mindful that the public health policies and interventions necessary to slow the spread of COVID-19 are affecting all facets of society and our daily lives. These daily disruptions, coupled with the fear of not knowing what may come, are resulting in increased stress and anxiety for many.

Californians have come together to practice physical distancing to slow the spread of the novel coronavirus. While we take action to lessen the immediate impacts of COVID-19 on our communities and our health care systems, it is also important to minimize the secondary health effects of this pandemic. Widespread stress and anxiety regarding COVID-19, compounded by the economic distress due to lost wages, employment and financial assets; mass school closures; and necessary physical distancing measures can result in an increase of stress-related health conditions.

During this time, your body may be making more or less stress hormones than is healthy. This can lead to worsening of physical and/or mental health problems, such as diabetes, heart disease, anxiety, depression, smoking, or unhealthy use of alcohol or other drugs.

Stress can show up in our bodies, emotions and behavior in many different ways. For example in our bodies - changes to sleep patterns and appetite, headaches, stomach aches, or bowel changes, and spikes in blood pressure may all be signs of an overactive stress response. In our emotions and behavior - we may feel more irritable, experience mood changes, anxiety, depression, increased substance use, or anger. It's important to know that these changes aren't "just in your head". They may be signs of a biological reaction occurring in our brains and bodies due to the collective stress we are all under. If you have experienced significant adversity in the past, especially during the critical years of childhood, you may be at higher risk of experiencing health and behavioral problems during times of stress.

The good news is there are simple things you can do every day, at home, to protect your health. The following guide can help you manage your stress response. They may seem simple at first, but they are evidence-based and demonstrated to be effective. Safe, stable, and nurturing relationships can protect our brains and bodies from the harmful effects of stress and adversity. Healthy nutrition, regular exercise, restful sleep, practicing mindfulness, staying connected to our social supports, and getting mental health care can help decrease stress hormones and improve health.

Take your time, build a program that works for you and be kind to yourself, as we all move through this challenge together.

Stress Busting At Home

STEP 1: AWARENESS – HOW IS STRESS SHOWING UP IN OUR OWN BODY

- First, we must all check-in with ourselves and recognize how stress shows up in our bodies. Changes to your sleep patterns or appetite, headaches or bowel changes, spikes in blood pressure or blood sugar are all signs of an overactive stress response.
- If you have a chronic illness or existing condition, you need to pay particular attention to your condition and ensure you are tracking any significant changes. Stress management is of utmost importance to help manage your condition.

- Stress can impact our health quite intensely. For example, if you have asthma you may find yourself reaching for the albuterol more often, if you're diabetic your blood sugars may be running high, if you're managing blood pressure fluctuations, they may be running high right now.

STEP 2: MAKE A PLAN FOR YOU

- Making a plan that works for you that is realistic about what you can/will do is important.
- Think about what usually works for you when you're feeling stressed and make a list.
- As you make your plan, make sure elements of the six categories of stress management to help regulate your stress response system are included. The six categories are:
 1. Supportive relationships – stay connected to our communities
 2. Exercise – 60 minutes a day (doesn't have to be all at once)
 3. Healthy Sleep – practice good sleep hygiene including going to bed and waking up at the same time each day, and ensuring that your place of sleep is cool, quiet and free of distractions. Avoid caffeine in the afternoon or evening.
 4. Nutrition
 5. Mental and Behavioral Health Support
 6. Mindfulness — like meditation or prayer
- Included in this playbook are "Self-Care Templates" that can help you start building your program.

STEP 3: WORK YOUR PROGRAM

- Make sure you're practicing your program every day and twice a day if you need to.
- Check in with yourself regularly to see how you're feeling – emotionally and physically. Ask yourself the questions – how does my chest feel, my stomach, my legs, my head, etc.
- Analyze your program. If you need to change things about it, go ahead and do so. Let your plan evolve to ensure it is working for you. If it's not, change specifics up, but ensure elements from the six categories remain.

The Six Stress-Busting Strategies

Safe, stable, and nurturing relationships can protect our brains and bodies from the harmful effects of stress and adversity. Healthy nutrition, regular exercise, restful sleep, practicing mindfulness, staying connected to our social supports, and getting mental health care can help decrease stress hormones and improve health.



1. SUPPORTIVE RELATIONSHIPS:

- a. Maintain your supportive relationships virtually or with those you are at home with. Turn off media and devices for high-quality time together making art, dancing, cooking or reading with loved ones. Remain in touch with mentors, friends, and family by phone or video chat, including schools and community- or faith-based organizations.

2. EXERCISE DAILY:

- a. Engage in 60 minutes of physical activity every day. It doesn't have to be all at one time. Dance party in your bedroom, 35 jumping jacks here and there, 20 minute hula hooping contest, film a TikTok and share it out, power walk around the block twice, running, bedtime yoga, 10 pushups, do some double dutch jump rope, the list can go on and on. Bottom line – get your body moving and your heart rate up to burn off stress.
- b. Ask friends what resources they have been using or get online and search for at home work-out routines and see what comes up and what can work for you.

3. HEALTHY SLEEP:

- a. Get sufficient, high-quality sleep. This may be particularly hard right now, but things that help are going to sleep and waking up at the same time each day. Turn off electronics at least a half hour before bed. Drink some warm water or hot tea and read a book after you climb into bed. Avoid caffeine in the afternoon and evening. Ensure your place of sleep is cool, quiet and free of distractions and devices.

4. NUTRITION:

- a. This is not about losing weight. This is about ensuring you are getting proper nutrition to help combat stress. Keep regular mealtimes, so you aren't just snacking all day. Minimize refined carbohydrates, high fat, high sugar foods and reduce your alcohol intake.
- b. General rule of thumb includes 5-9 servings of fruits and vegetables per day and foods rich in omega-3-fatty acids, including fish, nuts and fiber.

5. MENTAL AND BEHAVIORAL HEALTH SUPPORT:

- a. Engage in mental health care. Schedule video or phone sessions for psychotherapy, psychiatric care and substance use disorder treatment when possible.
- b. Minimize consumption of news or other media content that feels upsetting.
- c. If you do not have a regular appointment or have not been in contact with a mental health professional previously, [here are some resources](#) to help you get started.

6. MINDFULNESS, MEDITATION, PRAYER:

- a. Practice mindfulness, such as meditation, yoga, or prayer for 20 minutes, two times a day. Apps like Headspace and Calm are easy, accessible ways to get started. Meditations can be found online, as well.
- b. Mindfulness can help strengthen the brain pathways that actively buffer the stress response, helping you regulate your stress response more easily.

THINGS TO LIMIT

- News – Make sure you give yourself a break from the 24 hour news cycle and news alerts. It really does make a difference for your physical and mental health.

- Substances – Because our bodies may be creating more stress hormones than usual, we are more susceptible to substance dependence. It's important to keep this top of mind and make sure you're actively regulating your substance intake.
- High-sugar/high-fat foods – An increase in the stress hormone cortisol triggers cravings for high-sugar and high-fat foods. Even if you've previously been a pretty healthy eater, you may find yourself reaching for potato chips, chocolate chip cookies, soda and other unhealthy snacks. Not only does stress increase our cravings for these types of foods, but stress hormones can also make our bodies more resistant to the hormone insulin, increasing our risk of type 2 diabetes, so try to keep the indulgence on these foods to a minimum.

THINGS TO EMBRACE

- Each other – our supportive personal connections are scientifically demonstrated to help buffer the impacts of stress on our brains and bodies. Staying in touch with our loved ones and communities virtually, is truly healing. If you see your neighbors when you're outside, remember to continue physical distancing, but say hello and ask how they are. When you're at the grocery store – thank the people working there and engage in conversation. This isn't just important for morale, but staying emotionally connected to one another is biologically crucial for our health.
- Deep breaths – you don't have to be a yogi to know the power of a nice cleansing deep breath. Take them slowly, take them often. Deep breaths are also a great time to check in on our bodies and see where and how we are feeling.
- Stepping outside – while we have to practice physical distancing, being outside and finding green space — even if it's in your back yard— is incredibly helpful for our well-being. Enjoy feeling the sun on our face, listen to the birds singing and see the flowers blooming.
- Hydration – stay hydrated. Drink those 8-10 glasses of water a day.
- Play – Finding ways to play and laugh is super important for our mental and physical health. Turn off the news and watch a silly movie, or better yet, get creative and make a silly movie with members of your household. Call a friend and talk about the times you laughed the hardest, figure out what impressions you can do, pretend the floor is hot lava. These are serious times, but you can still be silly.
- Asking for help or a moment – open up the communication in your house about times when we need help. Whether you have a special code word or just the reminder to yourself. If you need a moment, communicate it and take the moment. If you are having a really hard time, feeling unsafe at home or thinking of harming yourself or someone else, that's, unfortunately, increasingly common right now. [Services and numbers you can call for support are here.](#)

SELF-CARE TEMPLATE FOR ADULTS

During this time your body may be making more or less stress hormones than is healthy. This can lead to physical and/or mental health problems, such as diabetes, heart disease, anxiety, smoking, or unhealthy use of alcohol or other drugs. Safe, stable, and nurturing relationships can protect our brains and bodies from the harmful effects of stress and adversity. The following tips can help you manage your stress response. Healthy nutrition, regular exercise, restful sleep, practicing mindfulness, building

social supports, and getting mental health care can help decrease stress hormones and improve health.

Here are some goals you can set to support your health. *[Check the goals that you are choosing for yourself or write in others that will work for you in each category!]*

Self-Care Planning. I've set a goal of...

- Building my stress busting routine
- Limiting screen/news time to less than ___ hours per day
- Making a plan for what to do when I'm feeling stressed out, angry, or overwhelmed
- Planning with my partner, friends, or family to get support when I need it
- Identifying my strengths and learning more about building resilience
- Calling **211** if I need help meeting basic needs such as food and shelter
- Create your own goal: _____

Supportive relationships. I've set a goal of...

- Spending more high-quality time together with loved ones, such as:
 - Having regular meals together with my household or virtually with those outside my household.
 - Having regular "no electronics" time for us to talk and connect with each other
- Making time to call or video chat with friends and family to maintain a healthy support system for myself
- Connecting regularly with members of my community to build social connections
- Asking for help if I feel physically or emotionally unsafe in my relationships
 - The National Domestic Violence hotline is **800-799-SAFE (7233)**
 - The National Sexual Assault hotline is **800-656-HOPE (4673)**
 - To reach a crisis text line, **text HOME to 741-741**
- Create your own goal: _____

Exercise. I've set a goal of...

- Limiting screen time to less than ____ hours per day
- Walking at least 30 minutes every day
- Finding a type of exercise that I enjoy and doing it regularly
- Create your own goal: _____

Nutrition. I've set a goal of...

- Eating a healthy breakfast daily (with protein, whole grains, and/or fruit)
- Drinking water instead of juice or soda
- Limiting my alcohol consumption
- Limiting high sugar and/or high fat foods
- Eating at least 5 vegetables and/or fruits every day
- Choosing whole wheat bread and brown rice instead of white bread or rice
- Create your own goal: _____

Sleep. I've set a goal of...

- Being consistent about going to bed at the same time every night
- Creating a cool, calm, and quiet place for sleep, and a relaxing bedtime routine
- Using mindfulness or other stress reduction tools if worry is keeping me up at night
- Turning off electronic devices at least 30 minutes before bed
- Create your own goal: _____

Mindfulness. I've set a goal of...

- Taking moments throughout the day to notice how I'm feeling, both physically and emotionally
- Practicing mindful breathing or other calming technique(s) during stressful situations
- Writing a list of five or more things I am grateful for each day
- Creating a regular routine of prayer, meditation, and/or yoga
- Downloading a mindfulness app and doing a mindfulness practice 20 minutes per day
- Create your own goal: _____

Mental health. I've set a goal of...

- Learning more about mental health and/or substance use services (e.g., counseling, groups, medications,)
- Identifying a local mental health professional or support group.
- Scheduling an appointment with a mental health professional
- If I am feeling like I am in crisis, I will get help
 - The National Suicide Prevention Lifeline is **800-273-TALK (8255)**
 - To reach a crisis text line, **text HOME to 741-741**
 - SAMHSA Disaster Distress Line **800-985-5990**
- Create your own goal: _____

For more information on resources related to COVID-19, please visit [COVID19.CA.GOV](https://www.covid19.ca.gov).

- Avoid taking naps during the day. If you have to have a nap, take one before 3pm and make sure it is less than an hour long in duration.
- Use your bed for sleeping, nothing else to signal to your body that it is time to sleep.
- Turn off the lights, TV, and put away your phone when trying to sleep. These further activate your body and make it more difficult to fall asleep and it is best to avoid light from TV, computer, and smart phones 2 hours before bed.
- Regular exercise can help with your sleep and is helpful for reducing stress.

Additional Resources

The emotional impact of a crisis can depend on many factors such as preexisting mental health conditions, availability of resources, past experiences, and social and economic circumstances. If you find that your stress reactions are significantly interfering in your daily life for several days in a row, please contact your health care provider. The following resources below may also be helpful:

General Information on COVID-19

Harvard T.H. Chan School of Public Health

<https://www.hsph.harvard.edu/communications/covid-19-information-harvard-chan/>

World Health Organization

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Center for Disease Control

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

City of Boston Hotline: 1800-847-0710

www.boston.gov/news/coronavirus-disease-2019-covid-19-boston

Mental Health Support and Additional Resources

National Suicide Prevention Lifeline 800-273-TALK (8255)

<https://suicidepreventionlifeline.org/>

Substance Abuse and Mental Health Services Administration (SAMHSA's) free 24-hour Disaster Distress Helpline at 1-800-985-5990: <https://store.samhsa.gov/system/files/sma14-4894.pdf>

Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html>

Harvard University Counseling and Mental Health Services 617-495-2042 (617-495-5711 after hours):

<https://camhs.huhs.harvard.edu/>

Harvard's Employee Assistance Program at 877-327-4278 (877-EAP-HARV).

Harvard T. H. Chan School of Public Health Student Affairs (for students)

Colleen Cronin in Student Affairs at 617-432-1542 or ccronin@hsph.harvard.edu

Harvard T. H. Chan School of Public Health Student Affairs (for faculty and staff members)

Linda Picard in Human Resources at lpicard@hsph.harvard.edu

Jennifer Ivers in Faculty Affairs at ivers@hsph.harvard.edu

Compiled based on the following resources:

Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html>

Hobfoll, S.E., Watson, P.J., Bell, C.C., et al. (2007). Five essential elements of immediate and mid-term mass trauma intervention: Empirical evidence. *Psychiatry*, 70(4), 283-315.

National Center for PTSD https://www.ptsd.va.gov/covid/COVID_healthcare_workers.asp

Sleep Foundation: sleepfoundation.org

Substance Abuse and Mental Health Services Administration (SAMHSA)

<https://store.samhsa.gov/system/files/sma14-4894.pdf>

World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

By Korte, K.J., Denckla, C.A., Ametaj, A.A., & Koenen, K.C. at the Harvard TH Chan School of Public Health.



CNG Joint Behavioral Health Directorate
 CNG Behavioral Health Director (916) 854-3019
 Agency Coordinator (916) 317-1685

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

Statewide Operations Officer
 24/7 contact (805) 540-4460

Behavioral Health CA ARNG (JFHQ) Clinician
 Mon-Fri (916) 854-3133
 [Statewide Fed Tech]

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

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

DE-ESCALATION TIPS IN LIGHT OF CORONAVIRUS ANXIETY

1

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.

3

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.

4

PRACTICE RATIONAL DETACHMENT

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.

5

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

Non-Medical Counseling for Youth Now Available by Video

March 20, 2020 @ 11:13 PM | 2 Min Read | 621 Views

Current as of March 20, 2020

School closures and the general uncertainty surrounding [coronavirus disease 2019](#) have affected families everywhere. Children and teenagers who feel isolated from friends and activities may experience a particularly hard time.

Children show stress in different ways. Your child may act out, be sad or fearful, or show signs of low self-esteem. To help your child cope with changes due to the COVID-19 pandemic, beginning March 24, 2020, Military OneSource will offer video non-medical counseling sessions for children and teenagers.

What is non-medical counseling?

- Non-medical counseling is confidential, short-term, solution-focused counseling provided by counselors with a master's degree or higher.
- Self-esteem issues
- Communication and relationships
- Problem-solving and adjustment
- Behavioral issues, such as bullying and anger management
- Changes at home, such as deployment, reunion, divorce and grief

Children and youth services

Children and youth ages 6-17 of active-duty, National Guard or reserve service members, and recently retired or separated service members are eligible for confidential video non-medical counseling through Military OneSource.

A parent must attend each video session for children age 12 and younger, but only be available at the start of each video session for youth ages 13 to 17 to give parental consent.

Conversations in these sessions stay between your child and the counselor. The only exceptions are cases of domestic violence, abuse, and suicidal or homicidal threats. If your child is in immediate crisis, call the [Military Crisis Line](#) at 800-273-8255, and press 1, [chat online](#), or send a text message to 838255.

Arranging non-medical counseling for your child

Call Military OneSource at 800-342-9647 to learn whether non-medical counseling is right for your child. [Click here for calling options](#) if you are outside the continental United States. If a consultant determines the service is appropriate, you will be authorized for up to 12 counseling sessions and connected with a non-medical counselor who best suits your child's needs.

Our understanding of COVID-19 is changing rapidly. Stay up to date by checking [Military OneSource's Coronavirus Information for Our Military Community](#).

Disaster Distress Helpline

PHONE: 1-800-985-5990
TEXT: "TalkWithUs" to 66746

Disaster Distress Helpline

PHONE: 1-800-985-5990 TEXT: "TalkWithUs" to 66746

**Call 1-800-985-5990
or text 'TalkWithUs' to 66746**
to get help and support
for any distress that you or someone
you care about may be feeling
related to any disaster.

The **Helpline** and **Text Service** are:

- Available 24 hours a day,
7 days a week, year-round
- Free (standard data/text messaging
rates may apply for the texting service)
- Answered by trained crisis counselors.

TTY for Deaf / Hearing Impaired:
1-800-846-8517

Spanish-speakers:
Text "Hablanos" to 66746

Disaster Distress Helpline

PHONE: 1-800-985-5990
TEXT: "TalkWithUs" to 66746

**If you or someone you
know is struggling
after a disaster,
you are not alone.**



*"Ever since the tornado,
I haven't been able to get a full
night's sleep ..."*

*"I can't get the sounds of
the gunshots out of my mind..."*

*"Things haven't been the same
since my shop was flooded ..."*

 **Call us:**
1-800-985-5990

 **Text:**
'TalkWithUs' to 66746

 **Visit:**
<http://disasterdistress.samhsa.gov>

 **Like us on
Facebook:**
[http://facebook.com/
distresshelpline](http://facebook.com/distresshelpline)

 **Follow us on
Twitter (@distressline):**
<http://twitter.com/distressline>



Administered by the Substance Abuse and Mental Health
Services Administration (SAMHSA) of the U.S. Dept. of Health
and Human Services (HHS).

Talk With Us!

Disaster Distress Helpline

PHONE: 1-800-985-5990 TEXT: "TalkWithUs" to 66746

Disasters have the potential to cause *emotional distress*.

Some are more at risk than others:

- Survivors living or working in the impacted areas (youth & adults)
- Loved ones of victims
- First Responders, Rescue & Recovery Workers.

Stress, anxiety, and depression are common reactions after a disaster.

Warning signs of distress may include:

- Sleeping too much or too little
- Stomachaches or headaches
- Anger, feeling edgy or lashing out at others
- Overwhelming sadness
- Worrying a lot of the time; feeling guilty but not sure why
- Feeling like you have to keep busy
- Lack of energy or always feeling tired
- Drinking alcohol, smoking or using tobacco more than usual; using illegal drugs
- Eating too much or too little
- Not connecting with others
- Feeling like you won't ever be happy again.

TIPS FOR COPING WITH STRESS AFTER A DISASTER:

Take care of yourself. Try to eat healthy, avoid using alcohol and drugs, and get some exercise when you can- even a walk around the block can make a difference.

Reach out to friends and family. Talk to someone you trust about how you are doing.

Talk to your children. They may feel scared, angry, sad, worried, and confused. Let them know it's okay to talk about what's on their mind. Limit their watching of TV news reports about the disaster. Help children and teens maintain normal routines to the extent possible. Role model healthy coping.

Get enough 'good' sleep. Some people have trouble falling asleep after a disaster, others keep waking up during the night.

If you have trouble sleeping:

- Only go to bed when you are ready to sleep
- Don't watch TV or use your cell phone or laptop computer while you're in bed
- Avoid eating (especially sugar) or drinking caffeine or alcohol at least one hour before going to bed
- If you wake up and can't fall back to sleep, try writing in a journal or on a sheet of paper what's on your mind.

Take care of pets or get outside into nature when it's safe. Nature and animals can help us to feel better when we are down. See if you can volunteer at a local animal shelter- they may need help after a disaster. Once it's safe to return to public parks or natural areas, find a quiet spot to sit in or go for a hike.



Know when to ask for help. Signs of stress can be normal, short-term reactions to any of life's unexpected events- not only after surviving a disaster, but also after a death in the family, the loss of a job, or a breakup.

It's important to pay attention to what's going on with you or with someone you care about, because what may seem like "everyday stress" can actually be:

- Depression (including having thoughts of suicide)
- Anxiety
- Alcohol or Drug Abuse.

If you or someone you know may be depressed, suffering from overwhelming feelings of anxiety, or possibly abusing alcohol or drugs ...

Call 1-800-985-5990 or text 'TalkWithUs' to 66746.

You Are Not Alone.

Helping Homebound Children during the COVID-19 Outbreak

Emergency measures, such as requiring that children remain at home are critical methods to limit the spread of infection from the coronavirus (COVID-19) outbreak. Despite its positive public health benefits, for an individual child, being homebound can serve as an opportunity to spend time with family, but also can result in insufficient physical activity, irregular sleep patterns, weight gain, and decreased fitness. As many parents know, boredom and frustration are common during time required

The lifestyle changes may also contribute to social isolation from peers and teachers, anxiety, and tension among family members due to a lack of personal space at home.

to be home and inside. The lifestyle changes may also contribute to social isolation from peers and teachers, anxiety, and tension among family members due to a lack of personal space at home. Importantly, public fear about COVID-19 that stigmatizes and scapegoats specific populations can further increase a child's

and family's sense of isolation. Clinicians and parents can consider the following approaches to better manage homebound periods for children and families.

Support the Family Structure while Homebound

To prepare, families can develop plans of action together. When appropriate, include children in the family planning and preventive behaviors to help support their sense of agency and control.

- Plan physical activities that can be done while homebound
- Maintain a healthy diet, good sleeping habits, and proper hygiene practices (e.g., regularly washing hands, covering mouths when coughing and sneezing, avoiding contact with face).
- Maintain routines related to bedtimes, meals, and exercise.
- Ensure basic supplies (e.g., food, water, soap, first aid provisions) and medications are readily available while homebound.
- Encourage children's participation in household chores to facilitate their sense of accomplishment.
- Plan enjoyable family activities, such as games, movies, and exercise.
- Maintain a positive mood.
- Practice patience and tolerance, which can be difficult during this time and model healthy habits for the entire household.
- Engage in relaxation techniques to reduce stress.
- Avoid increased use of alcohol or tobacco.
- If a usual family activity, consider attending religious services online.

Communicate Openly

During times of uncertainty, open communication is critical to helping children feel safe and secure.

- Stay informed.
- Explain COVID-19 and the purpose of being homebound in an age-appropriate and positive manner to children. Parents must gauge what their children can understand.
- Create an environment where children feel comfortable expressing their concerns and asking questions.
- Remind children that being homebound is temporary.
- Promote children's sense of goodness, or "altruism", by explaining that being homebound helps to keep other members of their community safe.
- Reassure children they will receive appropriate medical care if they become ill.
- Check in with children frequently to address newly emerging fears and misconceptions.
- Limit and closely monitor children's use of media to reduce potential confusion, worry, and fear.
- Address misconceptions regarding stigma. For example, avoid terms other than "coronavirus," such as "Chinese virus," as these increase stigma and perpetuate misconceptions about the disease.
- Clarify what is known and what is unknown to prevent the spread of misinformation.

Continued



GET YOUR ZZZ'S

 healthcorps.org

Improves your mood

Benefits

Improves metabolism

Improves overall health (initiates various healing processes, strengthens immune system, etc.)

Strengthens memory and keep you more alert (which can help with academics, work, etc.)

Barriers

Feeling stressed and/or anxious

No time to sleep

Do not feel sleepy at night because I still have too much energy

Falling asleep during the day and then not feeling tired at night

Solutions

Record your worries on paper and try to fall asleep again

Prioritize sleep

Exercise during the day

Create and maintain a regular sleep schedule



SLEEP AND STUDENT MENTAL HEALTH

Tips to protect your sleep during the COVID-19 pandemic



INSOMNIA IS A NORMAL REACTION TO STRESS

This makes protecting your sleep now all the more important, because getting a sufficient amount of good-quality sleep helps to keep your body and mind healthy, boosting your immune system, improving your mood & keeping your mind sharp.



KEEP CALM & DON'T BRING YOUR WORRIES TO BED

Uncertainty can trigger excessive worries. Limit the time you spend checking the news and social media if it is too upsetting. Set aside 20 min during the day to write down your worries & problem solve. Calm your mind with relaxation strategies that work for you, like singing. Be mindful - take a moment to breathe and bring your attention to the here and now. Connect with friends online & talk.



KEEP A REGULAR SLEEP & WORK ROUTINE

Tempted to lie in? Resist if you can. Get up and go to bed at the same time each day. This will help you maintain a good sleep rhythm. Avoid daytime napping or doing other things in bed (like checking your phone, watching TV, eating, online learning, doing exam revisions, job hunting). Make your bed a sleep sanctuary.



KEEP MOVING & LOOKING OUT FOR THE SUN

Find the time to exercise daily. Use online resources to get a good home workout. Where possible, exercise outdoor whilst keeping a safe distance from others (2m). Beam a smile to the sun (if you see it) as daily light exposure helps reset your circadian rhythm.

COVID-19 Digital Mental Health Resources

FREE digital mental health resources* for the duration of the COVID-19 pandemic

Anxiety



Headspace (in App Library)

New free meditation resources specific to COVID-19



Shine

Resources for anxiety and overall mental health specific to COVID-19



Calm

Mindfulness app that provides free list of curated meditations specific to COVID-19 via video and audio



Coa

Online therapist-led groups & workshops for anxiety, stress, and connection



All Mental Health

App with coping and communication skills specific to COVID-19

Depression



Litesprite

Clinically-validated mental health video game



Sanvello

Clinically-validated evidence-based mobile application based on cognitive behavioral therapy (plus content related to other conditions)

Sleep



Big Health's Sleepio

Digital therapeutic for sleep, fully automated yet highly personalized digital sleep improvement program accessible via app and web



Magellan's Restore

Digital cognitive behavioral therapy for sleep

Peer Support



Supportiv

Peer chat support and resource list



Nod

Resource for students to socially connect and reduce loneliness during COVID-19

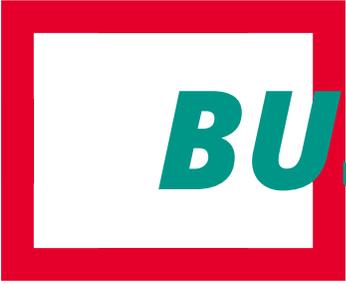
Recovery



Tempest

Online recovery support meetings for women and gender non-conforming individuals who are sober or interested in sobriety

*Please note these products are subject to the same evaluation protocol as those in the App Library, with the exception of user testing. Our goal is to share no-cost resources to help you during this time.



BUST MY STRESS

Breathe

Nervous? Take a deep breath in to the count of four. Hold for four seconds and exhale for four seconds.

Sleep

You'll remember material more easily if you are well rested. Teens need 8-10 hours of sleep each night!

Move

Get the blood pumping to increase blood and oxygen delivered to your brain! Go for a walk or jog, stretch or do a few jumping jacks to get your heart pumping!

FOLLOW THESE TIPS TO REDUCE STRESS



FOR MORE INFORMATION VISIT:

 **healthcorps.org**

MANAGING STRESS

Tips for Coping with the Stress of COVID-19

Impact of the COVID-19 Outbreak on Individuals and Communities

COVID-19 has produced a lot of uncertainty. Daily we are being faced with questions about how to best keep ourselves and our loved ones safe, as well as how to manage changes in our routines. First, know it is normal to feel stressed! Fear, worry, and uncertainty about your own health status, as well as that of your loved ones, is common. The purpose of this handout is to provide information on how to know if you are stressed and what you can do to manage during this difficult time.¹

Know the Signs of Stress

When you are under stress, it affects your thinking, emotions, body and behavior. It is important to be aware of when you are stressed so that you can prioritize activities that will help you reduce your stress. Here are some signs that you may be stressed:

Thinking: Being easily distracted, trouble with concentration, trouble remembering

Emotions: Trouble relaxing, feeling irritable, feeling down, feeling anxious

Body: Increase or decrease of energy, body tension, feeling restless, sweating, being easily startled, having headaches, changes in appetite, difficulty sleeping

Behavior: Wanting to be alone, trouble completing works tasks, blaming others or getting into arguments



Stress and Pre-existing Mental Health Problems

Some people are more vulnerable to stress, such as those already struggling with a mental health problem like anxiety or depression. It is especially important to be aware of the signs of stress so that you can take action or consult a healthcare provider.

Coping with the Stress of COVID-19

While everyone reacts differently to stressful situations, there are practical steps based on a significant body of research that you can take to improve your wellbeing and reduce stress reactions related to the COVID-19 virus outbreak (Hobfoll et al., 2007). It is not necessary to have all elements in place, but implementing some of these strategies can support your overall wellbeing.

Stay Connected with Others

Epidemics restrict access to social support structures, such as schools, workplaces, places of worship, or even spending time with friends and family. Be creative about how to maintain connections with others during this time. Talking to those you trust is a helpful way to reduce feelings of isolation, anxiety, fear, boredom or vulnerability during social distancing, quarantine, or other safety measures.

- Seek support from family, friends, mentors, and/or spiritual/religious leaders.
- Be flexible and creative in accessing support via phone, email, text messaging, and video calls.
- Talk about your experiences and feelings to loved ones and friends, if you find it helpful.
- Write about your experiences and share them with others through social media and other outlets

Ways to Manage Stress

Many people may be experiencing strong emotions (e.g., fear, anxiety, frustration) related to health threats and social and economic consequences of *COVID-19*. There are steps you can take to lessen such stress both in the short-and long-term.

¹ * These are broad recommendations based on questions commonly asked. They are not intended to be comprehensive, and do not replace medical advice or public health guidance. If you or your child are concerned about COVID-19 infection or exposure, speak to your primary care provider about testing and additional precautions for your family. You may also benefit from additional mental health support and guidance. Ask your primary care providers for mental health referrals.

- Realize that it is understandable to feel anxious and worried about what may happen, especially when many aspects of life are uncertain or have changed.
- Make time to unwind and remind yourself that strong feelings are tolerable and will fade. Accept, instead of suppress emotions, and “ride the wave” of strong feelings by observing how they show up in your body without judgment.
- If you find that you are getting stressed by watching the news, reduce your exposure, particularly prior to sleep.
- Pace yourself between stressful activities, and do something fun after a hard task.
- Relax your body and mind: practice slow, steady breathing and muscle relaxation, as well as any other soothing actions (meditation, yoga, exercise, walking, music, reading for pleasure).
- Maintain a sense of hope; consider keeping a journal where you write down things you are grateful for or that are going well.
- Engage in and savor pleasant activities (search online for lists of pleasant activities within your budget that can be done at home).

Unhelpful Ways to Manage Stress

Some strategies for managing stress may feel helpful in the short-term but can have aggregate negative long-term consequences. Balance short-term relief from fear/anxiety/stress with monitoring the impact of these strategies on your overall mental health.

- Reliance on tobacco, alcohol, and/or drugs to manage stress and emotions.
- Constant worrying (i.e., thinking repeatedly) about the risks or negative consequences of *COVID-19* (different than recommended preparedness from CDC).
- Co-ruminating (i.e., worrying out-loud with others) can lead to increased intensity of strong emotions.
- Impulsive or high-risk behavior that reduces stress in short-term only (e.g., excessive spending, gambling, etc.).

Maintain Basic Self-care and Improve Your Sense of Control and Endurance

Social distancing and other practices aimed at containing *COVID-19* can disrupt your routines, finances, and sense of control over your daily life. However, there steps you can take to restore some balance.

- Eat healthy food (avoid high sugar foods, alcohol, and too much caffeine).
- Engage in physical activity.
- Accept circumstances that cannot be changed and focus on what you can alter.
- Modify your definition of a “good day” to meet the current reality of the situation.
- Problem-solve and set achievable goals within the new circumstances in your life.
- Work with your employer, landlord, utility and credit card companies to reduce financial stress if your income is impacted.
- Accept unhelpful emotions and refocus your attention on activities that are aligned with your values.
- Maintain daily routines and your schedule as much as is possible despite disruptions. For example, continue to wake up at a regular time even if you are working at home.
- Increase positive coping behaviors that have worked in the past.
- Shift negative self-statements to statements that allow you to function with less distress. Try changing “this is a terrible time” to “this is a terrible time, but I can get through this.”

Tips for good sleep hygiene

When we are under stress our daily routines tend to get disrupted. During times of stress it is important to ensure we are getting enough sleep to help us regulate our emotions and response to stress.

Good sleep hygiene includes:

- Go to bed around the same time each night and get up around the same time each morning.
- Only try to sleep when you are tired. If you find that you are having trouble falling asleep get up and do something relaxing or boring (e.g. do not watch TV) until you feel sleepy. One suggestion some of us have found helpful is to listen to pod casts or audiobooks that are a bit boring or use the sleep meditations available on free Apps such as Insight Timer.
- Avoid caffeine, nicotine, and alcohol at least 4-6 hours before bed.

Self-Care Inventory

Rate the following areas in frequency:

- 5 = frequently
- 4 = occasionally
- 3 = rarely
- 2 = never
- 1 = it never occurred to me

Physical Self-Care	5	4	3	2	1
Eat regularly (e.g. breakfast, lunch and dinner)					
Eat healthy foods					
Exercise consistently					
Get regular medical care for prevention					
Get medical care when necessary					
Take time off when sick					
Dance, swim, walk, run, play sports, sing or do some other physical activity that is enjoyable to self					
Take time to be sexual					
Get enough sleep					
Take vacations					
Wear clothes you like					
Take day trips or mini-vacations					
Make time away from telephones					
Other:					

Psychological Self-Care	5	4	3	2	1
Make time for self-reflection					
Engage in personal psychotherapy					
Write in a journal					
Read literature that is unrelated to work					
Do something in which you are not an expert or in charge					
Cope with stress in personal and/or work life					
Notice inner experience (e.g. listen to and recognize thoughts, judgments, beliefs, attitudes and feelings)					
Provide others with different aspects of self (e.g. communicate needs and wants)					
Try new things					
Practice receiving from others					
Improve ability to say "no" to extra responsibilities					
Other:					

Emotional Self-Care	5	4	3	2	1
Allow for quality time with others whose company you enjoy					
Maintain contact with valued others					
Give self affirmations and praise					
Love self					
Reread favorite book or review favorite movies					
Identify and engage in comforting activities, objects, people, relationships and places					
Allow for feeling expression (laugh, cry, etc....)					
Other:					

Spiritual Self-Care	5	4	3	2	1
Allow time for reflection					
Spend time with nature					
Participate in a spiritual community					
Open to inspiration					
Cherish own optimism and hope					
Be aware of nonmaterial aspects of life					
Cultivate ability to identify what is meaningful and its place in personal life					
Meditate/pray					
Contribute to causes in which you believe					
Read inspirational literatures (lectures, music, etc.)					
Other:					

Workplace or Professional Self-Care	5	4	3	2	1
Allow for breaks during the workday					
Engage with co-workers					
Provide self quiet time/space to complete tasks					
Participate in projects or tasks that are exciting and rewarding					
Set limits/boundaries with clients and colleagues					
Balance workload/cases					
Arrange work space for comfort					
Maintain regular supervision or consultation					
Negotiate needs (benefits, bonuses, raise, etc.)					
Participate in peer support group					
Other:					

Adapted from Child Welfare Training Toolkit, March 2008. Original source unknown

COVID-19 (CORONAVIRUS) INFORMATION AND RESOURCES

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I'm having a lot of anxiety because of the coronavirus. Please help.

We get it. It's hard to sift through the messages and information coming at us. Worse, the "unknown unknown" (not knowing what you don't even know) can cause even greater anxiety for those of us who are panic-prone.

What you can do

1. Remember that knowledge is power. Understanding the factors that affect a person's immune response to COVID-19 will matter as much as, or more than, understanding the virus! Poor lung health caused by smoking, lack of adequate health care, suppressed immune systems, and/or populations particularly susceptible to infectious diseases, such as the elderly, have been particularly affected by COVID-19.
2. Don't accept everything you read or hear. Look beyond rhetoric and arm yourself with information. [Centers for Disease Control and Prevention \(CDC\)](#) provides information and frequent updates on the COVID-19's spread, severity, risk assessment, etc. To subscribe to the CDC's email and text message service, visit [CDC Subscription Service](#).
3. Get your emotional support system in place:
 - Maintain familiar routines in daily life as much as possible; take care of your basic needs and employ helpful coping strategies: rest during work or between shifts, eat healthy food and engage in physical activity.
 - Stay connected with others and maintain your social networks:
 - Have the emails and phone numbers of close friends and family at your fingertips.
 - Stay connected via email, social media, video conference and telephone.
 - Find a free online support group (see page 3 for a list of options).
 - Reach out to your [local NAMI Affiliate or State Organization](#) for information on support programs in your area.
 - Visit the [NAMI Resource Library](#), which provides an extensive list of in-person and online support groups, and other mental health resources.
 - Contact the SAMHSA Disaster Distress Helpline (800) 985-5990 that provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.
 - Have the number of several [Warmlines](#) (emotional support hotlines) at your fingertips.
 - Call the NAMI HelpLine at 800-950-NAMI (6264) Monday through Friday, between 10:00 am and 6:00 pm EST for mental health resources.

- [National Mental Health Consumer's Self-Help Clearinghouse](#) is a nationwide directory to locate local consumer-driven mental health services, including resources such as Clubhouses, crisis prevention/respite services, drop-in Centers, employment resources, housing, peer case management and support. The website maintains search function for [directory of local CDS \(consumer-driven services\)](#).
4. Take control and incorporate preventative measures
- Wash your hands. See the CDC's list of [preventative measures](#).
 - Avoid watching, reading or listening to news reports that cause you to feel anxious or distressed. A near-constant stream of news reports can cause anyone to feel anxious or distressed. Instead, seek [CDC](#) updates and practical guidelines at specific times during the day.
 - Be supportive to others. Assisting others in their time of need can benefit the person receiving support as well as the helper.

I'm quarantined or working from home – lonely and isolated even further – what can I do?

What you can do while working from home

- To help overcome uncertainty, normality and routine that mirrors life's daily patterns and practices can be helpful. If working from home, we encourage you to create a structured, dedicated work environment and build in self-care as well as daily benchmarks of achievement.
- Structure and routine may be helpful for people with mental health vulnerabilities, especially during times of uncertainty. We encourage you to maintain a regular routine with the work hours that are usually worked, including keeping up with morning rituals. Dressing in regular work attire and taking regular breaks, including lunch time, may also be helpful.
- [Research](#) tells us that seven percent of communication is accomplished through our words, including email. 38 percent is voice and a staggering 55 percent is body language and visual. For people with mental health vulnerabilities, and even for those with extroverted personalities, the lack of face time can be challenging. Using technology to simulate this can offer a solution to bridging this gap. Be mindful of opportunities to integrate video into your conversations with colleagues. Consider using the video function on Skype or Teams for internal and external meetings.

What you can do to get support

Also, there are numerous online support communities and emotional support hotlines to help you if you are quarantined:

Building Resilience

- Visit the [CDC's page on Stigma and Resilience](#) that discusses COVID-19's impact on mental health, and how we can reject stigma and build resilience during this time.
- [American Psychological Association](#) offers an excellent online resource called the "[Road to Resilience](#)," a step-by-step guide that helps individuals develop a personal strategy for enhancing resilience.

Finding Phone Support

A warmline is a confidential, non-crisis emotional support telephone hotline staffed by peer volunteers who are in recovery. Callers will find an empathetic listener to talk through their feelings. To find a warmline that serves your area, visit the [NAMI HelpLine Warmline Directory](#) on the NAMI [Resource Library](#) page.

Finding Online Support Communities

- NAMI hosts online communities where people exchange support and encouragement. These Discussion Groups can easily be joined by visiting www.nami.org.
- 7 Cups: www.7cups.com
 - *Free **online text chat** with a trained listener for emotional support and counseling. Also offers fee- for-service online therapy with a licensed mental health professional. Service/website also offered in Spanish.*
- 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.*
- Support Group Central: www.supportgroupscentral.com
 - *Offers **virtual support groups** on numerous mental health conditions - free or low-cost. Website also offered in Spanish.*

- TheTribWellness Community: www.support.therapytribe.com
 - Free, **online peer support groups** offering members facing mental health challenges and/or difficult family dynamics a safe place to connect. Support groups include Addiction, Anxiety, Depression, HIV/AIDS, LGBT, Marriage/Family, OCD and Teens.
- SupportGroups.com: <https://online.supportgroups.com/>
 - Website featuring 200+ **online support groups**.
- 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.
- 18percent: www.18percent.org
 - Offers a free, peer-to-peer **online support community** for those struggling with a wide range of mental health issues.
- Psych Central: www.psychcentral.com
 - Offers online mental health resources, quizzes, news, an “Ask the Therapist” function, and **online support communities**.

I don't have health insurance or a regular doctor – how can I get care?

Having health insurance is essential for people with mental health conditions to get the right care at the right time. We recommend you buy safely by going to www.healthcare.gov to see if you qualify for affordable options:

- All health plans offered through HealthCare.gov must cover mental health and substance use services at the same level as other health conditions.
- Even if open enrollment is over for the year, healthcare.gov will see if you can enroll in commercial insurance because of certain qualifications. It will also see if you qualify for Medicaid, which you can enroll in at any time.

When evaluating health plan options, consider these four things:

- Affordability. Compare not only monthly premiums, but also deductibles, co-pays and/or co-insurance, which affect your costs if you use services;
- Availability of health professionals. Check to see if your mental health professional(s) and other health care providers are in a health plan's network. If they are not, find out if the insurance plan will pay for out-of-network providers—and how much they will cover;
- Coverage of prescription medications. Find a plan that covers any medication(s) you need to maintain your wellness; and

- Limits on mental health office visits. Check to see if a plan has limits on office visits. Also consider differences in inpatient and outpatient coverage.

If you can't get insurance or need treatment right away:

In an emergency, all emergency departments that participate in Medicare (which is most hospitals in the United States) must see you, regardless of your ability to pay.

Federally funded health centers provide care regardless of insurance coverage or income. Many of these centers include mental health services. Find a federally funded health center near you at <https://findahealthcenter.hrsa.gov/>.

National Association of Free & Charitable Clinics at <https://www.nafcclinics.org/> offers a Find A Clinic function on its website.

For resources on medical/non-mental health (children's health care, dental care, eye care, women's health), the Free Clinic Directory at <https://freeclinicdirectory.org/> offers a free clinic treatment locator by zip code.

Helpwhenyouneedit.org and www.211.org allow you to conduct a zip-code-based search for local resources including affordable medical and mental health clinics, housing, food, heating assistance, etc. In many places, you can also dial 211 from your phone to access information on local resources.

What if I'm quarantined and can't get my medication? Will there be a shortage?

You can ask your health care provider about getting a 90-day supply vs. a 60- or 30-day supply. If this is not possible, or if health care providers deny/decline making accommodations, challenge the decisions at least three times. Decision-makers on making health plan adjustments may change if/as conditions worsen.

Keep in mind that many cold/flu medications should not be taken along with antipsychotics and/or antidepressants. Please consult your pharmacist or prescribing health care professional for any potential medication contraindications.

My business is suffering as a result of the Coronavirus. What assistance programs are available to help?

Contact your state's department of Public Health or Small Business Services website for local programs that may be set up to provide financial assistance to small businesses impacted by COVID-19. In some areas, businesses may qualify for low-interest loans and employee retention grants.

General financial assistance

- Need Help Paying Bills: www.needhelppayingbills.com
 - Provides information on assistance programs, charity organizations, and resources that provide help paying bills, mortgage and debt relief (financial, rent and government assistance).

- Aunt Bertha: www.auntbertha.com
 - An online resource that connects users to free and reduced cost local resources such as medical care, food, housing, transportation and much more. Website also offered in Spanish.

- 211 / www.211.org
 - Dial 211 from any phone (mobile or landline) or visit www.211.org to search for contact information by zip code; service refers callers to appropriate agencies/community organizations that offer emergency financial assistance; available in most areas. Website also offered in Spanish.

- HelpWhenYouNeedIt: www.helpwhenyouneedit.org
 - An online service that connects users to over 350,000 listings nationwide of private and public resources for food pantries, stores that accept food stamps, assisted living facilities, domestic violence and homeless shelters, mental health & substance use treatment, free clinics, legal and financial assistance.

- Help with Bills: www.usa.gov/help-with-bills
 - Provides information about government programs that help with bill payment, temporary assistance, jobs/unemployment, credit, etc. Website and Helpline also offered in Spanish.

Medical care / Hospital bills

- The Assistance Fund: www.tafcares.org
 - For those who qualify for financial support, service provides patient advocates to assist in securing financial assistance for co-payments, prescriptions, deductibles, premiums and medical expenses. Spanish-language translation service also available.

- Rise Above the Disorder: www.youarerad.org
 - *Connects users with resources for finding a therapist, answering mental health questions and applying for grants to cover the cost of therapy.*

- Patient Access Network Foundation (PAN): www.panfoundation.org
 - *Provides underinsured patients with financial assistance through disease-specific funds that provide access to progressive therapies. Spanish-language calls accepted.*

- Patient Advocate Foundation: www.patientadvocate.org
 - *Helps federally and commercially insured people living with life-threatening, chronic, and rare diseases. Offers co-pay relief program to provide direct financial assistance to insured patients who meet certain qualifications to help them pay for needed prescriptions and/or treatment. Their website also has many other resources and services. Website also offered in Spanish.*

- HealthWell Foundation: www.healthwellfoundation.org
 - *Provides financial assistance for underinsured to afford critical medical treatments through "Disease Funds" (note, typically for chronic physical diseases - not mental health conditions). Website also offered in Spanish.*

Prescription Medication

- NAMI Getting Help Paying for Medications page: <https://www.nami.org/find-support/living-with-a-mental-health-condition/getting-help-paying-for-medications>

- PhRMA's Medicine Assistance Tool: www.medicineassistancetool.org
 - *A search engine for many of the patient assistance resources that the pharmaceutical industry offers.*

- Needy Meds: (800) 503-6897 / www.needymeds.org
 - Offers a HelpLine and website information on financial assistance programs to help defray cost of medication. Website also offered in Spanish.
- RX Assist: www.rxassist.org
 - Provides up-to-date directory of free and low-cost medicine programs and other ways to manage medication costs.
- RXHope: www.rxhope.com
 - A free patient assistance program to assist people in need obtain critical medications.
- USARX: www.usarx.com
 - Provides coupons online for downloading/printing and can be brought to the pharmacy to see if it will give consumer a lower price or beat their copay.
- Blinkhealth Prescription Assistance: www.blinkhealth.com
 - Individuals (with or without insurance) pay upfront for medication online and then take a voucher to their pharmacy. Accepts calls 8 a.m.-10p.m. M-F, 9a.m.-7p.m. weekends (EST); Spanish language option on patient assistance line.

Are people who have a mental illness at a greater risk of contracting COVID-19?

This is inconclusive. While laboratory studies have shown that healthy mice had a reduced immunosuppressant response to the antipsychotic medication, Risperidone, this data has not been proven in studies on humans. A greater risk is having a mental health setback by stopping or changing medications than catching COVID-19.

Is there a vaccine or cure for COVID-19?

There is currently no vaccine to prevent COVID-19. The best way to prevent illness is to avoid being exposed to the virus. Self-neglect or poor personal hygiene are common signs or symptoms of serious mental illness and pose a greater risk of exposure to germs and their spread.

What you can do

The CDC recommends the following everyday preventive actions to help prevent the spread of respiratory diseases.

Personal hygiene:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Note – the CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19. Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for [health workers and people who are taking care of someone in close settings](#) (at home or in a health care facility).

Travel/contact with others:

- If you are sick, please stay home and [seek attention from your health care provider](#). Do not return to work until your health care provider has told you that you can do so.
- If you have been instructed by a public health official or a health care provider to stay home because a member of your household is sick with respiratory diseases symptoms, please do so.
- Reassess any travel plans you have in the coming months, assess your own risks and of your loved ones, and make decisions consistent with what you think is best regarding travel, and/or contact with others/crowds.

I lost a loved one to Coronavirus. Where can I find support?

Many grief support services are offered through organizations at the community level. A good place to start is to contact your local NAMI Affiliate. To find your nearest NAMI Affiliate, click on your state through the [Find Your Local NAMI](#) menu. Additional options include:

- Most local hospices offer free or sliding scale grief therapy or can refer individuals to grief support in their area. [The National Hospice and Palliative Care Association](#) maintains a list of hospices across the country.
- [Grief Share](#) hosts free, in-person grief recovery support groups across the country.
- [PersonalGriefCoach.net](#) is a website that acts as a portal linking people who are grieving after a death by suicide to an extensive online directory of resources and information to help them cope with their loss, including a link to [suicide bereavement support groups directory](#).

I'm a smoker. Am I more likely to catch COVID-19? What should I do?

Due to weakened respiratory systems, smoking increases the severity of diseases such as influenza and MERS (another coronavirus). COVID-19 is a disease that mostly affects the lungs. Also, individuals who are chronically exposed to second-hand smoke may also be vulnerable to respiratory infections.

What you can do:

If you are a smoker, consider quitting smoking immediately. Consult your doctor about smoking cessation programs or over-the-counter aids like nicotine gum or patches, which can be purchased at most pharmacies without a prescription. Additionally, [Quitline.org](#) is a website that contains links to nationwide Smoking Cessation Programs, information on How to Quit Smoking for Free, Quit Smoking Free Patches and more.

How does homelessness increase risk of contracting COVID-19?

People with mental illness can experience times of homelessness, which places them at greater risk. People living outdoors often do so in close quarters and lack the ability to maintain basic hygiene, including precautions such as hand washing.

They may also face more danger from serious infection because of existing illnesses or frequent use of drugs or alcohol — factors with the potential to make a case of COVID-19 more severe. And, since some homeless people also move often, it makes it harder to reach them for treatment and potentially increases the spread of the virus if they are carriers. Finally, sustained exposure to the elements and living among a population with similar challenges can weaken the immune system. It also reduces the likelihood of access to medical care necessary for early detection and treatment.

What you can do:

- For immediate and emergency housing, the online [Homeless Shelter Directory](#) provides information on homeless shelters and other social services throughout the country.
- Consult www.211.org or dial 211 from any cell or landline for a list of shelters in your area.
- [National Mental Health Consumer's Self-Help Clearinghouse](#) is a nationwide directory to locate local consumer-driven services, including housing. The website maintains search function for [directory of local CDS \(consumer-driven services\)](#).
- See section above regarding finding affordable/free medical clinics in your area.

My loved one is incarcerated, are they at increased risk for exposure to COVID-19?

The lack of sufficient, community-based treatment options has resulted in the drastic increase in the incarceration of the people with mental illness. Further, people in the U.S. are incarcerated at a rate of about one million times per month, and the number of staff who go to work and families who visit these places is even greater. (The same goes for courts, where judges, defense attorneys and prosecutors may limit court services or even close courts.) Also, prisons and jails generally house people based on several types of security classifications, and when people are confined to a housing area of a jail or prison, there will be a tendency to keep them there, without the services they are entitled to.

What you can do

Incarcerated people have Constitutional protections under the Eighth Amendment, including the right to medical care/attention as needed to treat both short-term conditions and long-term illnesses. The medical care provided must be “adequate.” Communication with jail/prison administration is key and should start early by those who are incarcerated and/or their families.

If an incarcerated loved one is not receiving adequate care, families and caregivers may be their best advocate:

- Contact the medical staff at the facility (note: contact may be limited/difficult due to confidentiality regulations.)
- If a family member is permitted to bring medication to the jail (dependent on jail policy), bring the individual’s current medications and all relevant records to the facility. Be sure the medication is in the original pharmaceutical packaging with dispensing instructions.
- If your loved one is being denied treatment:
 - File a formal complaint directly with the facility in question.
 - Contact the state’s Department of Corrections office if the issue remains unresolved.
 - Contact your [state’s Governor](#).
 - Contact your [state’s protection and advocacy agency](#), which is responsible for protecting the rights of individuals with disabilities.
 - You can also contact your state’s affiliate of the [American Civil Liberties Union \(ACLU\)](#).
 - Consult the American Bar Association’s [Find Legal Help](#) search function where you can locate the legal referral service for your area.

I’m the aging parent of an adult child living with a serious mental illness. I want to be sure they are taken care of.

What you can do

Visit the [NAMI Online Knowledge Center](#) to learn about [Creating a Long-term Care Plan for a Loved One Living with a Serious Mental Illness](#)

Connect to Helpful Support

During periods of physical isolation, connect to important sources of social support to help alleviate stress. Families may also benefit from services provided by local community organizations and mental health professionals.

- Develop plans for maintaining children's connections to friends and other family members via phone and/or internet.
- Ensure your child's medical team is involved to help monitor any pre-existing conditions.
- Utilize available homeschool or distance learning opportunities that combine the educational needs of children with their physical and mental health needs.
- Contact a mental health professional if you notice signs of anxiety and depression in children including changes in appetite, sleep disruptions, aggression, irritability, and fears of being alone or withdrawn.

Resources

General:

CDC:

www.cdc.gov

Red Cross:

www.redcross.org

WHO:

www.who.int/en

Infectious disease information specific to children:

CDC:

www.cdc.gov/childrenindisasters/index.html

AAP:

<https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Children-and-Disasters/Pages/default.aspx>