



COPING WITH COVID-19: *RESPONSE & RECOVERY*



THANK YOU SAMHSA!



SAMHSA

Substance Abuse and Mental Health
Services Administration

COORDINATED BEHAVIORAL CARE



Coordinated Behavioral Care (CBC) is a not-for-profit organization dedicated to improving the quality of care for New Yorkers with serious mental illness, chronic health conditions and/or substance use disorders, through a Health Home, an Independent Practice Association (IPA) and other innovative programs, such as Preventative Case Management (PCM) services.

CBC seeks to create a healthcare environment where New Yorkers—especially those most impacted by social determinants of health—receive coordinated, individualized and culturally competent community-based care that is effective in preventing and managing chronic physical and behavioral health conditions.

CBC TRAINING INSTITUTE



Coordinated Behavioral Care's Training Institute provides innovative, interactive, culturally sensitive training and professional development to New York State's mental health providers. With an eye on adult learning theory, our trainings are cutting-edge, and delivered with compassion for and understanding of the complex demands on mental health professionals. It is our mission to ensure that we provide evidence-based training on a variety of topics to assist providers in supporting the service recipients on their caseload. With a love of learning ourselves, we create our trainings to be the scaffolding upon which a successful, rewarding career of service can be built.

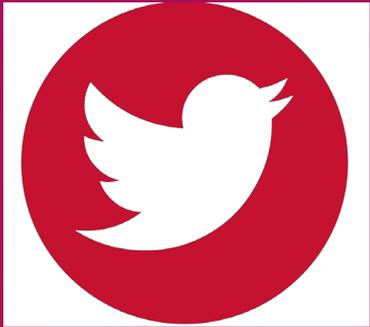
Here are some previous trainings:

- Supporting LGBTQIA+ Clients
- HIPAA and Working from Home
- Pathway Home Model Panel Discussion
- Anti-racism Training
- Interview: This is How I Recovered From Mental Illness
- Working with Clients with Borderline Personality Disorder
- Medication Management for Non-Prescribers
- Helping Your Participants Reach Their Dreams
- Treating Seasonal Affective Disorder



WELCOME TO CUCS!

While you wait for the training, check out our social media!



@cucsny



cucsny



@cucs_ny



cucs

Use #CUCSTraining to join the conversation!

CENTER FOR URBAN COMMUNITY SERVICES

CUCS offers a range of programs & services to more than 50,000 individuals and families annually.



- Permanent Housing
- Transitional Housing
- Street Outreach
- ACT Team
- Janian Medical
- Housing Resource Center
- CUCS Benefits Center

CENTER FOR URBAN COMMUNITY SERVICES



CUCS shares knowledge with several thousand direct care staff annually through the CUCS Institute:



INSTITUTE

AGENDA



I. Introduction to Covid-19 & Stress

II. Covid-19 Primer

III. Our Work is More Challenging

IV. Helping Our Clients

V. Tips to Help

VI. Dealing with Secondary Stress

Training is for frontline and essential workers

Learn how to adapt to increasing challenges to your work

Provide self care strategies

Identify Sources of Stress in Human Service Work

Develop Awareness of Reactions to Stress

Manage, cope, and understand the increased stress due to Covid-19

WELCOME AND THANK YOU FOR:



- BEING AN ESSENTIAL WORKER!
- Continuing to work on the front-lines, putting yourselves at risk
- Helping New York City's most vulnerable
- Accepting the increasing challenges to your work
- Recognizing those who are able to work from home also have increased challenges
- Members of CBC and at CUCS applaud you for your work!

CNN REVIEW ON STRESS & SOCIAL WORK

- *CNN study shows that 93% of Social Workers state that their jobs are stressful*
- *Workers feel great pressure not to make errors that can potentially do harm to service recipients*

YOU ARE NOT ALONE!

Go easy on
yourself. Whatever
you do today, let it
be enough.



STRESS

is an elevation in a person's state of arousal or readiness, caused by some stimulus or demand. As stress arousal increases, health and performance actually improve.

[However] once stress reaches its maximum effect then loss and deterioration of health begins.

SAMHSA: Guide to managing stress
in crisis response professions

CHALLENGES AND CHANGES



- In the beginning there were many unknowns about covid-19 causing fears, anxiety and stressors
- Economic woes, unemployment, miscommunication
- Health fears have added to the enormous stressors of the pandemic – the first global pandemic in a century
- Social distancing, lock-down measures (though necessary for public health) cause isolation, loneliness, depression
- Connecting with clients and treatment are all gravely compromised

- Covid-19 has made our work even more challenging, compounding stress, increasing anxiety for everyone
- Going into the field is much more stressful; for some it can be triggering
- Working from home (though lucky) can have its own stressors: staff with children going to school or being home
- Finding space, ways to go connect are all extremely challenging and goes against basic instincts
- Fear — gut-wrenching, all-consuming fear, like the fear of dying from a horrific respiratory virus — can be much more powerful than science

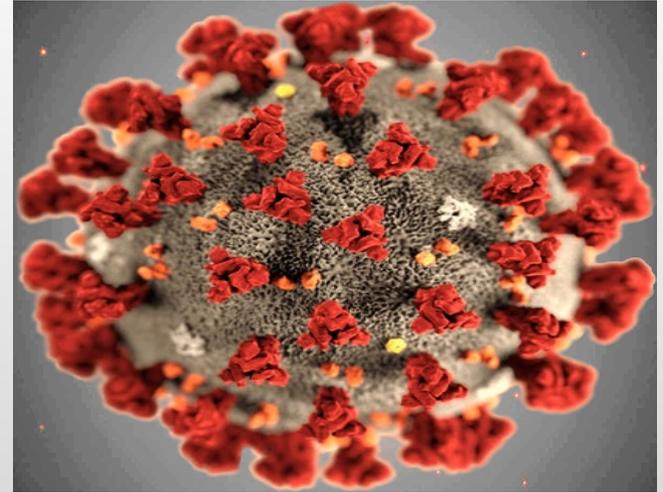
- Moved from business-as-usual to working remotely
- Unique challenges in a behavioral health organizations
- Adapting telehealth, highlighted digital divide between staff and clients
- Responding to skyrocketing demand
- Staff faced with technical and financial challenges
- Telehealth
- Compromised travel

CULTURAL & DEMOGRAPHIC ISSUES RELATED TO STRESS

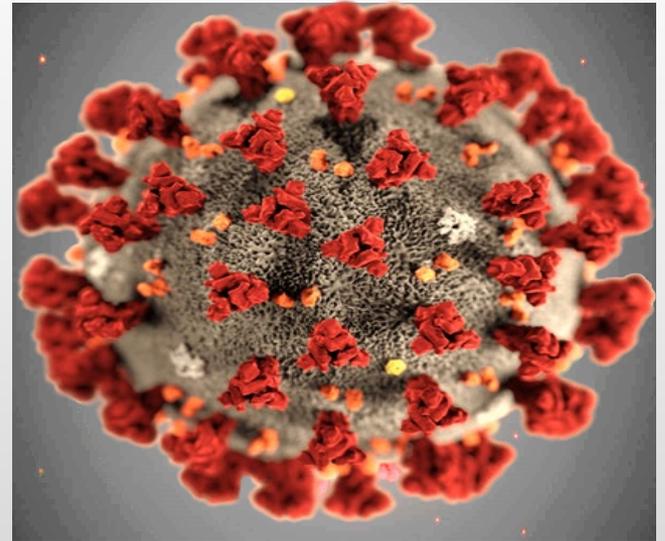


- *Some stressors impacted by ethnicity (e.g. Police violence, 37% of whites report as issue of stress vs 71% of POC)*
- *Income link to stress (lower income persons experience higher stress rates)*
- *Though generally equal, studies show that women consistently report stress levels more easily than men*
- *Mothers are a large percentage of COVID-19 essential and frontline workers*
- *POC more frequently identify and report common stressors (e.g. Financial issues)*

COVID 19 PRIMER

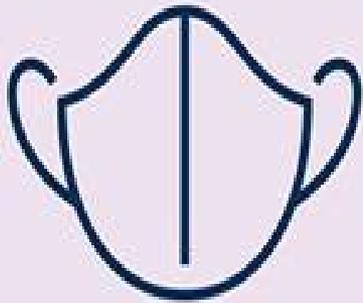


OUR WORK IS EVEN
MORE CHALLENGING



- Stay 6 feet away from people
- Keep in-person interactions to less than 10 minutes if possible
- Avoid indoor gatherings—tis the season of indoor gatherings
- Wear a mask
- Wash your hands
- Don't touch your face
- Monitor your health daily
 - How to Protect Yourself & Others CDC Journal Updated Nov. 27, 2020

If you leave home, know your 3 Ws!



WEAR

a cloth mask over
your nose and mouth.



WAIT

6 feet apart. Avoid
close contact.



WASH

your hands or
use hand sanitizer.

ANATOMY OF STRESS





Sources of Stress





COVID STRESS

NO Time!!

TELEWHAT??

deadlines

They don't pay me enough...

Unsupported

Multi-tasking

We're in a GLOBAL PANDEMIC!!

Am I even helping?

HELPI

I'm running out of TPI!

this??

policy for

What's???

CO-WORKERS' & PERSONALITIES

What's happening???

no control

This is Crazy!

Loneliness

Paperwork

What is the password??

Zoom

#####&%\$@

pain & sadness

Seriously, again??

Forgot my mask!!!!

SIX MYTHS ABOUT STRESS



Myth 1: Stress is the same for everybody.

Myth 2: Stress is always bad for you.

Myth 3: Stress is everywhere, you can't do anything about it.

Myth 4: The most popular techniques for reducing stress are the best ones.

Myth 5: No symptoms, no stress.

Myth 6: Only major symptoms of stress require attention.

IMPACT OF STRESS



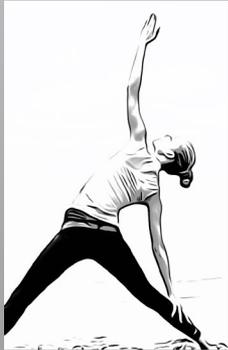
STRESS HAS THE BIGGEST IMPACT WHEN ITS...

Un-Relieved

Un-Expressed

Chronic

STRESS IS A PART OF OUR DAILY



physically
or somatic



emotionally
or mood



cognitively
or thinking



behaviorally
or function

SIGNS OF STRESS



Physical - Rapid heart rate, muscle tension, tremors, headaches, gastrointestinal distress, trouble sleeping

Emotions - Anxiety, anger, frustration, argumentative, irritability, sadness, difficulty maintaining emotional balance

Thinking - Disorientation or confusion, difficulty problem-solving and making decisions, memory issues

Behavioral - Unnecessary risk-taking, increase or misuse of substances, social conflicts, withdrawal, isolation

IMPACT OF LONG TERM STRESS ON HEALTH

- *Cardiovascular Disease [studies suggest psychologically demanding jobs that allow employees little control over the work process increase the risk of cardiovascular disease]*
- *Musculoskeletal Disorders [job stress increases risk for back and upper extremity musculoskeletal disorders]*
- *Psychological Disorders [differences in rates of mental health problems such as depression & burnout]*
- *Suicide, Cancer, Ulcers, and Impaired Immune Function*

Burnout should be here – this slide is redundant

DIFFERENCES BETWEEN INDIVIDUALS W/STRESS

Some people seem to thrive in chaos, while others get overwhelmed by even positive changes in their lives

Stress is a highly subjective experience

One definition of stress is that it's what occurs when the perceived demands of a situation outweigh one's available resources

Therefore, the level of resources one has available can make a significant difference in whether someone experiences stress in a given situation

DIFFERENCES BETWEEN INDIVIDUALS W/STRESS

Create strong friendships, so you'll have greater social support in times of stress-a support network

Plan ahead in terms of time and focus, so you'll have some reserves in case of emergency

Try to have a "plan B" in case things go wrong

Build your toolbox full of at least three go-to resources or coping mechanisms,

Focus on what is important to you, prioritize each item and practice balancing these items



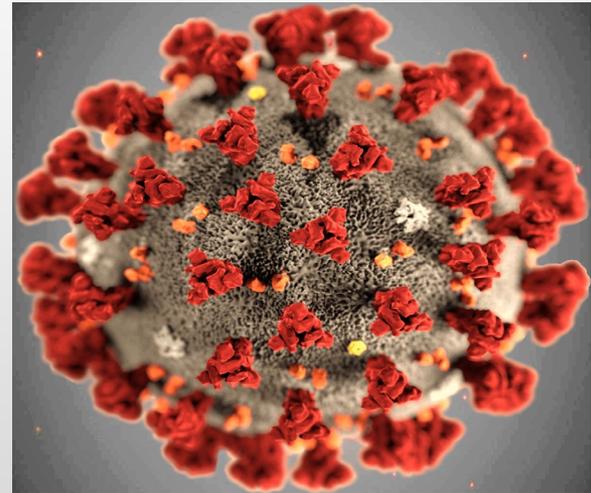
- Calm and steady
- Able to take things in stride
- Consistent performance
- Normal sleep patterns and appetite

- Nervousness, sadness, increased mood fluctuations
- Inconsistent performance
- More easily overwhelmed or irritated
- Trouble sleeping or eating

- Persistent fear, panic, anxiety
- Exhaustion
- Poor performance and difficulty making decisions
- Fatigue, aches and pains

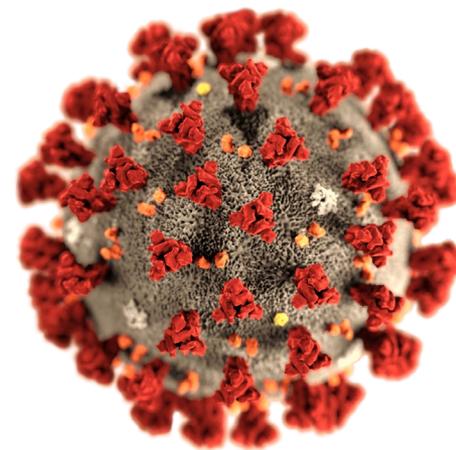
- Disabling distress and loss of function
- Panic attacks
- Easily enraged or aggressive
- Unable to fall or stay asleep

HELPING OURSELVES COPE



COVID-19 TRAUMA

- *we're all in a stress-response right now. when survival gear is up, cognitive functions change. our capacity to think clearly is different*
- *this is the territory of **trauma**. it is no one's fault*
- *as a result, we can't take in and integrate what is happening around us, even if we haven't noticed a challenge in our processing*
- ***integration** won't happen until later*
- *right now, we're just in the event*



THE NEW “NORMAL”

- *feeling numb is normal*
- *feeling anxious is normal*
- *feeling on high-alert is normal*
- *feeling collapsed is normal*
- *feeling depressed is normal*
- *feeling clingy or impulsive or paranoid or nonchalant – all normal*
- *reaching for your addictions is normal*

MEET YOURSELF WITH COMPASSION

- *seeing a range of responses in yourself at different times of the day is also consistent with being in an active stress-response*
- *you may even enjoy certain experiences you're having, while other parts of you are overwhelmed. we're complicated beings with many parts sitting side-by-side*
- *because the trauma is happening still, the goal is meet yourself and all your coping mechanisms with compassion. meet yourself with compassion again and again*

CHANGE EXTERNAL STRESSORS

be more assertive about your needs and ask for clarity of priorities

be assertive about clients wearing masks

advocate for yourself to work remotely when feeling overburdened

- reorganize your time
- look at your career path (Reevaluate what is important, day by day)



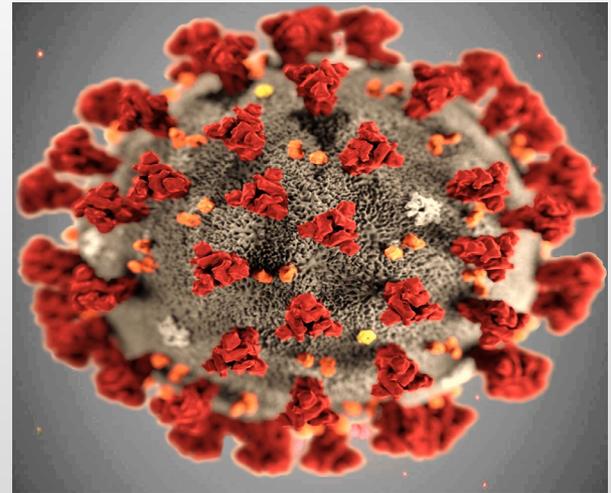
CHANGE PHYSICALLY & EMOTIONALLY



- *Learn how to turn off work when you go home*
- *Remain empathic-every one is lost/afraid*
- *Concentrate on the important stuff*
- *Alter your “perfectionist” attitude*
- *Exercise & eat properly (take lunch!)*
- *Get sufficient sleep*
- *Learn to take care of YOU*



TIPS THAT WORK



TIPS

- *Learn Zoom-each team member took turns being host*
- *Staggering shifts*
- *Ensure workload's in line with staff's capabilities & resources*
- *Clearly define workers' roles & responsibilities*
- *New Policies/Procedures for COVID-19*
- *Being flexible with staff time (as much as possible without compromising the work): children are going to school from home, etc*
- *Talking and Respect NOT talking*

SUPPORT TIPS

- *Grieving is normal following trauma*
- *Whether or not a traumatic event involves death, survivors must cope with the loss, at least temporarily, of their sense of safety*
- *The natural reaction to this loss is grief*
- *Like people who have lost a loved one, trauma survivors go through a grieving process*
- *You'll find this easier to cope with if you turn to others for support and take care of yourself*

TIPS

RECOVERY TIP 1: GET MOVING

Trauma disrupts your body's natural equilibrium, freezing you in a state of hyperarousal and fear. In essence, your nervous system gets “stuck.” As well as burning off adrenaline and releasing endorphins, exercise and movement can actually help your nervous system become “unstuck”

TIP 2: DON'T ISOLATE

Participate in social activities, even if you don't feel like it on Zoom. Do “normal” things with other people, Lunch dates, Happy Hour, Ugly Sweater Party etc.

TIPS

TIP 3: SELF-REGULATE YOUR NERVOUS SYSTEM

Mindful breathing. If you are feeling disoriented, confused, or upset, a quick way to calm yourself is through mindful breathing. Simply take 60 breaths, focusing your attention on each out breath

Staying grounded. To feel in the present and more grounded, sit on a chair. Feel your feet on the ground and your back against the chair. Look around you and pick six objects that have red or blue in them. Notice how your breathing gets deeper and calmer.

REMEMBER TO BREATHE!

TIP 4: TAKE CARE OF YOUR HEALTH

Get plenty of sleep

Avoid alcohol and drugs

Eat a well-balanced diet

Reduce Stress

Remember to breathe

Schedule time for activities that bring you joy

Just Breathe



Unfortunately,
there are times when
what we expect is
overshadowed by the
stressors at work





- *compassion fatigue is indicated by a worker's diminished capacity to function as an empathetic helper*
- *a.k.a. Secondary Traumatic Stress Disorder*
- *common among victims of trauma & individuals that work directly with victims of trauma*

SIGNS OF SECONDARY TRAUMATIC STRESS

- *fear in situations that normally wouldn't be frightening*
- *excessive worry something bad will happen to you/loved ones*
- *easily startled, feeling “jumpy” or “on guard”*
- *wary of every situation, expecting a traumatic outcome*
- *physical signs like a racing heart, short breath, headaches*
- *feeling that others' trauma is yours*

WHAT ARE THE SIGNS OF BURNOUT?

- *thinking about your work all the time*
- *difficulty in concentration & memory*
- *poor productivity, fatigue & low energy*
- *increased periods of illness*
- *feeling depressed, angry or irritable*
- *isolation & increased pessimism & cynicism*
- *shift in diet (poor lunch & eating habits) & trouble sleeping*
- *self medicating (alcohol & drugs)*

Vicarious Trauma



VICARIOUS TRAUMA (VT)

- *a worker can experience both VT and burnout, and each has its own remedies*
- *symptoms are similar to PTSD [withdrawal, intrusive imagery, numbness, nightmares, sleep problems, core beliefs about people and the world shift]*
- *keep case loads manageable & diverse when possible*

maintain safety and security systems

- *develop coping skills*
- *a team approach can help workers feel supported*

- *COVID-19 has forced us to adapt in ways that are not always ideal for both the provider and the client. It's clear that this is unprecedented and we are rising to the challenge to meet the needs of our population as it unfolds*
- *Stress and anxiety may have a negative effect on daily lives and job duties of staff*
- *Self-care is vital*
- *Develop and implement self-care plans for staff*
- *There is a light at the end of the tunnel*



“We’ve got to hang in there together, & take care of each other,” Dr. Fauci said. “It will end.”

moderna

Estimated Rollout - Mid-December 2020



Estimated Rollout - Mid-December 2020

Johnson & Johnson

Estimated Rollout – February 2021



For Community Referrals and Supports:

<https://nycwell.cityofnewyork.us/en/get-help-now/>

1-888-NYC-WELL or text “WELL” to 65173

Crisis Text Line: Text GOT5 to 741741

FINAL THOUGHTS



Please Stay Safe & Take Care of Yourself

Presented By:
CUCS Institute
198 East 121st Street
New York, NY 10035

www.cucs.org