

COVID-19 OUTBREAK: A COLLECTION OF MENTAL HEALTH & SUPPORT RESOURCES

To help our Sheboygan County neighbors through the uncertainty during this time, we have put together the following resources. Please reach out if you or a loved one needs assistance.



*For additional assistance,
please contact us at:*

920.458.3951

info@mhasheboygan.org

MHASHEBOYGAN.ORG

INFORMATION & ASSISTANCE

COVID-19 MENTAL HEALTH & SUPPORT RESOURCES



To help our neighbors through the uncertainty during the COVID-19 outbreak, we have put together the following list of helpful information and resources. Please reach out if you or a loved one needs assistance.

SUBSTANCE ABUSE & MENTAL HEALTH SERVICES ADMINISTRATION (SAMHSA) DISASTER DISTRESS HELPLINE

1-800-985-5990

Text: Send TalkWithUs to 66746

TTY: 1-800-846-8517

MOBILE CRISIS

24/7 mental health emergency and suicide prevention support.

920-459-3151

SAFE HARBOR OF SHEBOYGAN

(920) 452-7640

www.sheboygansafeharbor.org

24/7 CRISIS TEXT LINE

A free 24/7 emotional support text line.

Text MHA to 741741

NATIONAL DOMESTIC VIOLENCE HOTLINE

800-799-SAFE (7233) or Text 22522

www.thehotline.org

UNITED WAY OF SHEBOYGAN CO.

Information regarding efforts to help the Sheboygan County during the outbreak, including the COVID-19 Relief Fund.

(920) 458-3425

NATIONAL SUICIDE PREVENTION LIFELINE

(800) 273-8255

www.suicidepreventionlifeline.org

EMPLOYEE ASSISTANCE PROGRAMS (EAP)

Please refer to your employer's HR department or benefits information to see if you qualify for this service. EAPs provide benefits such as counseling, legal advice, and connection to other community services.

MENTAL HEALTH AMERICA IN SHEBOYGAN COUNTY

Our office will be temporarily closed to visitors. Email & voicemail will be responded to as soon as possible.

920-458-3951

info@mhasheboygan.org

CALL 2-1-1 *Information about all resources available in Sheboygan County and beyond.*

INFORMATION & ASSISTANCE

COVID-19 MENTAL HEALTH & SUPPORT WEBSITES



**FOR THE LATEST COVID-19 UPDATES
FROM SHEBOYGAN COUNTY:**

www.sheboygancounty.com

UNITED WAY OF SHEBOYGAN COUNTY

Information regarding efforts to help the Sheboygan County during the outbreak, including the COVID-19 Relief Fund.

www.uwofsc.org

MENTAL HEALTH AMERICA (NATIONAL OFFICE)

www.mhanational.org

VIRUS ANXIETY RESOURCES

www.virusanxiety.com

SUBSTANCE ABUSE & MENTAL HEALTH SERVICES ADMINISTRATION (SAMHSA)

www.samhsa.gov

NATIONAL SUICIDE PREVENTION LIFELINE

www.suicidepreventionlifeline.org

CHILD MIND INSTITUTE

Resources for parents

www.childmind.org

TELE-HEALTH SERVICES

We are anticipating limited availability of in-person counseling services during this time. Below are two resources that may be helpful to those currently seeking counseling.

www.betterhelp.com

www.talkspace.com

MENTAL HEALTH AMERICA IN SHEBOYGAN COUNTY

www.mhasheboygan.org
search.mhasheboygan.org



SHEBOYGAN COUNTY TELE-HEALTH THERAPISTS

THERAPIST	AGENCY	PHONE	TAKING NEW CLIENTS?	INSURANCE	WEBSITE
Carol Sherman-Haid	Insights Therapy	920-482-1250	Yes	Does not take insurance	http://www.insightstherapyinc.com
Sheri Severson	Lifepoint Counseling	920-892-7606	Limited	Most Insurance Accepted	https://lifepointwi.com
All	Northshore Clinic	920-457-8866	Yes	Most Insurance Accepted	http://www.northshoreclinic.org
Tina Gray -Siebers	Yurk Counseling	920-287-0406	Yes	Most Insurance Accepted	https://yurkcounseling.com/tina-gray-siebers-ms-lpc
Wendy Yurk	Yurk Counseling	920-287-0406	Yes	Most Insurance Accepted	https://yurkcounseling.com/wendy-yurk-ms-lpc
Christine Jenkins	Nett Work	920-451-6908	Yes	Most Insurance Accepted	http://www.nett-workfamilycounseling.org
Aurora Advocate		920-453-3900	Yes	Most Insurance Accepted	
Tina Ottman-Boykin	Lifepoint Counseling	920-892-7606	Yes	Most Insurance Accepted	https://lifepointwi.com
Cynthia Carlson	Ozaukee Community Therapies	920-227-5929	Yes	Most Insurance Accepted	http://www.ozaukeecommunitytherapies.com
Kathy Herzog	Ozaukee Community Therapies	920-207-6453	Yes	Most Insurance Accepted	http://www.ozaukeecommunitytherapies.com
Barb Anderson	LMFT Counseling Services	920-453-0330	Yes	Most Insurance Accepted	
Laurie Lawrenz	Labor of Love	920-783-8422	Yes	Most Insurance Accepted	https://www.laboroflovecenters.com
Tami Feld	Ozaukee community Therapies	920-946-3481	Yes	Most Insurance Accepted	http://www.ozaukeecommunitytherapies.com
All	Dynamic Family Solutions	920-323-7431	Yes	Yes & Medicaid	https://www.dynamicfamilysolutions.com
Dr. Craig Abrams	Northshore Clinic	920-395-4060	Yes	Most Insurance Accepted	http://northshoreclinic.org/index.php
Dione Gisch	Novo Counseling	414-333-8088	Yes	Most Insurance Accepted	http://www.novocounseling.com
Jim Harriman	Northshore Clinic	920-457-8866	Yes	Most Insurance Accepted	http://northshoreclinic.org/index.php

Visit www.search.mhasheboygan.org to see our most up to date & complete list of local therapists. Please contact them individually in regards to their tele-health and current client accessibility.



1 STAY CONNECTED

Although we are all working hard to practice social distancing, connect with friends via phone, video calls, and social media. Schedule times to connect with those most important to you.

2 GET SOME SLEEP

Falling asleep- and staying asleep- can be incredibly difficult during these times of high stress and uncertainty. However, getting enough sleep helps our mental and physical health and allows us to stay more alert and have more energy throughout the day. Try these tips to encourage healthy sleep:

- Wake at the same time each day.
- Avoid screens for at least 30 minutes before bed.
- Find a favorite quiet "wind down" activity, such as gentle stretching or reading a book.

3 STAY ACTIVE

Go for walks around your neighborhood (if able) or find spaces in your home where you can exercise. Stay motivated and consistent by setting goals for yourself.

4 STICK TO A SCHEDULE

Lack of routine can make us feel more anxious and uncertain. Find a schedule that works for you, and stick to it in order to find better balance and structure during the day.

5 REMEMBER TO BREATHE

Despite the uncertainty of the world around us, know that we are all in this together. Practice empathy and compassion for those around you and also for yourself. Take time each day to focus on your breath, noticing the sensations of the air traveling through your body as you breathe in and out. By focusing on breath in the present moment, we can help tame anxious thoughts.

Adapted from Happify
www.happify.com



5 WAYS TO TAKE CARE OF YOUR MENTAL HEALTH



Mental health and psychosocial considerations during the COVID-19 outbreak

18 March 2020

In January 2020 the World Health Organization (WHO) declared the outbreak of a new coronavirus disease, COVID-19, to be a Public Health Emergency of International Concern. WHO stated that there is a high risk of COVID-19 spreading to other countries around the world. In March 2020, WHO made the assessment that COVID-19 can be characterized as a pandemic.

WHO and public health authorities around the world are acting to contain the COVID-19 outbreak. However, this time of crisis is generating stress throughout the population. The considerations presented in this document have been developed by the WHO Department of Mental Health and Substance Use as a series of messages that can be used in communications to support mental and psychosocial well-being in different target groups during the outbreak.

Messages for the general population

1. COVID-19 has and is likely to affect people from many countries, in many geographical locations. When referring to people with COVID-19, do not attach the disease to any particular ethnicity or nationality. Be empathetic to all those who are affected, in and from any country. People who are affected by COVID-19 have not done anything wrong, and they deserve our support, compassion and kindness.
2. Do not refer to people with the disease as “COVID-19 cases”, “victims” “COVID-19 families” or “the diseased”. They are “people who have COVID-19”, “people who are being treated for COVID-19”, or “people who are recovering from COVID-19”, and after recovering from COVID-19 their life will go on with their jobs, families and loved ones. It is important to separate a person from having an identity defined by COVID-19, in order to reduce stigma.
3. Minimize watching, reading or listening to news about COVID-19 that causes you to feel anxious or distressed; seek information only from trusted sources and mainly so that you can take practical steps to prepare your plans and protect yourself and loved ones. Seek information updates at specific times during the day, once or twice. The sudden and near-constant stream of news reports about an outbreak can cause anyone to feel worried. Get the facts; not rumours and misinformation. Gather information at regular intervals from the [WHO website](#) and local health authority platforms in order to help you distinguish facts from rumours. Facts can help to minimize fears.

4. Protect yourself and be supportive to others. Assisting others in their time of need can benefit both the person receiving support and the helper. For example, check by telephone on neighbours or people in your community who may need some extra assistance. Working together as one community can help to create solidarity in addressing COVID-19 together.

5. Find opportunities to amplify positive and hopeful stories and positive images of local people who have experienced COVID-19. For example, stories of people who have recovered or who have supported a loved one and are willing to share their experience.

6. Honour carers and healthcare workers supporting people affected with COVID-19 in your community. Acknowledge the role they play in saving lives and keeping your loved ones safe.

Messages for healthcare workers

7. Feeling under pressure is a likely experience for you and many of your colleagues. It is quite normal to be feeling this way in the current situation. Stress and the feelings associated with it are by no means a reflection that you cannot do your job or that you are weak. Managing your mental health and psychosocial well-being during this time is as important as managing your physical health.

8. Take care of yourself at this time. Try and use helpful coping strategies such as ensuring sufficient rest and respite during work or between shifts, eat sufficient and healthy food, engage in physical activity, and stay in contact with family and friends. Avoid using unhelpful coping strategies such as use of tobacco, alcohol or other drugs. In the long term, these can worsen your mental and physical well-being. The COVID-19 outbreak is a unique and unprecedented scenario for many workers, particularly if they have not been involved in similar responses. Even so, using strategies that have worked for you in the past to manage times of stress can benefit you now. You are the person most likely to know how you can de-stress and you should not be hesitant in keeping yourself psychologically well. This is not a sprint; it's a marathon.

9. Some healthcare workers may unfortunately experience avoidance by their family or community owing to stigma or fear. This can make an already challenging situation far more difficult. If possible, staying connected with your loved ones, including through digital methods, is one way to maintain contact. Turn to your colleagues, your manager or other trusted persons for social support – your colleagues may be having similar experiences to you.

10. Use understandable ways to share messages with people with intellectual, cognitive and psychosocial disabilities. Where possible, include forms of communication that do not rely solely on written information.

11. Know how to provide support to people who are affected by COVID-19 and know how to link them with available resources. This is especially important for those who require mental health and psychosocial support. The stigma associated with mental health problems may cause reluctance to seek support for both COVID-19 and mental health conditions. The [mhGAP Humanitarian Intervention Guide](#) includes clinical guidance for addressing priority mental health conditions and is designed for use by general healthcare workers.

Messages for team leaders or managers in health facilities

12. Keeping all staff protected from chronic stress and poor mental health during this response means that they will have a better capacity to fulfil their roles. Be sure to keep in mind that the current situation will not go away overnight and you should focus on longer-term occupational capacity rather than repeated short-term crisis responses.

13. Ensure that good quality communication and accurate information updates are provided to all staff. Rotate workers from higher-stress to lower-stress functions. Partner inexperienced workers with their more experienced colleagues. The buddy system helps to provide support, monitor stress and reinforce safety procedures. Ensure that outreach personnel enter the community in pairs. Initiate, encourage and monitor work breaks. Implement flexible schedules for workers who are directly impacted or have a family member affected by a stressful event. Ensure that you build in time for colleagues to provide social support to each other.

14. Ensure that staff are aware of where and how they can access mental health and psychosocial support services and facilitate access to such services. Managers and team leaders are facing similar stresses to their staff and may experience additional pressure relating to the responsibilities of their role. It is important that the above provisions and strategies are in place for both workers and managers, and that managers can be role-models for self-care strategies to mitigate stress.

15. Orient all responders, including nurses, ambulance drivers, volunteers, case identifiers, teachers and community leaders and workers in quarantine sites, on how to provide basic emotional and practical support to affected people using [psychological first aid](#).

16. Manage urgent mental health and neurological complaints (e.g. delirium, psychosis, severe anxiety or depression) within emergency or general healthcare facilities. Appropriate trained and qualified staff may need to be deployed to these locations when time permits, and the capacity of general healthcare staff capacity to provide mental health and psychosocial support should be increased (see the [mhGAP Humanitarian Intervention Guide](#)).

17. Ensure availability of essential, generic psychotropic medications at all levels of health care. People living with long-term mental health conditions or epileptic seizures will need uninterrupted access to their medication, and sudden discontinuation should be avoided.

Messages for carers of children

18. Help children find positive ways to express feelings such as fear and sadness. Every child has his or her own way of expressing emotions. Sometimes engaging in a creative activity, such as playing or drawing can facilitate this process. Children feel relieved if they can express and communicate their feelings in a safe and supportive environment.

19. Keep children close to their parents and family, if considered safe, and avoid separating children and their carers as much as possible. If a child needs to be separated from his or her primary carer, ensure that appropriate alternative care is provided and that a social worker or equivalent will regularly follow up on the child. Further, ensure that during periods of separation, regular contact with parents and carers is maintained, such as twice-daily scheduled telephone or video calls or other age-appropriate communication (e.g. social media).

20. Maintain familiar routines in daily life as much as possible, or create new routines, especially if children must stay at home. Provide engaging age-appropriate activities for children, including activities for their learning. Where possible, encourage children to continue to play and socialize with others, even if only within the family when advised to restrict social contact.

21. During times of stress and crisis, it is common for children to seek more attachment and be more demanding on parents. Discuss COVID-19 with your children in an honest and age-appropriate way. If your children have concerns, addressing them together may ease their anxiety. Children will observe adults' behaviours and emotions for cues on how to manage their own emotions during difficult times. Additional advice is available [here](#).

Messages for older adults, people with underlying health conditions and their carers

22. Older adults, especially in isolation and those with cognitive decline/dementia, may become more anxious, angry, stressed, agitated and withdrawn during the outbreak or while in quarantine. Provide practical and emotional support through informal networks (families) and health professionals.

23. Share simple facts about what is going on and give clear information about how to reduce risk of infection in words older people with/without cognitive impairment can understand. Repeat the information whenever necessary. Instructions need to be communicated in a clear, concise, respectful and patient way. It may also be helpful for information to be displayed in writing or pictures. Engage family members and other support networks in providing information and helping people to practise prevention measures (e.g. handwashing, etc.).

24. If you have an underlying health condition, make sure to have access to any medications that you are currently using. Activate your social contacts to provide you with assistance, if needed.

25. Be prepared and know in advance where and how to get practical help if needed, like calling a taxi, having food delivered and requesting medical care. Make sure you have up to two weeks of all your regular medicines that you may require.

26. Learn simple daily physical exercises to perform at home, in quarantine or isolation so you can maintain mobility and reduce boredom.

27. Keep regular routines and schedules as much as possible or help create new ones in a new environment, including regular exercising, cleaning, daily chores, singing, painting or other activities. Keep in regular contact with loved ones (e.g. via telephone, e-mail, social media or video conference).

Messages for people in isolation

28. Stay connected and maintain your social networks. Try as much as possible to keep your personal daily routines or create new routines if circumstances change. If health authorities have recommended limiting your physical social contact to contain the outbreak, you can stay connected via telephone, e-mail, social media or video conference.

29. During times of stress, pay attention to your own needs and feelings. Engage in healthy activities that you enjoy and find relaxing. Exercise regularly, keep regular sleep routines and eat healthy food. Keep things in perspective. Public health agencies and experts in all countries are working on the outbreak to ensure the availability of the best care to those affected

30. A near-constant stream of news reports about an outbreak can cause anyone to feel anxious or distressed. Seek information updates and practical guidance at specific times during the day from health professionals and WHO website and avoid listening to or following rumours that make you feel uncomfortable.

Stay informed

Find the latest information from WHO on where COVID-19 is spreading:

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

Advice and guidance from WHO on COVID-19 :

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

<https://www.epi-win.com/>

Addressing social stigma:

https://www.epi-win.com/sites/epiwin/files/content/attachments/2020-02-24/COVID19%20Stigma%20Guide%2024022020_1.pdf

Briefing note on addressing mental health and psychosocial aspects of COVID-19:

<https://interagencystandingcommittee.org/other/interim-briefing-note-addressing-mental-health-and-psychosocial-aspects-covid-19-outbreak>

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WHO reference number: [WHO/2019-nCoV/MentalHealth/2020.1](https://www.who.int/publications/m/item/WHO/2019-nCoV/MentalHealth/2020.1)

Living with Mental Illness During the COVID-19 Outbreak— Preparing for Your Wellness

Just as individuals with pre-existing physical illness are more likely to get physically ill from the coronavirus, people whose mental health is compromised are at greater risk of experiencing worsening mental illness as a result of the coronavirus – no matter what their mental illness may be.

Clinical anxiety is a concern at times like this. It is understandable and expected that people will experience worry and stress during this time. However, for individuals living with mental health conditions, it is important to know when these natural emotions are becoming anxiety.

Anxiety is a treatable clinical condition that should not be left untreated. Testing for anxiety is simple and takes just a few minutes. It can be done at home using our free, anonymous, and confidential online tools at www.mhascreening.org.

It is important to know that severe anxiety can bring on a panic attack. Panic attacks can mimic heart attacks. Individuals who have never experienced panic attacks may be inclined to go to the ER due to their symptoms, but at this time ERs are inundated. It may be helpful to try to determine what brought on these symptoms and attempt grounding exercises to alleviate the panic. If you feel your life is in danger, please get help immediately.

Mental health conditions are by nature isolating, and we want to keep people connected. Create your wellness plan to help you during this time.

- Make sure you have enough medication on hand.
 - Typically prescriptions can be filled a week or so before they run out. (Refill them on the first possible day, because that can buy an extra few days of lowered stress about a prescription running out and not being able to get to the drug store to fill it.)
 - Contact your pharmacy to see if they provide delivery services or if they can provide you a longer supply (30 days versus 90 days)
- Keep the routines that make you feel good, and try to modify the ones that you can. For example, if you typically go to the gym or fitness class, you can exercise at home.
 - Check to see if your local gym is offering online classes or trial periods for their online sessions.
- Create a routine.
- Reach out to friends and schedule virtual hangouts.
- Find an accountability and support buddy.
- If you have a therapist, see if they offer telephone or video-based sessions.
- Utilize resources like Crisis Text Line (Text 741741) or online support groups.

<https://mhanational.org/living-mental-illness-during-covid-19-outbreak-preparing-your-wellness>



Tips for Disaster Responders:

PREVENTING AND MANAGING STRESS

Responding to disasters and other emergencies is critically important, and while personally rewarding, it also carries the potential for affecting responders in harmful ways. Dealing with persons affected by natural disasters (e.g., hurricanes, earthquakes) is challenging. Disasters that are “human-caused” have the potential to produce even more negative mental health outcomes, whether harm is unintentional (e.g., industrial accidents, oil spill) or intentional (e.g., mass shootings, arson, acts of terrorism).

Engaging in disaster and emergency response work is stressful for both traditional first responders (e.g., fire, rescue, emergency medical services, law enforcement, emergency management personnel) and non-traditional first responders (e.g., substance abuse, public health, and mental health professionals; paid and volunteer staff of community and faith-based organizations active in disasters).

Depending on the nature of the event, sources of stress may include exposure to scenes of human suffering and massive destruction, risk for personal harm, life-and-death decision making, intense workloads, limited resources, and separation from family members who may also be in harm’s way.

Responders can take actions to protect themselves and to manage stress before a disaster or other traumatic event, as well as during the response and recovery phases. These actions can also help once the responder returns home after deployment or a particularly traumatic shift.

Introduction

Stress prevention and management begin long before you are called upon to respond to an emergency or disaster. This tip sheet presents a series of personal stress prevention and management skills that you can learn and practice *before* you are called upon to respond, as well as approaches you can apply to manage stress *during* your deployment. You can also download SAMHSA’s new Disaster Behavioral Health App and access resources specific to pre- and post-deployment (for responders, supervisors, and family members).

Stress Prevention and Management

PREPARING FOR YOUR DISASTER ASSIGNMENT

The ideal time for taking actions to prevent stress and to strengthen your stress management skills is *before* your disaster assignment. Responder stress can be diminished by practicing for the disaster role, developing a personal toolkit of stress management skills, and preparing yourself and your loved ones.

Practice for the Disaster Role: Know Your Job

- *Train hard and know your job well.* You will perform at peak capacity, with more confidence and less stress, if you know you are as ready as you can be.

- *Participate in exercises and simulations* that expose you to disaster stressors. This will strengthen your skills and prepare you to deal with the unexpected.
- *Keep a freshly stocked Go-Kit* in your car or at your worksite and make sure to include your top choices for stress reducers.
- *Know the Incident Command System* so that you understand the language, the lines of reporting, and ways to work effectively with responders from other units.
- *Live the “disaster-ready” healthy lifestyle:* regular physical activity, healthy diet, and emotional stability. Clear thinking will make you a valuable team member—while decreasing your personal risk for harm.

Practice Stress Management: Make Stress Management #1 on Your List

- *Know your personal signs of stress.* Include coworkers in your stress control plan; they can tip you off when they see your stress signs “showing.”
- *Identify the major stressors* associated with disasters to which you may respond, and plan how you will address them.
- *Create a team culture and a buddy system* where you can choose to spend off-duty time exercising, relaxing, or talking together.
- *Take time for yourself.* Mentally disconnect from the disaster scene as completely as possible during down time.
- *Select and practice constructive ways to release stress,* such as the following:
 - Choose physical activity that can be done safely while on deployment, like walking, stretching, and taking deep breaths.
 - Read or listen to music that is timed to your breath.
- *Practice healthy sleep behaviors.* Train your body to downshift by getting into a routine sleep pattern.

Prepare and Plan With Your Loved Ones

- *Reduce your concerns* by preparing your loved ones and protecting your home and your possessions for possible emergencies.
- *Create a communication plan* that allows you to stay connected to your loved ones, whether you are responding to a disaster close to or away from home.
- *Develop a home disaster plan for you and your loved ones,* being sure to actively involve all members in the process. Conduct disaster drills to test and improve your plan.
- *Prepare emergency supplies for sheltering* at home and Go-Kits for your loved ones in case they need to evacuate.
- *Consider declining the next disaster assignment* opportunity if you have had a recent death or trauma in your own family.

DURING YOUR DISASTER ASSIGNMENT

During the impact phase of a disaster or emergency event, the focus of stress management shifts to handling the real-time stressors of the rescue and recovery mission.

Set Your Personal Disaster Plan in Motion

- *Activate your personal disaster plan* and include loved ones who may be directly affected by the event.
- *Review your communication plan.* Know where each family member and/or loved one will be located and at what times each day you will be checking in with each other.
- *Double check your response “gear,”* including your Go-Kit and your communication equipment.

Take Stress-Reducing Precautions While on Duty

- *Make sure you are briefed and updated* regularly on the specifics of the event and the hazards.
- *Safeguard yourself* by always wearing the personal protective equipment recommended for use in the incident.

- *Verify your response duties* and reporting lines at the start of your assignment daily.
- *Mentally rehearse* your disaster response role as you approach each scene.
- *Communicate and check in* with your buddy, teammates, and supervisors regularly.
- *Take breaks* regularly. Pace yourself.
- *Limit time* spent working in very high-intensity settings (e.g., “ground zero,” “hot zone”).

Set Your Self-Care Plan in Motion

- *Try to eat nutritiously* and avoid excessive junk food (especially foods high in sugar), caffeine, alcohol, and tobacco.
- *Maintain contact* with family and other social supports during off-duty hours.
- *Get enough rest and sleep*, especially on long assignments.

Implement Stress Management Techniques

- *Reduce physical tension* by exercising, stretching, taking deep breaths, and walking.
- *Use time off* for reading, listening to music, talking with family, and thinking calmly.
- *Talk with teammates* about reactions and emotions as appropriate.

Practice Self-Awareness

- *Recognize* your personal stress signs—and those of your teammates. Agree with your buddies that you will accept each other’s instruction when signaled to stop and take a “stress break” to calm down.
- *Avoid over-identifying* with survivors’ grief and trauma. For example, remind yourself this is not happening to you or your loved ones.
- *Be aware* that some responders reach a limit in their abilities to continually provide care and empathy to survivors. This is known as “compassion fatigue.” Accept when you need to end direct contact with survivors and alert your team leader for support.

AFTER YOUR RESPONSE ASSIGNMENT

Stress Management When Response Extends Into the Recovery Phase

In the recovery phase, stress management techniques must also take into account your exposure to disaster survivors who may be experiencing severe hardships.

- *Recognize* that when you are working at a disaster scene with severely limited resources, your personal stress may increase.
- *Know where to refer survivors* so you can connect them to the services they need.
- *Conserve energy*. You will need to recognize the fatigue effects of long-term deployment and know when to conserve your energy.
- *Take time away from the scene*. Alternate between on-scene and off-scene duty, and between time spent doing physically exhausting work or working with highly stressed survivors and time on less stressful tasks.
- *Use stress management skills* like deep breathing as often as you can.
- *Focus on reintegration* with friends, loved ones, and coworkers who did not share the experience with you. Pay extra attention to rekindling relationships.



Signs of Stress

What are common signs that you may be experiencing stress? And how do you know when your stress level is becoming harmful? *Hint: You may be able to “see” these stress signs better in your teammates than in yourself.*

- **Bodily sensations and physical effects**
Rapid heart rate, palpitations, muscle tension, headaches, tremors, gastrointestinal distress, nausea, inability to relax when off duty, trouble falling asleep or staying asleep, nightmares or flashbacks
- **Strong negative feelings**
Fear or terror in life-threatening situations or perceived danger, anger, frustration, argumentativeness, irritability, deep sadness, difficulty maintaining emotional balance

- **Difficulty thinking clearly**
Disorientation or confusion, difficulty problem-solving and making decisions, difficulty remembering instructions, inability to see situations clearly, distortion and misinterpretation of comments and events
- **Problematic or risky behaviors**
Unnecessary risk-taking, failure to use personal protective equipment, refusal to follow orders or leave the scene, endangerment of team members, increased use or misuse of prescription drugs or alcohol
- **Social conflicts**
Irritability, anger and hostility, blaming, reduced ability to support teammates, conflicts with peers or family, withdrawal, isolation

Helpful Resources

Substance Abuse and Mental Health Services Administration Disaster Technical Assistance Center (SAMHSA DTAC)
Toll-Free: 1-800-308-3515
Website: <http://www.samhsa.gov/dtac>

SAMHSA Behavioral Health Disaster Response Mobile App
Website: <http://store.samhsa.gov/product/PEP13-DKAPP-1>

Administration for Children and Families*
Website: <http://www.acf.hhs.gov>

Department of Veterans Affairs*
National Center for Posttraumatic Stress Disorder (PTSD)
PTSD Information Voicemail: 1-802-296-6300
Website: <http://www.ptsd.va.gov>

Treatment Locators

Mental Health Treatment Facility Locator
Toll-Free: 1-800-789-2647 (English and español)
TDD: 1-866-889-2647
Website: <http://findtreatment.samhsa.gov/MHTreatmentLocator>

MentalHealth.gov
Website: <http://www.mentalhealth.gov>
MentalHealth.gov provides U.S. government information and resources on mental health.

Substance Abuse Treatment Facility Locator
Toll-Free: 1-800-662-HELP (1-800-662-4357)
(24/7 English and español); TDD: 1-800-487-4889
Website: <http://www.findtreatment.samhsa.gov>

Hotlines

Disaster Distress Helpline
Toll-Free: 1-800-985-5990
Text: “TalkWithUs” to 66746
Website: <http://disasterdistress.samhsa.gov>

National Suicide Prevention Lifeline
Toll-Free: 1-800-273-TALK (1-800-273-8255)
TTY: 1-800-799-4TTY (1-800-799-4889)
Website: <http://www.samhsa.gov>
This resource can be found by accessing the Suicide Prevention Lifeline box once on the SAMHSA website.

National Domestic Violence Hotline*
Toll-Free: 1-800-799-SAFE (1-800-799-7233)
TTY: 1-800-787-3224

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





Talking to Kids About the Coronavirus

Kids worry more when they're kept in the dark

Rachel Ehmke
Child Mind Institute

News of the coronavirus COVID-19 is everywhere, from the front page of all the papers to the playground at school. Many parents are wondering how to bring up the epidemic in a way that will be reassuring and not make kids more worried than they already may be. Here is some advice from the experts at the Child Mind Institute.

- Don't be afraid to discuss the coronavirus. Most children will have already heard about the virus or seen people wearing face masks, so parents shouldn't avoid talking about it. Not talking about something can actually make kids worry more. Look at the conversation as an opportunity to convey the facts and set the emotional tone. "You take on the news and you're the person who filters the news to your kid," explains Janine Domingues, PhD, a child psychologist at the Child Mind Institute. Your goal is to help your children feel informed and get fact-based information that is likely more reassuring than whatever they're hearing from their friends or on the news.
- Be developmentally appropriate. Don't volunteer too much information, as this may be overwhelming. Instead, try to answer your child's questions. Do your best to answer honestly and clearly. It's okay if you can't answer everything; being available to your child is what matters.
- Take your cues from your child. Invite your child to tell you anything they may have heard about the coronavirus, and how they feel. Give them ample opportunity to ask questions. You want to be prepared to answer (but not prompt) questions. Your goal is to avoid encouraging frightening fantasies.
- Deal with your own anxiety. "When you're feeling most anxious or panicked, that isn't the time to talk to your kids about what's happening with the coronavirus," warns Dr. Domingues. If you notice that you are feeling anxious, take some time to calm down before trying to have a conversation or answer your child's questions.
- Be reassuring. Children are very egocentric, so hearing about the coronavirus on the news may be enough to make them seriously worry that they'll catch it. It's helpful to reassure your child about how rare the coronavirus actually is (the flu is much more common) and that kids actually seem to have milder symptoms.
- Focus on what you're doing to stay safe. An important way to reassure kids is to emphasize the safety precautions that you are taking. Jamie Howard, PhD, a child



psychologist at the Child Mind Institute, notes, “Kids feel empowered when they know what to do to keep themselves safe.” We know that the coronavirus is transmitted mostly by coughing and touching surfaces. The CDC recommends thoroughly washing your hands as the primary means of staying healthy. So remind kids that they are taking care of themselves by washing their hands with soap and water for 20 seconds (or the length of two “Happy Birthday” songs) when they come in from outside, before they eat, and after blowing their nose, coughing, sneezing or using the bathroom. If kids ask about face masks, explain that the experts at the CDC say they aren’t necessary for most people. If kids see people wearing face masks, explain that those people are being extra cautious.

- Stick to routine. “We don’t like uncertainty, so staying rooted in routines and predictability is going to be helpful right now,” advises Dr. Domingues. This is particularly important if your child’s school or daycare shuts down. Make sure you are taking care of the basics just like you would during a spring break or summer vacation. Structured days with regular mealtimes and bedtimes are an essential part of keeping kids happy and healthy.
- Keep talking. Tell kids that you will continue to keep them updated as you learn more. “Let them know that the lines of communication are going to be open,” says Dr. Domingues. “You can say, ‘Even though we don’t have the answers to everything right now, know that once we know more, mom or dad will let you know, too.’”

COVID-19 COMMUNITY RESOURCES

For up to date information about COVID-19 and related services, visit Sheboygan County Division of Public Health online resources.

bit.ly/shebcountyupdates

EMERGENCY SERVICES

Police/Fire/Ambulance **911**
 Safe Harbor Help Line **800-499-7640**
 Sheboygan Co. Mental Health Crisis Line **920-459-3151**

Protect yourself and be aware of scams.

For further information, visit FCC's website: fcc.gov/covid-scams
 All agencies on this card are verified.

GENERAL REFERRAL

2-1-1 Resource Helpline

Call 211

bit.ly/211Wisconsin

Love INC.

920-783-6701- Press 2

bit.ly/SheboyganLoveINC

ABUSE

Division of Social Services (Children)

920-459-3207

bit.ly/shebcountyCFS

Aging and Disability Resource Center
 (Elderly Abuse)

920-467-4100 or 800-596-1919

bit.ly/ADRCSheboygan

Safe Harbor (Domestic/Sexual Abuse)

920-452-7640

bit.ly/sheboygansafeharbor

CHILD CARE

Family Connections, Inc

920-457-1999 or 800-322-2046

bit.ly/shebfamilyconnections

Child Care Resource and Referral, Inc

920-886-1211 or 800-749-5437

bit.ly/ChildCareResourcesHub

MENTAL HEALTH & AODA RESOURCES

Mental Health America in Sheboygan

920-458-3951 ext. 101

bit.ly/MHASheboygan

COVID-19 Mental Health Support

920-458-3951 ext. 101

bit.ly/CovidMHA

Aurora Behavioral Health Center

920-453-3900

bit.ly/AuroraSheboyganBHC

Pathways to a Better Life

920-894-1374

bit.ly/PathwaystoBetterLife

Alcoholics Anonymous

800-355-7318

aa.org

Samaritans Hand

920-254-6922

bit.ly/samaritanshand

DISABILITIES

Aging and Disability Resource Center

920-467-4100 or 800-596-1919

bit.ly/ADRCSheboygan

Social Security Administration

800-772-1213 or 877-635-3549
 (Sheboygan office)

ssa.gov

Telecommunications Relay
 (Deaf, Hearing Loss, Speech-Impaired)

711

bit.ly/FCCTrs

EMPLOYMENT/UNEMPLOYMENT

Sheboygan County Job Center	920-208-5856	bit.ly/JobCenterWisconsin
Wisconsin Unemployment Account Information	844-910-3661 *expect long wait time	my.unemployment.wisconsin.gov

FINANCIAL ASSISTANCE

Lakeshore CAP -Mortgage/rent	920-803-6991	lakeshorecap.org
Salvation Army's Utility/Bill Assistance	920-458-3723	bit.ly/SheboyganUtilityAssistance

FOOD

Sheboygan County Food Bank	920-453-0169	bit.ly/SheboyganCountyFoodBank
Salvation Army	920-458-3723	bit.ly/SalvationArmySheboygan
Meals on Wheels	920-451-7011	bit.ly/FreshMealsOnWheels
School Meal Plans	Many school districts are offering "Grab-N-Go" lunches during school closures. Refer to your school district's website for updated food offerings for children (ages 18 or younger) and other information related to school response to COVID-19.	
Women, Infants, and Children (WIC)	920-459-3417	bit.ly/SheboyganWIC
Nourish - Local Food Assistance Info	920-550-2020	bit.ly/NourishFarms

HOUSING

Salvation Army Emergency Shelter	920-458-3723	bit.ly/SalvationArmySheboygan
City of Sheboygan - Housing Authority	920-459-3466	bit.ly/SheboyganHousingAuthority

YOUTH

Runaway and Youth Services (A Program of LSS)	920-458-7100 or 24/7 support line: 1-855-LSS-RAYS	bit.ly/SheboyganRAYS
Boys & Girls Clubs of Sheboygan Co.	920-467-9733	http://www.thepositiveplace.com

TRANSPORTATION

Shoreline Metro	920-459-3281	bit.ly/ShorelineMetro
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HEALTHCARE PROVIDER RESOURCES

Sheboygan County: Information for Healthcare Providers	bit.ly/ShebCoHealthcare
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FIRST RESPONDER/LAW ENFORCEMENT RESOURCES

Sheboygan County: Information for Law Enforcement/First Responders	bit.ly/ShebCoFirstResponders
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If you are a business seeking assistance, contact your local Chamber of Commerce or reach out to the Sheboygan County Economic Development Corporation by calling 920-452-2479, emailing info@sheboygancountyedc.com, or visit their website sheboygancountyedc.com.