

Community Based Workforce COVID-19 Training

Physically Distanced - Still - Socially Connected



Washington State
Department of Social
& Health Services



Washington State Department of
Health

Community Based Workforce COVID-19



Our Training Today

- **Part 1: Social and Health Supports during COVID-19**
- **Part 2: Physically Distanced Still Socially Connected**



Part 1: Social and Health Supports during COVID-19

- **What is COVID-19?**
- **Pre-Screening for a visit**
- **Helping people make a plan & accessing resources**
- **Responding to stigma with COVID-19**

What is COVID-19?

DISCLAIMER: Pandemic guidance is updating daily please check current federal, state and local policies.

<https://www.doh.wa.gov/Emergencies/Coronavirus>

The Corona virus which is also called COVID-19 is placing a huge burden on many of our most vulnerable community members



[WATCH VIDEO](#)

Pre-Screening for a visit

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Pre-Screening Check: Self Assessment

Do your own Self Assessment for COVID-19

- Are you showing symptoms of a cold or flu including:
 - Fever, dry cough or shortness of breath, tiredness, aches and pains, nasal congestion, runny nose, sore throat, or diarrhea?
- Have you been in contact with someone in the last two weeks who has the symptoms above?



Pre-Screening Check: Self Assessment

Do your own Self Assessment for COVID-19

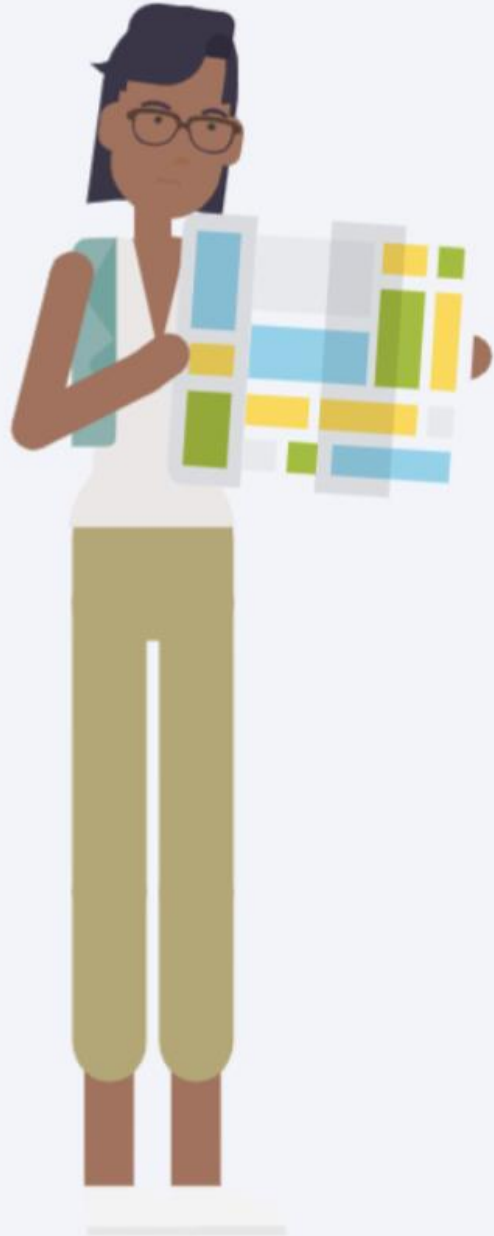
- Have you been exposed to an individual testing positive to COVID-19?



Pre-Screening Check: Self Assessment

If you answer yes to any of these questions:

- Do not have in-person meetings.
- Talk to your supervisor.
- Work at home and isolate yourself from others.

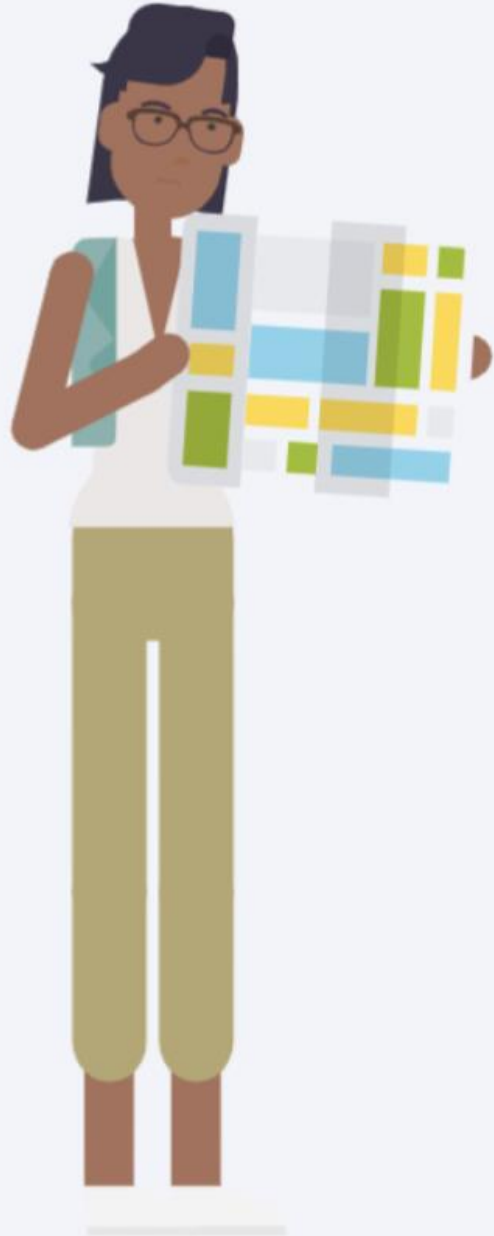


Pre-Screening Check: Individual or Family Assessment

Contact the individual/family by phone or virtually before having an in-person contact

Ask the individual or family these questions:

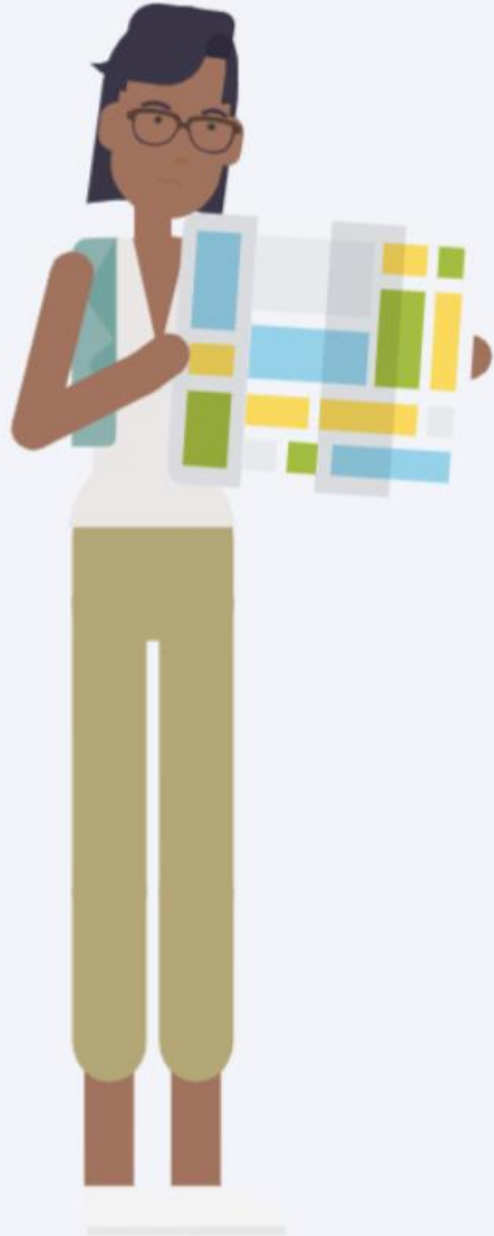
- Are you currently, or have you recently been sick with a respiratory/breathing illness?
- Have you had any of the following symptoms in the past two weeks?
 - Fever, Tiredness, Dry cough, shortness of breath, Aches and pains, Nasal congestion, Runny nose, Sore throat, Diarrhea
- Has anyone you have regular close contact with currently or recently been sick with a respiratory/breathing illness or had any of the symptoms described above
- Would you like any basic information about the COVID-19 outbreak?



Pre-Screening Check: Individual or Family Assessment

If any pre-screening answers are YES, in-person visits are not recommended. Check with your supervisor.

- Assure them you can provide ongoing support either through tele-care coordination.
- Identify barriers to having phone or virtual visits:
 - Are you currently going without a reliable phone, tablet or computer?
 - Do you ever run out of minutes on your phone or access to WIFI?
 - Is there anything you need help with that can't be worked on over the phone, tablet or computer?



Pre-Screening Check: Individual or Family Assessment

If all pre-screening answers are NO – Check on current federal, state, and your local policies to determine if an in-person visit is allowed

If in-person visit is allowed,

- *Explain, “Based on your answers, at this time, there is a low risk of us spreading the disease to each other. We could keep having in-person visits as long as you and I remain symptom free and avoid close contact with people who are ill.*
- *We will have to keep social distancing requirements of 6 feet*
- *We may want to switch to visits over the phone or virtually, to make extra sure we aren’t spreading the virus in our community.”*
- *Can I show you how to use the virtual technology (if possible) in case we are not allowed to meet in person on our next scheduled visit*



For In-Person Visits

Community Based Workforce: Protect Yourself and the Individual/Family

- Express that for safety reasons you are not shaking their hand and will keep distance to ensure the health and safety of you and them
- Maintain 6 feet or more distance between you and others.
- Wash your hands with soap and water for at least 20 seconds before entering, upon entering and leaving a home or facility
- if unable to wash hands use hand sanitizer with 60% alcohol content prior to entering and upon leaving the home.
- Check with your supervisor to see if "personal protective equipment" (PPE) is needed.



For In-Person Visits

Watch for symptoms and emergency warning signs

- Symptoms: fever, cough, and shortness of breath. If someone thinks they are developing symptoms, encourage them to call their doctor.
- Emergency warning signs:
 - In adult's difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new confusion or inability to arouse and/or bluish lips or face. Seek medical attention immediately.



**Helping people make
a plan & access
resources**

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What if someone thinks they might have COVID-19?

Stay

- Stay away from other people and animals. You can give them the virus.
- Stay where you live, except for going to see a doctor

Call

- Call a healthcare provider and tell them that you have or may have COVID-19. They will tell you what to do next.
- If you have a medical emergency and need to call 911, tell the person who answers the phone that you have, or are being evaluated for COVID-19.
- If possible, put on a facemask before emergency medical services arrive.

Cover

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in a trash can and immediately wash your hands with soap and water.

Wash

- Wash your hands often for at least 20 seconds
- Clean your hands with an alcohol-based hand sanitizer. Make sure to cover all parts of your hands
- Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets. Wash them thoroughly with soap and water after using them
- Clean the things you touch a lot **twice a day**, things like counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables.

Quarantine

- Stay home for 10 days or 72 hours after your fever is gone, whichever is longer



Helping people make a plan & access to resources

During Governor Inslee's Stay At Home Stay Healthy Order

- Grocery stores will be open. Buy what you need. The more you overstock on food supplies, the less is available for your sick neighbors, and for healthcare and emergency response personnel.
- There is no need to stock up on bottled water. The water supply is fine.
- Have a list of friends, family and neighbors who you can call for support.



Helping people make a plan & access to resources

Check for other family needs that result from COVID-19:

- Childcare
- Food
- Transportation
- Shelter



Helping people make a plan & access to resources

Expectations during self-isolation or quarantine:

- Many people will be isolated and afraid. Show compassion and support for each other.
- Wait times may be longer than you are use to.
- Stores may be out of some supplies temporarily.
- Businesses you depend on may be closed.
- Together, we can make a difference in decreasing the spread of COVID-19.

Reducing stigma with COVID-19

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Reducing stigma with COVID-19

Help people understand that:

- COVID-19 is not connected with race, ethnicity, nationality or homelessness
- Coughing does not mean the person has COVID-19
- Not everyone who is wearing a mask has the virus.

Reducing Stigma with COVID-19



- Show compassion and support for people who are or might be sick and the people they live with.
- Don't assume someone is sick based on their ethnicity, race, nationality or homelessness.
- Talk openly about the harm of discriminating and harassing people, View people directly as people first
- Speak up if you hear, see, or read harassing comments or misinformation.
- Acknowledge access & language barriers
- Some instances of discrimination or harassment may rise to the level of a hate crime and may need a referral to law enforcement.



Keep Informed

Information and Resources

Reliable Sources of COVID-19 Information

- Washington State Corona Virus Response: <https://coronavirus.wa.gov/>
- Washington State Department of Health: <https://www.doh.wa.gov/Emergencies/Coronavirus>
- Public Health Seattle and King County: www.kingcounty.gov/COVID.
- Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Resource Directories

- Community Living Connections: www.waclc.org
- WA211: <https://wa211.org/>
- HealthBridge: <https://healthbridge.care/>

Check for Eligibility and Apply For Benefits

- Washington Connection: <https://www.washingtonconnection.org/home/>

And, check with your County Health Department for local resources



Part 2: Physically Distanced Still Socially Connected

- Help People Manage Anxiety
- Self-Care for the Community Based Workforce



Help People Manage Anxiety

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Help People Manage Anxiety

Common Responses to COVID-19:

- **Anxiety** about their health and the health of people they care about.
- **Concern** about being able to care for the people they take care of.
- **Boredom and frustration** from not being able to participate in regular activities.
- **Loneliness** and feeling cut off from the world, friends and loved ones.
- **Uncertainty or frustration** about how long this will last.
- **Fear** of needing to take time-off of work or losing your job.



Help People Manage Anxiety

Increasing Intensity:

- **Sadness or anger** because people fear getting the disease from them.
- **Anger from** thinking they were exposed to COVID 19 because of others' negligence.
- **Symptoms of depression**, such as feelings of hopelessness, changes in appetite, or sleeping too little or too much.
- **A desire** to use alcohol or drugs to cope.



Help People Manage Anxiety

Resources

If someone is overwhelmed with emotions such as sadness, depression, anxiety, or feel like they want to harm themselves or someone else, suggest they call:

- **911** or the
- **24-Hr Crisis Line:** 866-427-4747
<https://www.crisisconnections.org/24-hour-crisis-line/> or
- **National Suicide Prevention Lifeline** at 1-800-273-TALK (1-800-273-8255)
- Text “HEAL” to **741741** Crisis Text Line

For alcohol or drug problem, encourage them to call their Alcoholics Anonymous or Narcotics Anonymous offices.

- **Recovery Help line** at (1-866-789-1511)
<https://www.crisisconnections.org/wa-recovery-help-line/>



Help People Manage Anxiety

Remind people they may be physically isolated, but they can still stay socially connected

Have scheduled tele-care meetings with clients:

- Virtual Face/Phone meetings. For people who are really struggling this could be a daily conversation.
- Additional check ins. Consider encouraging people through texts. This is an extra sign of care.



Help People Manage Anxiety

When you are talking to someone who is anxious, depressed or agitated, the two most important things you can do are:

- Help the person to get what they need or want
- Create a safe environment for the person to share their concerns with you.



Help People Manage Anxiety

Ways to create a safe environment include:

- Be welcoming and respect the person's privacy
- Be calm and respectful. Don't add to the chaos.
- Recognize and validate the person's struggle, their feelings and concerns, even if you cannot get the person what they need.
- Acknowledge where the person has choice and control, focusing on what the person can do to get what they need and reduce their anxiety or other troubling emotions.



Help People Manage Anxiety

Encourage people to:

- Avoid watching or listening to news reports 24/7. Usually it increases anxiety and worry.
- Stay up to date on what is happening, using credible sources for information. For example anyone can sign up for emergency alerts via text or email to ensure you get updates as soon as they are available
- Use the telephone, email, text messaging, and social media to connect with friends, family, and others.
- Talk “face to face” with friends and loved ones using Zoom, Skype or FaceTime.
- Arrange for your friends and loved ones to drop off newspapers, movies, and books.



Help People Manage Anxiety

If someone is quarantined:

- Provide accurate information on the disease, its diagnosis, and treatment.
- Supporting the person to:
 - Ask questions. Clear communication with a health care provider may help reduce a person's fear and anxiety.
 - Ask for written information when available.
 - Ask a family member or friend to get the needed information.



Help People Manage Anxiety

If someone is worried about their own or a loved one's symptoms:

- Call their doctor or other health care provider.
- Ask their provider whether it would be possible to schedule virtual appointment for mental health, substance use, or physical health needs.



Help People Manage Anxiety

Financial Stress:

- Go to the coronavirus.wa.gov website: [How Can I Get Help with My Finances?](#) to find out what is available for unemployment benefits, paid Family and Medical Leave, and other financial resources.
- Contact their utility providers, mortgage company, cable and Internet providers, or other companies from whom they get monthly bills. Explain their situation and ask the company to work with them to make different arrangements for bill payment.
- Most utility companies have agreed to not shut off utilities if the bill is not paid.
- Most evictions are illegal through June 18th. Someone who gets an eviction notice should call 1-800-525-0127 to find out what to do.





Self-Care for the Community Based Workforce

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Self-Care for the Community Based Workforce

Community Workers need to take care of themselves:

- Mindful activities can help reduce anxiety and connect and calm our brain and bodies. Physical activity.
- Stress is stored in your body. Release it by being active. Dance, run, lift heavy objects. Just make sure you are doing something you enjoy and is safe.
- Relax your body often by doing things that work for you. For example, take deep breaths, stretch, or engage in activities you enjoy.
- Calm your mind. Consider keeping a journal where you write down things you are grateful for or that are going well.
- Pace yourself between stressful activities and do something fun after a hard task.
- Talk about your experiences and feelings, if you find it helpful.



Self-Care for the Community Based Workforce

For Supervisors of Community Based Workers

- Community Based Workers often experience personal and individual trauma as well as historical and vicarious trauma.
- Their work frequently exposes them to traumatic situations, making them vulnerable to secondary trauma that can lead to burnout if not addressed.
- Be open to talking about Community Based Workers personal challenges as well as the challenges they are facing in their work.
- Listen reflectively, emphasize joint problem-solving, mentoring and two-way communication.



Self-Care for the Community Based Workforce

Supervisors of Community Workers Need to Provide Support Virtually:

- It is imperative that supervision is immediately available and reliable.
- Have regular, scheduled phone or virtual meetings. At least weekly.
- Be available for as needed check ins.
- Consider encouraging Community Workers through texts. It is an extra sign of care.



Thank You for Participating!

Get the training materials here:

- <https://waportal.org/partners/home/community-health-workers>
- <https://www.dshs.wa.gov/altsa/washington-health-home-program>