

# Support for the Care Givers

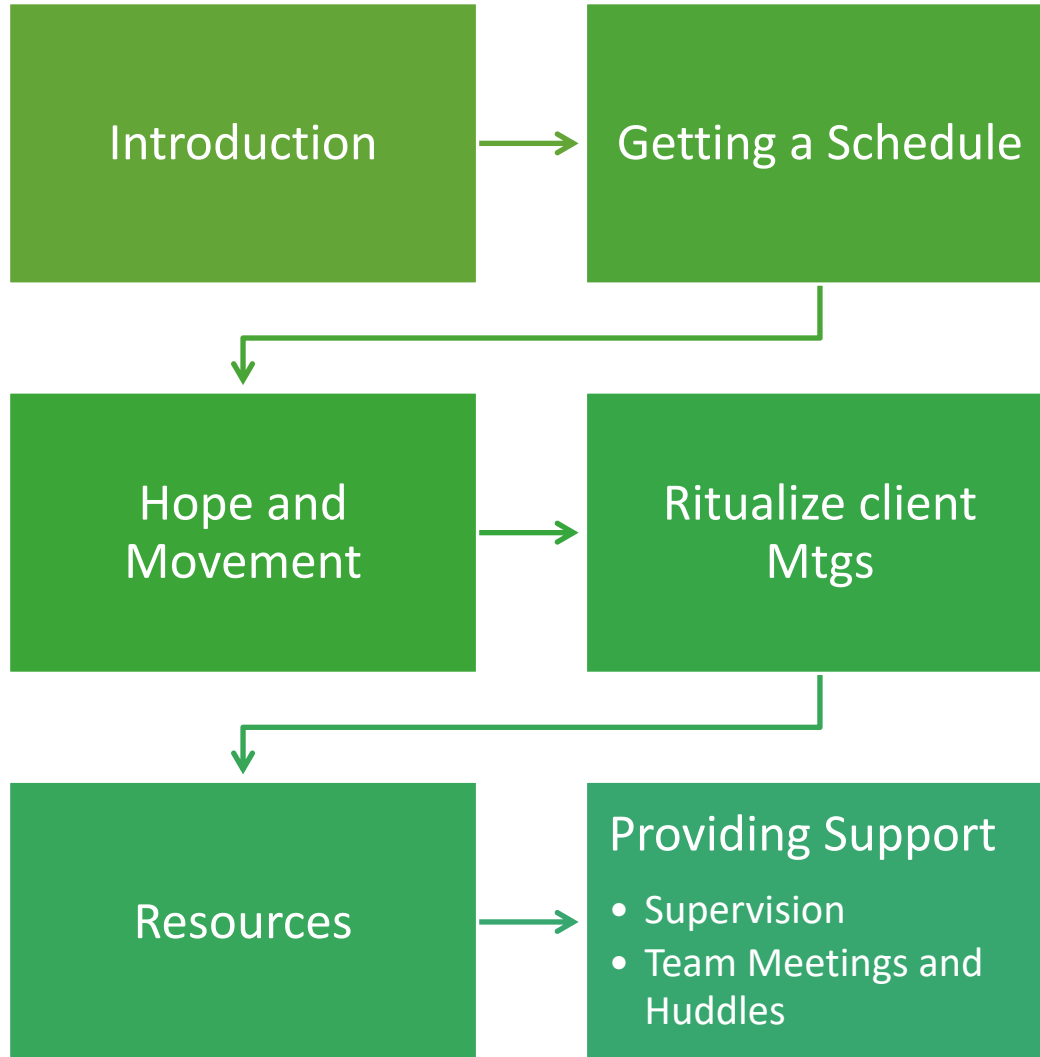
## CT BOS

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# Agenda

# Introduction

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- Covid-19 crisis has lasted a long time and still has a ways to go
- Crisis creates chaos and leads to people feeling overwhelmed, tired, sad, worried and frustrated
- Everyone needs a little hope, support and structure to get through to the other side
- Staff need structure in the day and in the client sessions
- Staff need support from their supervisor, team and community networks. They need to feel safe; they need to have an opportunity to grieve
- Frontline staff need help and perspective to get through and to develop the foundation to move forward



# Schedule for On-site Support



- Schedule a brief daily meeting (can be on the phone – some teams use text) to discuss the day’s schedule and any changes in last 24 hours.
- Assign tasks by competency
  - Encourage staff to take leadership over certain issues such as medical insurance, talking down someone who is psychotic, people unable to stay inside, benefits, housing
- Identify patterns and encourage staff to problem solve as a group
  - Can we leave doors open in a hotel to keep people connect?
  - What about helping people to stock up to discourage leaving the site, etc.
- Encourage staff to talk about small successes and share resources. Temper expectations.
- Stick to a schedule for meals, medications, supply drop off, money
- Provide individual and group supervision

# Schedule for Remote Support

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- Schedule a brief daily meeting to discuss tasks for the day and review priority list, offer support
- Individual supervision to discuss individual situations
- Encourage breaks and be aware of people taking a “lunch “
- Problem solve with co-workers to address patterns of behavior
- Acknowledge expertise and temper expectations
- Provide an outline for calls/video chats with clients
- Encourage people to talk about successes



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# Hope and Movement

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- Recognize staff for acts of kindness and competency
- Set reasonable goals:
  - starting X number of benefits applications,
  - discuss housing options with X number of people,
  - get X number of people involved in an activity that supports shelter in place and reflects goals (games, journaling, calling warm line, on-line AA/NA,
  - make a harm reduction plan related to quarantine
- Talk about plans with staff post crisis: school, promotion, family in supervision
- Reward problem solving as a team
- Look for empathy
  - Why do you think he is doing that and what can **WE** do to help.
  - Recognize we can't solve all problems – model it
- Develop policies to ensure each person that dies will be remembered
- We will get through this together

# Structure and focus Client Meetings



1. Check in and provide education. We are going to go through some of the symptoms of Covid 19 to see if you may need more help
2. Give CDC or other Covid info ask if they have questions
3. Check on basic needs: food, safety, place to be. Ask about things like what about smoking, alcohol, friends, family
4. What did you do today, this week? Do you need some games, a journal, telephone to warm line, more minutes on phone. Do you have other ideas?
5. Encourage people to make a plan starting by day to week to after the crisis
6. Refer to plan and agree to work on something (you were considering applying for benefits is this something we can work on together)
7. Teach problem-solving and help people evaluate different options

# Resources

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## Taking Care

<https://www.psychiatry.org/news-room/apa-blogs/apa-blog/2020/02/coronavirus-and-mental-health-taking-care-of-ourselves-during-infectious-disease-outbreaks>

## CDC Fact sheet

<https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts-h.pdf>

## Resource to explain Stimulus Check and Unemployment

<https://crescentcarehealth.org/covid-19-resources/>

## CT BOS Covid Resources

<https://www.ctbos.org/covid-19-resources/>

## Warm Line Resources

<https://portal.ct.gov/DMHAS/Programs-and-Services/Advocacy/Warm-Lines>



# Supervision and Team Meetings

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## Supervision:

- Some individual and some group. Provides oversight, education and support. Try to keep to a schedule. This is a time to discuss frustration and deep sadness coming from grief

## Team Meetings:

- Time to share resources and education materials. Case conferencing including situations that are challenging and situations that went well. Reinforce schedule. Ensure safety and PPD are available

## Daily Briefings:

- Assigning tasks, go over part of client list prioritized by need, scheduling visits or calls, getting help from other staff, acknowledging expertise.

Maintain social distancing guidelines, educate on them, ensure protective equipment.

# Close

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We are in this together and will get through it



Everyone is affected and dealing with their own grief, aspirations and challenges



People who work with homeless people want to help and may often feel frustrated with resources, tools and direction



People need an approach and feeling they are doing the right thing