

## WELCOME

We will be starting soon

There is no sound until we begin

**Please keep your phone and computer on mute**  
to support a pleasant experience for all

# Crisis Response Training

*Providing Support for Health Care Staff in Crisis Situations*

**Topic: Coping with Past Trauma & COVID-19**



# Coping with Past Trauma & COVID-19

## Presented by

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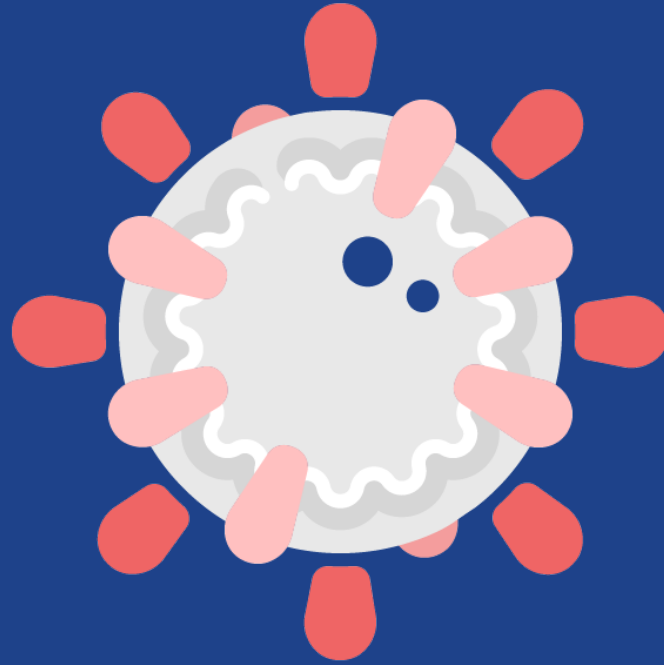
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## Agenda

- Impact of COVID-19 on Trauma Survivors
- Self-Care and Wellness
  - Survivors
  - Health Care Professionals
  - Family & Significant Others
- Violence in the Home
- Resources for Trauma Survivors



Created by Aneeqe Ahmed  
from Noun Project



# Impact of COVID-19 on Trauma Survivors

## Mental Health and COVID-19 in NYC



### NYC Health Opinion Poll 2020

- Adults report symptoms of depression or anxiety due to COVID
- Feeling cut off and distant from people
- Financial stress, job loss and reduced work hours

### More likely to report adverse mental health

- Healthcare workers
- Adults with children at home
- Adults fearful of intimate partner violence
- Adults with a family member with a chronic health condition

## COVID-19 and Trauma Survivors

- Those with pre-existing mental health problems and experienced structural racism are more likely to experience adverse effects
- Individuals with trauma histories face additional challenges and feel the impact of COVID-19 more intensely
  - Triggering or re-activating past trauma symptoms and memories
  - Cut off from supports and ways of coping that helped them heal



# Trauma

Experiencing or witnessing a serious injury, threat of death and/or violation of personal integrity

The experience evokes:

- Intense fear, helplessness or horror
- Extreme stress, overwhelming one's ability to cope



## Types of Trauma

- **Individual:** Physical injuries, illness, assault
- **Group:** First responders, military service members
- **Community & Culture:** Neighborhoods, schools, towns, and reservations
- **Historical trauma:** Generational trauma; slavery, the Holocaust
- **Collective trauma:** Earthquakes, hurricanes, nuclear reactor meltdown; COVID-19



# Complex Trauma

- The pervasive impact, including developmental consequences, of exposure to multiple or prolonged traumatic events
- This often sets off a chain of events leading to subsequent or repeated trauma exposure in the adolescence and adulthood

90%

Experienced 1 or more trauma  
for post traumatic stress disorder

53% Physical or sexual assault

52% Violent death of a close  
family member or friend

51% Disaster

48% Accident or fire

33% Witnessed physical or  
sexual assault

32% Threat or injury to a close  
family member or friend

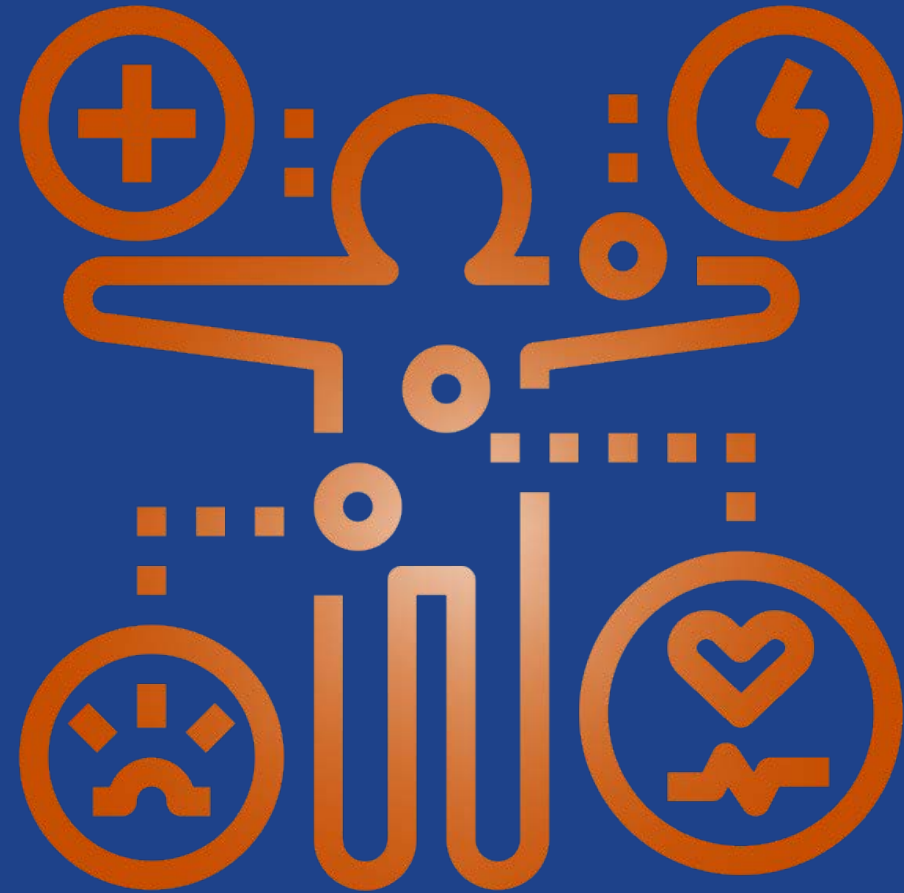
## Trauma Survivors



- Medical Trauma
- PTSD
- Veterans
- Intimate Partner Violence
- Sexual Assault
- Substance Use
- Homeless
- Trafficked Persons
- Refugees, Undocumented Persons

## 7 Reactivation Signs

- Intrusive Memories
- Sleep Problems
- Being on Constant Guard
- Difficult Emotion
- Feeling Numb
- Avoidance
- Negative Thoughts

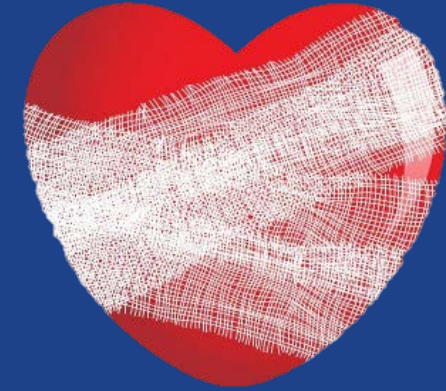


## Factors Mediating Trauma Impact



- Direct or indirect exposure
- Origin of trauma
- Age when trauma occurred
- Social support
- Reactions of others
- Frequency, duration, severity

## Grief & Trauma Loss



- Common after trauma
- Acute grief vs. chronic bereavement (grief lasting 6+ months)
- Risk factors
  - Loved one's death from a disaster (unexpected, untimely, sudden, shocking)
  - Concurrent crises or stressors (i.e. reactivating PTSD)
  - Perceived lack of social support
  - High levels of ambivalence
  - Extreme dependent relationships prior to the loss



# Self-Care & Wellness

# Trauma Survivors

## Awareness

- Checklist of symptoms and distress level
- Track eating, sleep, physical movement

## Re-assess

- Implement tools, strategies, supports
- Try and cultivate new coping tools

## Seek professional support





# 1. Self-check



What am I feeling?

What is my body  
telling me?



What are my thoughts?

# 2. Reality-check

# Name the Emotion



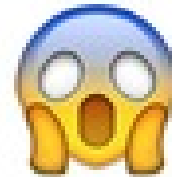
## How are you feeling?



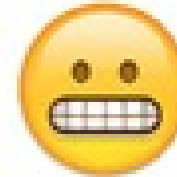
happy



embarrassed



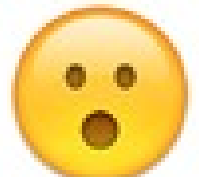
scared



nervous



goofy



surprised



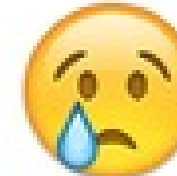
quiet



annoyed



cool



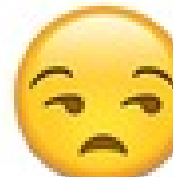
sad



tired



excited



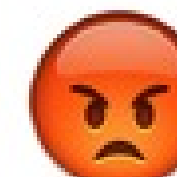
bored



sick



frustrated



angry

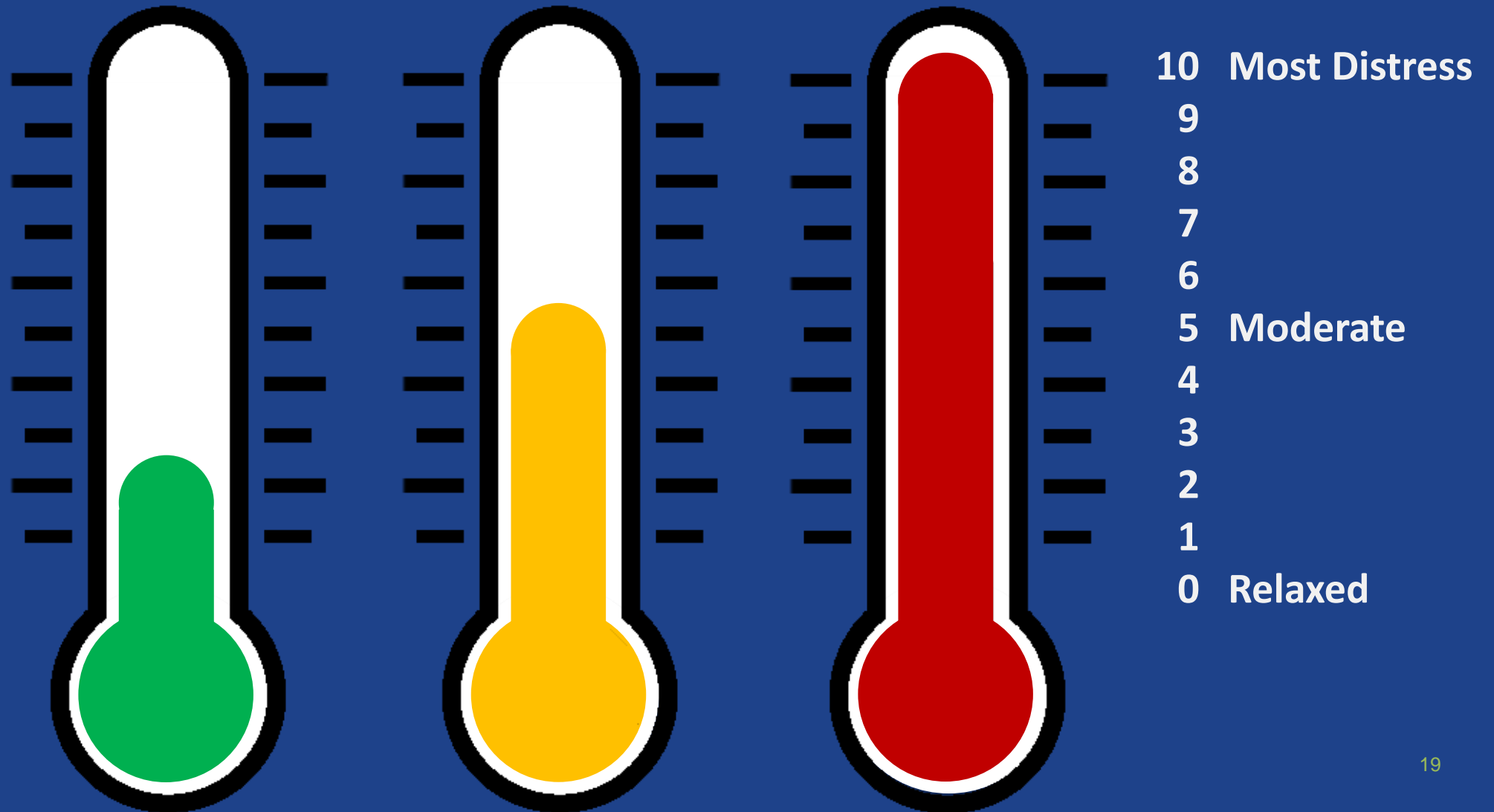


funny



proud

# Measure & Monitor



## Self-Care Tips



- Take short breaks during the day
- Set short term goals; break long term goals down into smaller ones
- Set boundaries; say no to things that add more stress (if possible)
- Stay connected with emotions and how they feel in your body
- Stay aware of your surroundings
- Allow others to be a support system
- Stay creative and flexible
- Use breathing techniques (4-4-4)
  - Breathe in for 4 secs, hold breath for 4 secs, breathe out for 4 secs
- Meditate for 1, 5 or 10 min.

## Medical & Mental Health Providers

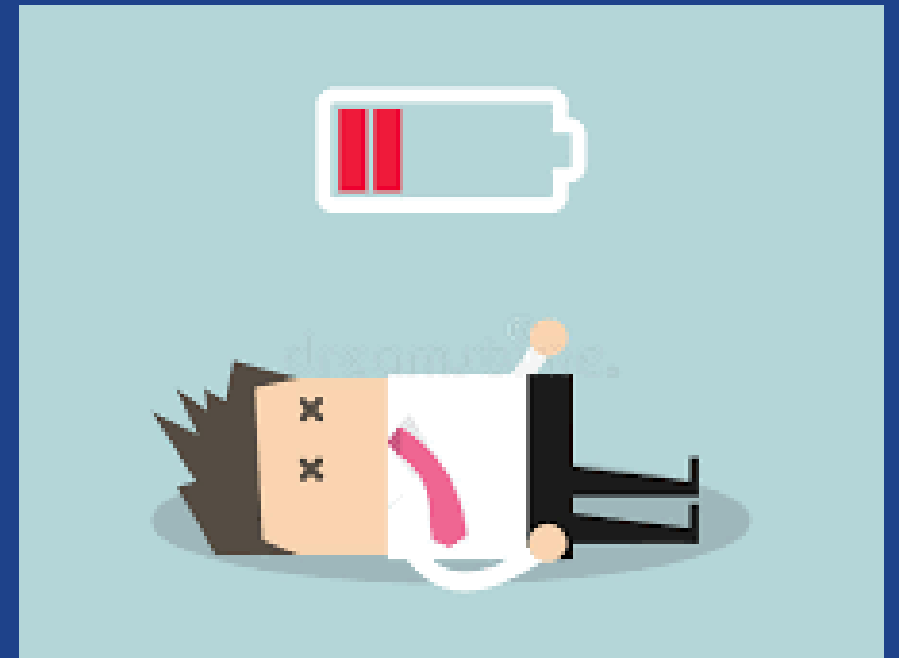
- **Ask** survivors how they are coping with COVID-19
- **Provide psychoeducation** to normalize triggers for past trauma
- **Understand triggers** and their meaning
- **Recognize** changes in the patient-provider relationship



# Compassion Fatigue

Characterized by a gradual lessening of compassion over time

- “Burnout”, “secondary trauma” and “vicarious trauma”
- Physical, emotional or mental exhaustion combined with doubts about your competence and the value of your work



## Family Members & Significant Others

### Observe

- Observe noticeable changes in the survivor's behaviors

### Check-in

- Check-in with the survivor is re-activated for past trauma

### Support

- Provide support and develop a coping plan with the survivor

## Family Members & Significant Others

- Self-care is important for you too
- Added emotional labor taking care of your personal concerns and for your loved one
- If you are feeling overwhelmed, seek support through your social networks or a mental health professional





# Violence in the Home



## Violence in the Home during COVID

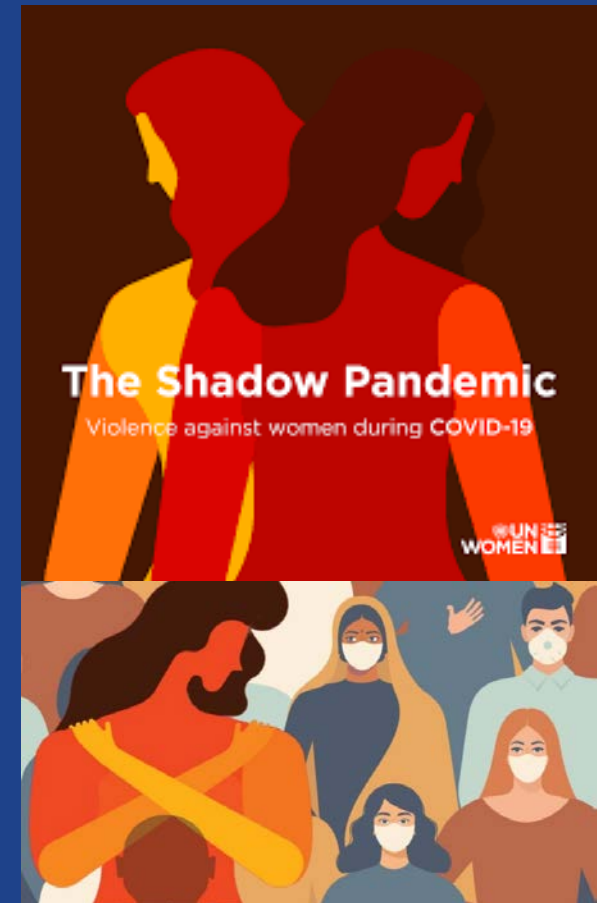
- Social isolation increases the risk for abuse at home including child abuse and neglect, intimate partner violence, and elder abuse
- Victims of violence may be unable to access help due to limited outside social contact
- Unable to seek victim services, shelter, or legal services



## Intimate Partner Violence (IPV)

Physical, emotional, sexual, financial, or immigration-related abuse by former or current partner

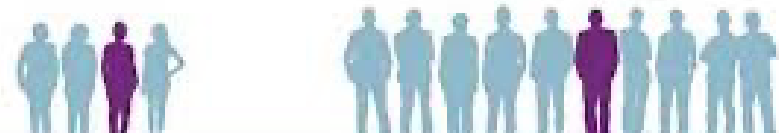
- March 2020, NYC Police Department saw 10% increase
- IPV agencies have seen cases increase by 2 to 3 times
- Challenges
  - Programs, shelters may be full or services limited
  - Fear of COVID exposure seeking shelter or calling 911
  - Travel restrictions impact a victim's escape or safety plan



## Abusers use COVID to control, frighten, or manipulate another person

- Withhold COVID information and personal protective equipment
- Prevent seeking medical, legal, or counseling services; withhold health insurance
- Monitor calls, video, texts; shut off phone or internet service
- Cyberstalk, troll on social media
- Shame or blame others or become physically violent if abuser has COVID

About **1 in 4 women** and **1 in 10 men** experienced contact sexual violence, physical violence, and/or stalking by an intimate partner and reported an IPV-related impact during their lifetime.



## Safety Plan during COVID



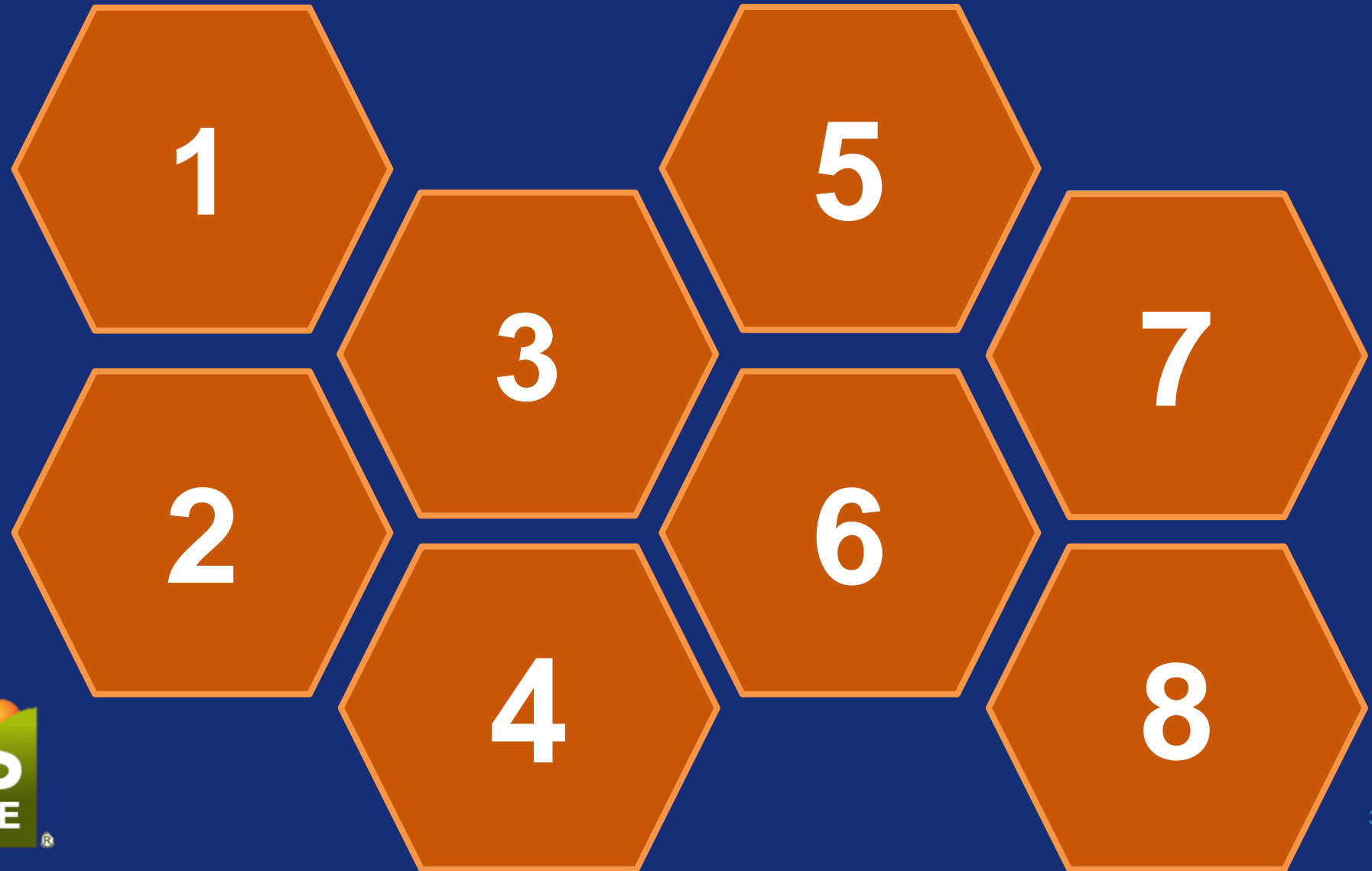
- Create a plan for current situation, to leave, or after leaving
- Make a list of support people to check-in regularly
- Identify the “safest room” (no weapons, a way out of the home)
- Take breaks outside, if possible (go to isolated areas)
- Document instances of harassment, stalking or threats
- For survivors, block social media from former abusers

## Safety Planning during COVID (continued)

- Keep an emergency bag with important documents, medications, keys in case there is a need to escape
- Use “code words” with support people to communicate safely
  - If abuser is near (“My show is on”, “I have to put dinner on the stove”)
  - Create an emergency code word when help is needed
  - If you are the support person, ask “yes” or “no” questions
- Seek services or agencies with private platforms (chat, “quick exit”)



# Loved Ones Living with Violence



# Loved Ones Living with Violence





## Resilience & Hope

Trauma does not define a person

Creative ways to connect and support others  
and ourselves

Remind yourself (or your loved one or patient)  
how you got through the past traumas

“If you were born with  
the weakness to fall  
you were born with  
the strength to rise.”

RUPI KAUR  
*Milk and Honey*



**You are here today because you are a survivor!**

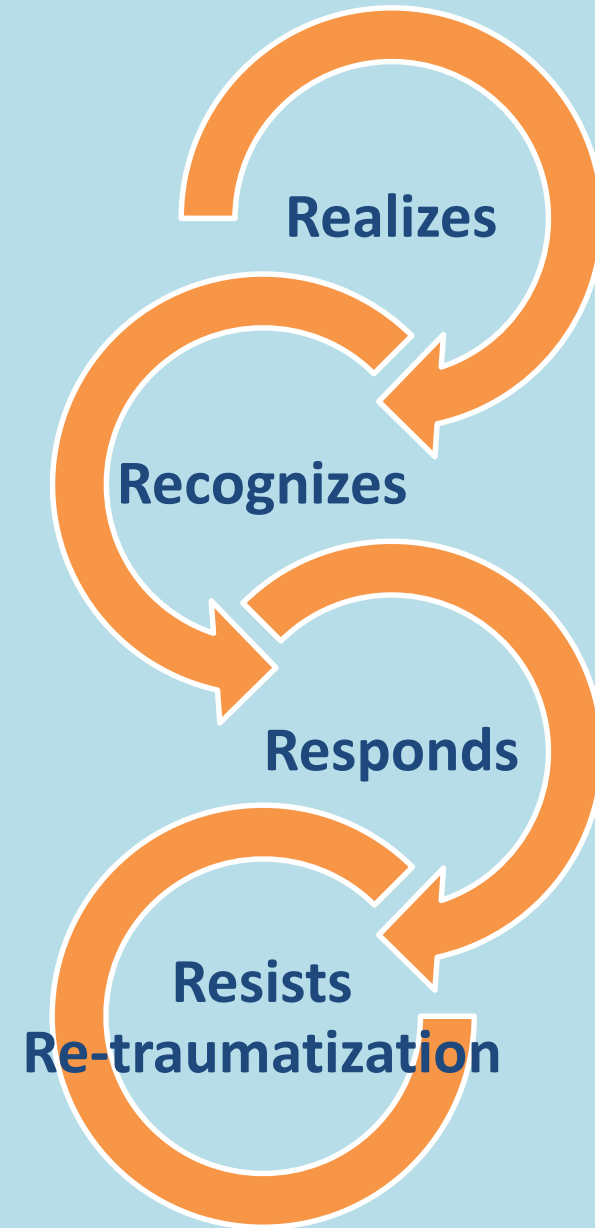
## Resources for Trauma Survivors



## Trauma Informed Care

An organizational response to the needs of trauma survivors that ensures the environment, policies and practices will not re-traumatize or re-victimize survivors

Source: Substance Abuse and Mental Health Services Administration,  
<https://www.samhsa.gov/nctic/trauma-interventions>




# Employee Supports

**NYC HEALTH+ HOSPITALS** | **INSIDER**

HOME | CENTRAL OFFICE | EMPLOYEE RESOURCES CENTER | FACILITIES

**COVID-19**  
Resource Hub

[CLICK HERE TO VIEW](#)

**THANK YOU**  
HEALTH CARE HEROES 

**COVID-19**  
Resource Hub



 Personal Protective Equipment (PPE)

 COVID-19 Guidances and Policies

 Employee Resources & Wellness

**Contact Us**

-  PPE Hotline  
Phone # 442
-  Anonymous Support  
Phone # 442
-  Emotional and  
Substance Use
-  Questions about  
COVID-19
-  Questions?  
Health + Hospitals  
to order any  
Contact Us



# Emergency Services



## Domestic Violence

- Call 800-621-HOPE (4673)

## Rape & Sexual Assault

- Call 212-227-3000

## Suicide Prevention Hotline

- Call 800-273-TALK (8255)
- Text “Start” to 741-741

## Substance Abuse & Mental Health Services Administration Helpline

- Call 800-662-HELP (4357)

## VetConnectNYC

- [//www1.nyc.gov/site/veterans/get-help/get-help.page](http://www1.nyc.gov/site/veterans/get-help/get-help.page)
- Call 311 to connect to services
- Crisis Line: 800-273-8255

# Resources for Trauma Survivors



## Futures without Violence

- [COVID-19 and the Impact on Survivors of Human Trafficking, Domestic Violence & Sexual Assault](#)
- [Resources for Safety & Support during COVID-19](#)

## NY State Coalition Against Domestic Violence

- [www.domesticviolenceanddisaster.org/dv-and-covid-19](http://www.domesticviolenceanddisaster.org/dv-and-covid-19)

## NYC Mayor's Office to End Domestic & Gender-Based Violence

- [Resources for Survivors during COVID-19](#)

## NY City Alliance Against Sexual Assault

- [www.svfreenyc.org/covid-19-update/](http://www.svfreenyc.org/covid-19-update/)

# NYC H+H Counseling & Advocacy

**re·sil·ience:**

the ability to bounce back when faced  
with stress or pressure.

## **Bellevue Hospital Center**

- Victim Services Program

## **Gouverneur Health**

- Team Medical Social Workers

## **Harlem Hospital**

- Center for Victim Support

## **Jacobi Medical Center**

- Family Advocacy Center

## **Lincoln Medical Center**

- Child Advocacy Center

## **North Central Bronx Hospital**

- Sexual Assault Treatment Program

## **Queens Hospital Center**

- Sexual Assault-Domestic Violence Program

## **NYC Family Justice Centers**

- Gouverneur
- Kings County Hospital Center
- Lincoln Medical Center
- Queens Hospital Center

# NYC H+H Sexual Assault Response Teams (SART)

## Bronx

- Jacobi Hospital
- Lincoln Medical Center
- North Central Bronx Hospital

## Brooklyn

- Coney Island Hospital
- Kings County Hospital
- Woodhull Medical Center

## Manhattan

- Bellevue Hospital Center
- Harlem Hospital Center
- Metropolitan Hospital

## Queens

- Elmhurst Hospital
- Queens Hospital Center







Thank you

## peace

it does not mean to be in a place where there is no noise, trouble, or hard work. it means to be in the midst of these things and still **be calm in your heart**

~unknown

# Additional References

## **CDC: Support for People Experiencing Abuse**

- <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/stress-coping/abuse.html>

## **Domestic Violence in NYC**

- <https://gothamist.com/news/total-number-domestic-violence-murders-year-surpasses-all-2019s-count>
- <https://nypost.com/2020/07/26/domestic-violence-soared-during-coronavirus-in-nyc-report-shows/>

## **Mental Health Impact of COVID in NYC**

- <https://www1.nyc.gov/site/doh/about/press/pr2020/new-data-on-covid-19-mental-health.page#:~:text=COVID%2D19%20is%20having%20an,in%20the%20previous%20two%20weeks.>

## **Research Literature**

- Mazza, M. G., De Lorenzo, R., Conte, C., Poletti, S., Vai, B., Bollettini, I., Melloni, E. M. T., Furlan, R., Ciceri, F., Rovere-Querini, P., & Benedetti, F. (2020). Anxiety and depression in COVID-19 survivors: Role of inflammatory and clinical predictors. *Brain, Behavior, and Immunity*, 89, 594–600.  
<https://doi.org/https://doi.org/10.1016/j.bbi.2020.07.037>
- Ragavan MI, Garcia R, Berger RP, et al. Supporting Intimate Partner Violence Survivors and Their Children During the COVID-19 Pandemic. *Pediatrics*. 2020;146(3):e20201276

## **Shadow Pandemic**

- <https://www.unwomen.org/en/news/in-focus/in-focus-gender-equality-in-covid-19-response/violence-against-women-during-covid-19>

## **SAMHSA: Intimate Partner Violence and Child Abuse Considerations During COVID-19**

- <https://www.samhsa.gov/sites/default/files/social-distancing-domestic-violence.pdf>