

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: Helping Children & Adolescents Cope during COVID

Helping Children & Adolescent Cope during COVID

Presented by

Lily Ann Divino, LCSW, MPH

Director of Programming

Adolescent Health Program

Ambulatory Care Operations

divinol@nychhc.org

Impact of COVID on Children & Adolescents

- Differs by age and development
- Aware of COVID's existential threat
- Through personal experiences and seeing parents struggle
- Especially those living with a parent or caregiver working in health care



Preschool Children (0 to 5 years old)



Common Reactions

- Fears sickness, strangers, the dark, monsters
- Becomes clingy with adults
- Want to stay where they feel safe
- Expresses thoughts, feelings through play or exaggerated stories
- Unexplainable aches and pains
- Change in eating and sleeping
- Aggressive or withdrawn behavior
- Hyperactivity, speech difficulties, difficulty following rules

Preschool Children (0 to 5 years old)

Infants & Toddlers (0 to 2 years old)

- Unable to understand what is going on but senses when parent is upset
- Mimics parent's emotions
- Behavior changes: cries for no reason, withdraws from others, not playing with usual toys

Children (3 to 5 years old)

- Can understand effects of what is going on
- Trouble adjusting to change and loss
- Depends on the adults to help them feel better

Children (6 to 10 years old)

Common reactions

- Regresses to younger age
- Needs more attention from adults
- Stops doing schoolwork or chores
- Feels helpless or guilty
- Fears going outside, stops spending time with friends
- Problems paying attention, not doing well with school
- Aggressive for no reason



Adolescents (11 to 19 years old)

Challenges

- Lack of control over their situation
- Being treated like children
- Major events canceled or postponed: prom, graduation, sports, college
- May work because parents lost their jobs or help with the family income
- Caring for siblings while parents work in health care on the front lines



Adolescents (11 to 19 years old)

Common reactions

- May be more irritable or angry, mixed with grief and denial
- Starts arguments, resists structure or authority
- Unable to cope with feelings or identify what is bothering them
- Physical symptoms - aches, pains
- Engages in risky behaviors - alcohol, drugs



Coping with Stress & Emotions around COVID

Parenting Tips in the time of COVID

1

Spend quality time together

2

Keep it positive

3

Structure with flexibility

4

Manage acting out

5

Manage stress

6

Talk openly about COVID

1

**Spend quality time
together**

- Set aside 1-on-1 time with each child
- Ask what they would like to do
- Switch off the phone and TV
- Listen to them, look at them
- Give them their full attention

HAVE FUN!

2

Keep it positive

- Say the behavior you want to see
- It's how you say it
- Adjust expectations and be realistic
- Praise your child when they do something well
- Help teens stay connected

3

**Structure with
flexibility**

- Create flexible but a consistent daily routine
- Model the behavior for your child
- Teach your child about safe distances
- Make handwashing and hygiene fun
- Check-out at the end of the day
 - Name 1 positive or fun thing your child did
 - Praise yourself too for what you did well

4

Manage acting out

- Redirect
- Use consequences
- Take a pause
- Remember Tips 1 - 3

5

Manage stress

- Take care of yourself so you can support your children
- You are not alone
- Take a break
- Listen to your kids

6

**Talk openly about
COVID**

- Be open and listen
- Be honest and upfront
- Be supportive
- Correct misinformation
- End on a positive note

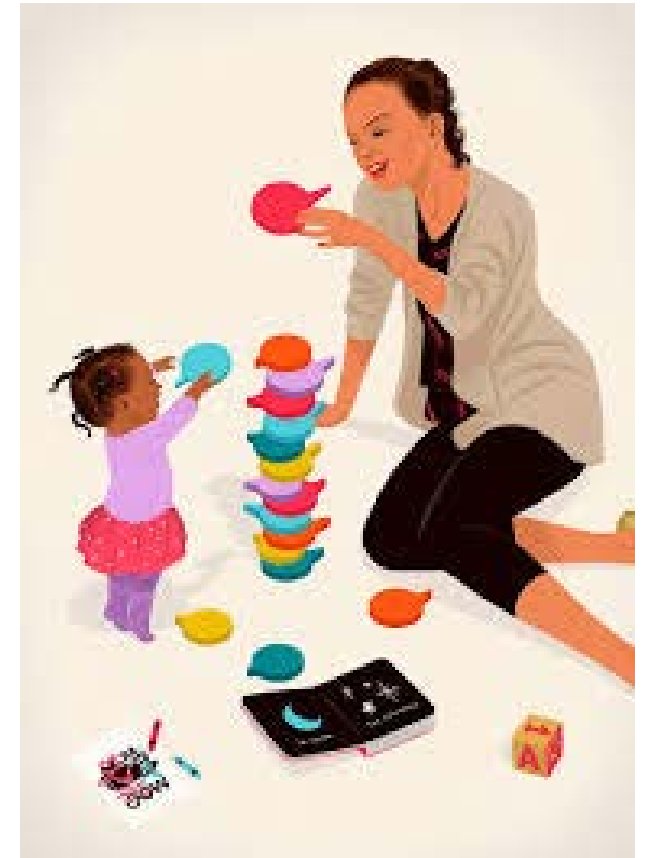
Helping Children & Adolescents Cope

- Build coping skills
- Learn how to manage anger
- Adjust expectations
- Encourage daily schedule for eating, sleeping, exercise and socializing
- Practice empathic communication



Preschool Children

- Copy their facial expressions and sounds
- Sing songs, make music with pots and spoons
- Stack cups or blocks
- Tell a story, read a book, or share pictures



My Hero is You

how kids can
fight COVID-19!



IASC
Inter-Agency Standing Committee



A children's story (ages 6 to 11) teaching children how to protect themselves and others from COVID and to manage difficult emotions during tumultuous times

Source: <https://www.who.int/news-room/detail/09-04-2020-children-s-story-book-released-to-help-children-and-young-people-cope-with-covid-19>

Just for Kids: **A Comic Exploring COVID**

- Explains COVID and risk factors
- Teaches safety and hygiene



Source: <https://www.npr.org/sections/goatsandsoda/2020/02/28/809580453/just-for-kids-a-comic-exploring-the-new-coronavirus>

Talking to Children (Age 5)

I don't want to talk
about Corona anymore.

What's up, buddy?

What if you and Dad
get sick?

You're worried for us.



Yes, and that's why I don't want to hear about Corona anymore.

It's ok, buddy. You've heard and seen so much for a 5 year old.

Dad and I have to go out there to help people ... of course you'd be worried. We worry too, love.



Ummm ... wash our hands and wear masks.

And take showers when we get home and wash our clothes.

What do you think we can do to take care of each other?

Great ideas!
Let's definitely do these.
Anything else?



And lots of mommy snuggles!

Best idea ever!



Talking to Children (Age 9)

Everything is bad and getting worse everyday.

Tell me about everything.

I don't want to do this anymore.



I miss my friends.
I miss my life. It's never
going to be the same.

You are absolutely right,
hon. Your life is not going
to look the same as before.



You have every
right to feel sad.

It's all terrible.
What if something
happens to you?

What are you worried
will happen?

I had a dream where
someone came to kill
you and Dad. And then
they tried to kill me.



Could you recognize
the person?

No. It was just some
guy ... what if you
get sick and die?



You're worried Dad
and I will get sick ...
you'd lose us.

Yeah. It wasn't supposed to hurt kids. Now there's lots of kids getting sick.

You're worried you'll get sick ... it's scary. I'm worried too.

What I know is that it's not many kids. Those kids who got sick had other medical problems.





What if I take time this weekend to not do any work and just be together?

That sounds good.



And for today, what if we recognize that no matter how crazy this time is, there is also some good stuff.

Like you always have your family. We're here for you.

Yeah, that's true.



Okay, what if you take some time to think of other good stuff? We'll talk about it later.

Yeah, okay, that's good.

I can't think of anything else.

What else is good for you?



Talking Points for Children

- Listen, reflect and normalize
- Probe with open-ended questions
- Brainstorm solutions and follow-up
- Name positive things
- Correct misinformation
- Provide support



Supporting Adolescents

Develop social skills, empathy and responsibility

- Practicing for adulthood
- Home, school, peer, community

Involve in problem-solving and decision-making

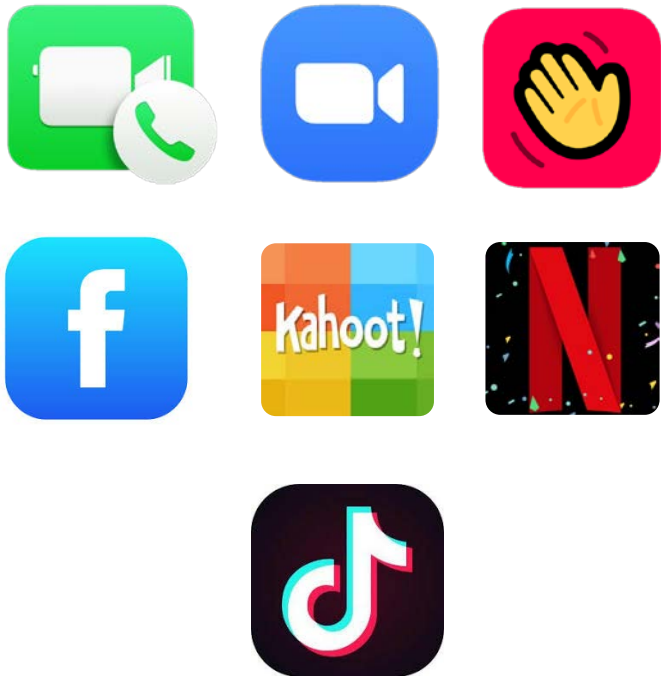
- Gives sense of purpose and self-worth
- Empowers youth to regain control
- Builds trust and independence

Identify healthy outlets to express emotions

- Physical activity, cooking, writing, art, dance, etc.



Adolescents & Social Connections



Using technology in positive ways

- Type of screen time (not always the amount)
- Encourage connecting with others
- Limit exposure to misinformation around bullying, COVID and current events

Family time and parent involvement remains important to development

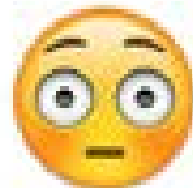
Naming Emotions



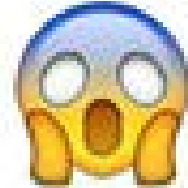
How are you feeling?



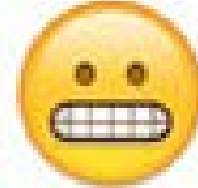
happy



embarrassed



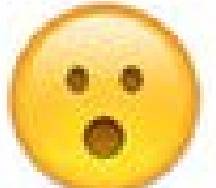
scared



nervous



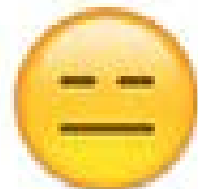
goofy



surprised



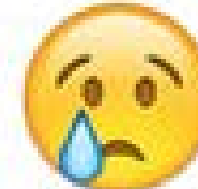
quiet



annoyed



cool



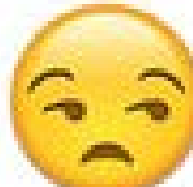
sad



tired



excited



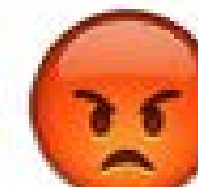
bored



sick



frustrated



angry



funny

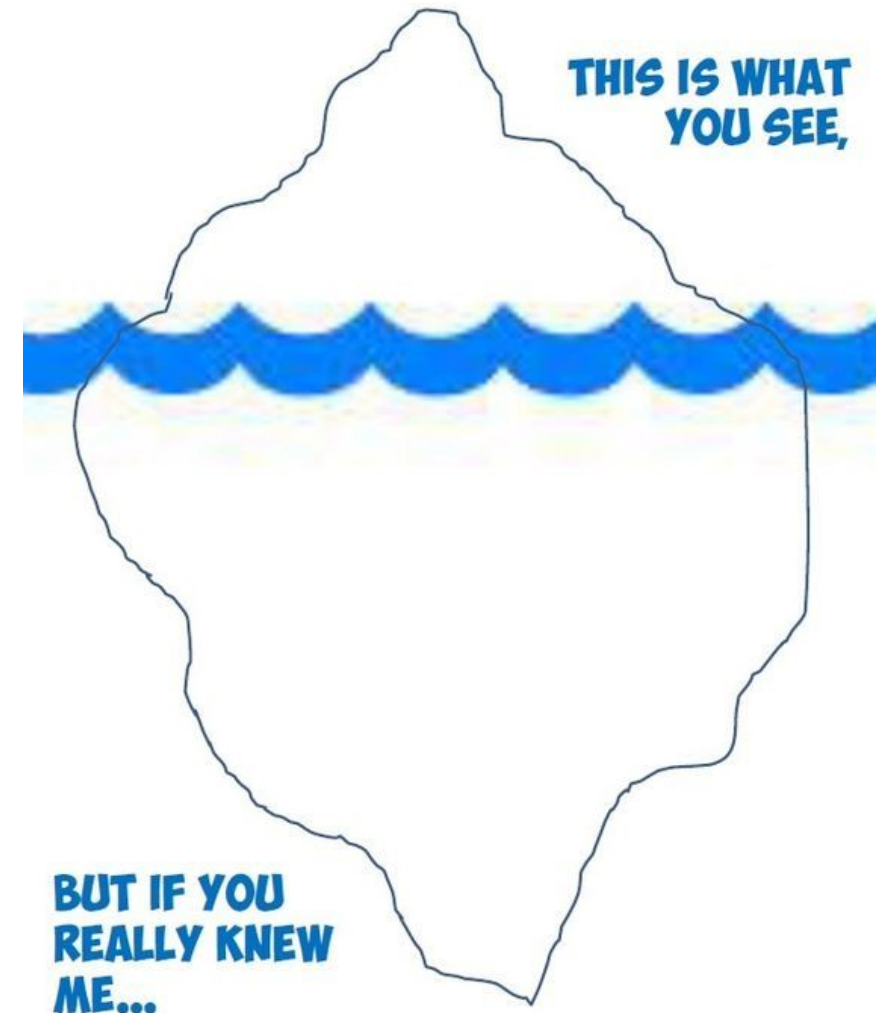


proud

Coping with Emotions

Iceberg Exercise

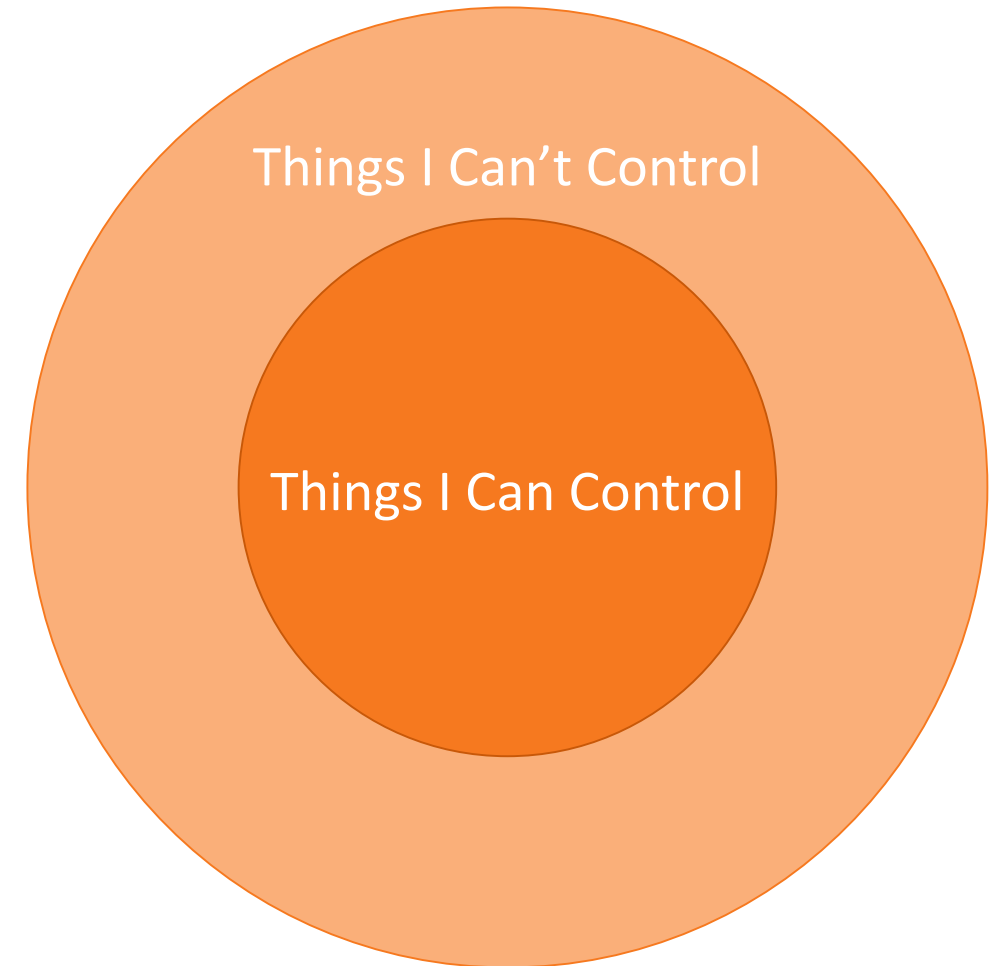
1. Draw an iceberg with a water line
2. Above the water line, write words reflecting emotions shown on the outside
3. Below the surface, write words reflecting hidden or difficult emotions
4. Ask where the emotions come from **without judgment**
5. Talk about healthy ways to express emotions and cope with them



Regaining Control

Areas of Control

1. Have the youth draw a large circle and a smaller circle inside it
2. In the outer circle, have the youth list things they can't control.
3. In the smaller circle, the youth lists things they can control
4. Talk about how the youth can stay focused on what is in their control





When to Get Help

Symptoms persist more than 2 to 4 weeks or suddenly appear later on:

- Sleep problems
- Preoccupied with COVID
- Intrusive thoughts or worries
- Recurring fears about illness or death
- Refuses to leave parents or spend time with friends
- Youth with a serious illness or have had past losses are more at risk
- Talk to a mental health professional
- For those who have lost a loved one, seek specialists working with youth and grief

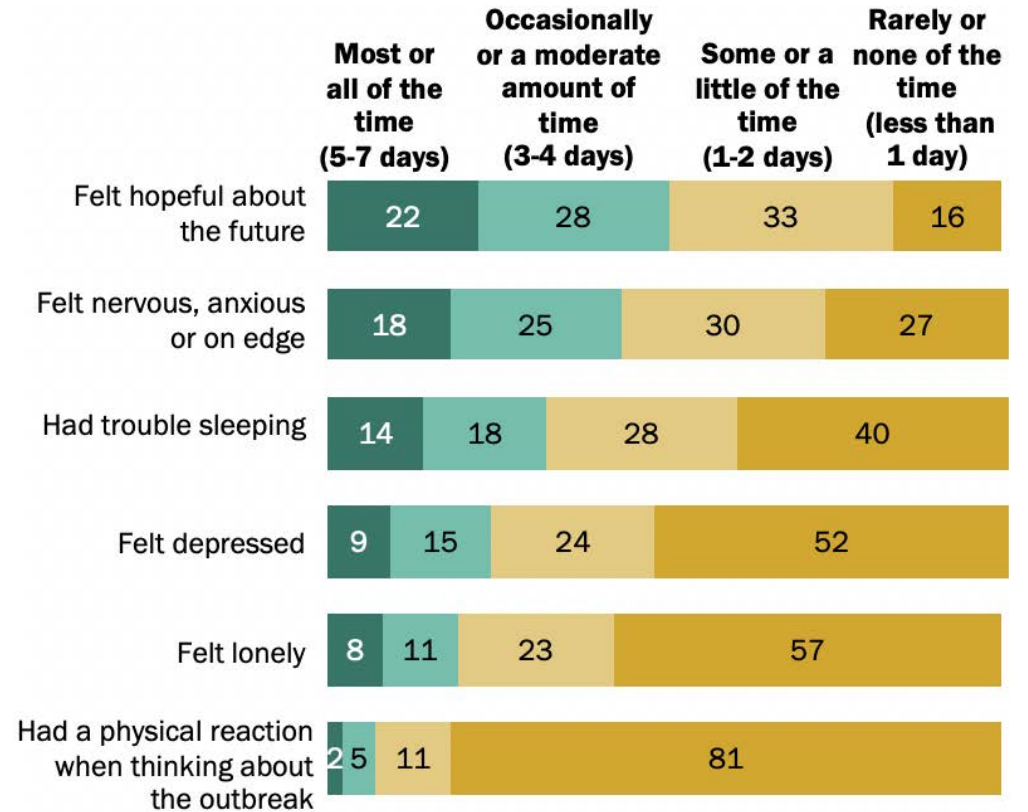
Coping for Parents & Caregivers in Health Care

Modeling Healthy Coping

- Stress reactions are normal
- Youth learn from adults how to manage behaviors and emotions
- Adults can teach youth what they can control

Nearly one-in-five Americans say they have had a physical reaction when thinking about the outbreak

% saying that in the past seven days they have ...



Note: Questions adapted from GAD-7, CES-D, Impact to Event Scale-Revised. Share of respondents who didn't offer an answer not shown.

Source: Survey of U.S. adults conducted March 19-24, 2020.

PEW RESEARCH CENTER

Challenges for Health Care Workers

- Minimizing risks at home
- More than 1 family member are essential workers
- Single parents
- Caring for children and elderly parents



Managing COVID at Home



Stay home



Call your health care provider



Monitor your symptoms



For emergencies,
call 911 and tell
dispatcher you have
or may have COVID



Rest and stay hydrated

Managing COVID at Home



Cover your cough
and sneezes



Avoid sharing personal
items



Wash your hands often



Clean all surfaces



Stay in a room away
from other people

Preventing Parent Burnout

Structure the day and space

- School, work, breaks, physical activity
- Time together and apart

Delegate age-appropriate responsibilities

- Negotiate tasks, check-in and update periodically

Have a list with a range of things to do



Preventing Parent Burnout

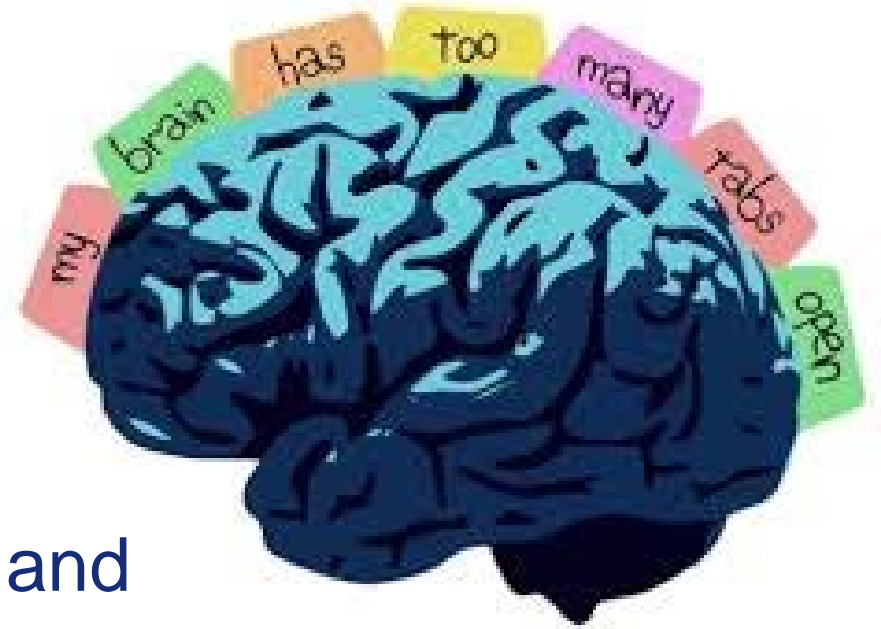
Accept you are doing the best to SURVIVE

Have trusted supports to vent, commiserate and to just be yourself

It's OK to lose it AND be grateful at the same time

Take time for yourself

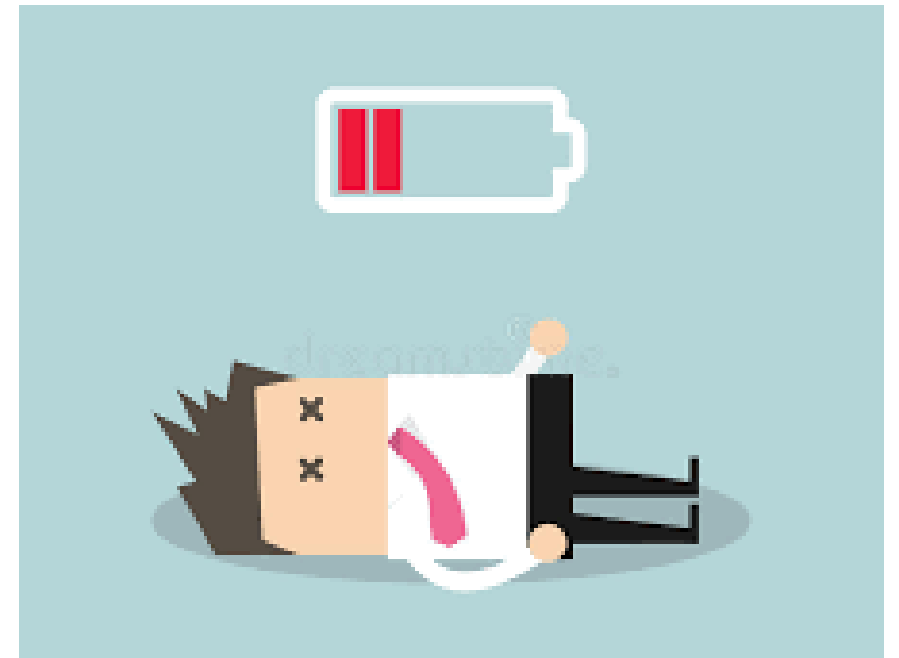
- Take a longer shower, do belly breathing, drive or nap in your car



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



Signs of Compassion Fatigue

- Reduced feelings of sympathy or empathy
- Dreading working for or taking care of another; feeling guilty as a result
- Feelings of irritability, anger, or anxiety
- Depersonalization
- Hypersensitivity or insensitivity to emotional material
- Headaches
- Trouble sleeping
- Weight loss
- Impaired decision-making
- Problems in personal relationships
- Poor work-life balance
- Diminished sense of career fulfillment



1. Self-check

What is my body telling me?



What am I feeling?



What are my thoughts?

2. Reality check and regroup



Take a Pause

1-minute Relaxation Activity

Step 1: Set up

Step 2: Think, feel, body

Step 3: Focus on your breath

Step 4: Come back

Step 5: Reflect

Getting Help as Parents and Caregivers

Added emotional labor taking care of your personal concerns, loved ones and patients

If you are overwhelmed, seek help through:

- Social networks
- NYC H+H Employee Supports
- Mental health professional
- Parent support groups



Employee Supports



Child Mind Institute

Free Parent Helpline for NYC Health + Hospitals Employees

NYC
HEALTH +
HOSPITALS



Call
646-880-6820

Email
HH.Helpline@childmind.org or
HH.Lineayuda@childmind.org

Monday – Friday
8am - 8pm



My son is falling behind in remote schooling

My 5-year-old is throwing tantrums

My child seems depressed

My teenager won't come out of his room

My daughter is so anxious she can't sleep

Phone calls are completely confidential and typically 20-30 minutes. We will provide you with practical, evidence-based strategies for dealing with the difficulties you're facing and make a referral if additional clinical support is necessary. You are welcome to call back as many times as you need.

Social Services Resources


The screenshot shows the 'INSIDER' section of the NYC Health + Hospitals website. The header includes the logo and a search bar. The navigation menu lists: HOME, CENTRAL OFFICE, EMPLOYEE RESOURCES CENTER, FACILITIES, POLICIES & PROCEDURES, FORMS, SERVICE DESK, and CONTACT. The main content area features a large blue banner for 'COVID-19 Guidance & Resources' with a yellow arrow pointing to it. Below this is a 'THANK YOU HEALTH CARE HEROES' message with a pink heart icon containing a white cross. The message states: 'BECAUSE OF YOUR HARD WORK AND DEDICATION 4,837 COVID-19 PATIENTS HAVE RETURNED HOME AS OF APRIL 28, 2020'. To the right is a 'PICTURE OF THE DAY' section featuring a photograph of the Lincoln Medical Center building with an Air Force jet flying overhead. The caption reads: 'The United States Air Force flies over NYC Health + Hospitals/Lincoln to salute clinicians and staff for the care provided during the COVID-19 pandemic. Picture of the Day archive'.

NYC
HEALTH+
HOSPITALS | **INSIDER**

Insider

HOME CENTRAL OFFICE EMPLOYEE RESOURCES CENTER FACILITIES POLICIES & PROCEDURES FORMS SERVICE DESK CONTACT

COVID-19
Guidance &
Resources

THANK YOU
HEALTH CARE HEROES 

BECAUSE OF YOUR HARD WORK AND DEDICATION

4,837 COVID-19 PATIENTS
HAVE RETURNED HOME

AS OF APRIL 28, 2020










PICTURE OF THE DAY
The United States Air Force flies over NYC Health + Hospitals/Lincoln to salute clinicians and staff for the care provided during the COVID-19 pandemic.
Picture of the Day archive

COVID-19 Guidance and Resources

- Home
- Clinical Guidance
- PPE Guidance
- Employee Resources
- Training Resources
- For Patients & Community
- Emotional Staff Support Resources
- Crisis Response Just-in-Time Training and Schedules
- Frequently Asked Questions
- Ventilator Resources
- Messages of Hope



CLICK HERE TO REQUEST EMOTIONAL OR PSYCHOLOGICAL SUPPORT 	CLICK HERE TO ACCESS CRISIS RESPONSE JUST-IN-TIME TRAINING AND TRAINING SCHEDULES 	PERSONAL PROTECTIVE EQUIPMENT HOTLINE FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES. 
--	---	--

 CLINICAL GUIDANCE	 PPE GUIDANCE	 EMPLOYEE RESOURCES
 TRAINING RESOURCES	 FOR PATIENTS & COMMUNITY	 FREQUENTLY ASKED QUESTIONS
 MESSAGES OF HOPE	 VENTILATOR RESOURCES	 ANONYMOUS SUPPORT HOTLINE 646-815-4150 FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES.

Social Services Resources

COVID-19 Guidance and Resources > For Patients & Community

- Home
- Clinical Guidance
- PPE Guidance
- Employee Resources
- Training Resources
- For Patients & Community**
- Emotional Staff Support Resources
- Crisis Response Just-in-Time Training and Schedules
- Frequently Asked Questions
- Ventilator Resources
- Messages of Hope

<input type="checkbox"/>	Type	Name	Modified
<input type="checkbox"/>	Folder	Do's and Don'ts for Patients Visiting ED	3/23/2020 1:57 PM
<input type="checkbox"/>	Folder	Limit Spread flyer	3/23/2020 3:56 PM
<input type="checkbox"/>	Document	Coronavirus Disease 2019 (COVID-19) - NYCDOHMH	3/19/2020 8:06 PM
<input type="checkbox"/>	Image	coronavirus_11x17poster	3/5/2020 3:29 PM
<input type="checkbox"/>	Image	coronavirus_24x36poster	3/5/2020 3:29 PM
<input type="checkbox"/>	Image	coronavirus_donationFlyer	4/2/2020 3:56 PM
<input type="checkbox"/>	Image	coronavirus_donationFlyer_Bengali	4/2/2020 3:56 PM
<input type="checkbox"/>	Image	coronavirus_donationFlyer_HCreole	4/2/2020 3:56 PM
<input type="checkbox"/>	Image	coronavirus_donationFlyer_SimpChinese	4/2/2020 3:56 PM
<input type="checkbox"/>	Image	coronavirus_donationFlyer_Spanish	4/2/2020 3:56 PM
<input type="checkbox"/>	Image	coronavirus_donationFlyer_TradChinese	4/2/2020 3:56 PM
<input type="checkbox"/>	Image	coronavirus_flyer	3/5/2020 3:29 PM



Helpful Links

URL

[Emergency Social Services for COVID-19](#)



coronavirus_patientPolicy_Korean 3/23/2020 4:43 PM

Social Services Resources



Office of Population Health > [Emergency Social Services - COVID 19](#)

- OPH Home Page
- OPH Leadership
- Chronic Disease and Prevention ▶
- Collaborative Care
- Primary Care Transformation
- Research and CTSI ▶
- Social Determinants ▶
- Specialty Care Transformation ▶
- Primary Care & Population Health Grand Rounds
- OPH Seminar Series ▶
- Healthy Beverage Initiative
- Pop Health Dashboard
- Telehealth ▶
- Clinical Tools
- Expected Practices
- Publications & Press Releases
- Special Events ▶
- Volunteers4Action ▶

Emergency Social Services - COVID 19

Patients of Health + Hospitals may be encountering new challenges in meeting their daily needs. Restrictions on regular operations in NYC have led to changes in social service delivery. This page has updated information on available social services to support staff to meet their patients' social, financial, and legal needs.

Contact the Social Determinants Team at socialdeterminants@nychhc.org with any questions.

Shortlist of Resources for Patients

This [Emergency Social Services List for H+H Patients](#) is a curated inventory of resources for frontline H+H staff on a range of topics, including food, burial assistance, and financial assistance. Here are some highlights:

Food:

- Patients can visit one of 400+ NYC public schools to pick up food for themselves and their family members Monday through Friday. Text "FOOD" or "COMIDA" to 877-877 to find the nearest school.
- Call 311 and say "GetFood" or visit nyc.gov/getfood for information about the closest food pantry or to determine eligibility for free meal delivery.

Legal Services:

- The COVID-19 crisis has generated many new legal questions for NYC Health + Hospitals patients. LegalHealth attorneys are available to take direct referrals and speak with staff and patients at (929) 333-2264 or legalhealthtriage@nylag.org. All legal services are conducted telephonically at this time, and are completely free, confidential and voluntary.

Free financial services for New Yorkers currently offered through the government:

- New York State is guaranteeing [Paid Sick Leave and Paid Family Leave for individuals who must miss work because of COVID-19](#).
- For those that have not yet received the federal Economic Impact Payment and have questions [the IRS can help](#).
- Patients experiencing job loss can [apply for Unemployment Insurance \(UI\) and Pandemic Unemployment Assistance \(PUA\)](#) through the NY Department of Labor (DOL).
- NYC Financial Empowerment Centers offer free financial counseling by phone in various languages and can help with questions, such as accessing the stimulus payment, opening bank accounts, or contacting creditors. Visit nyc.gov/TalkMoney to book an appointment. They run [NYC Free Tax Prep](#), which provides free assistance to file taxes online or by phone to ensure patients who are eligible access the Earned Income Tax Credit.

COVID-19 Emergency Financial Hardship Grant:

- An "Emergency Financial Hardship Grant" is available for COVID-19 patients hospitalized at NYC Health + Hospitals. Eligible patients will be awarded a one-time, unconditional grant of \$1,000 from New York Disaster Interfaith Services for living expenses (e.g. food, bills) to address financial challenges caused by the COVID-19 emergency. Please consult with social workers on your team about referring patients to this program. Eligibility criteria and program details are outlined in the [online referral form](#).

Mental Health:

- Contact NYC Well for free confidential support available 24/7: Call 1-888-NYC-WELL (1-888-692-9355), text "WELL" to 65173, or [chat through the website](#).

Social Services Resources

Counseling Services



NYS COVID-19 Hotline

<https://coronavirus.health.ny.gov/home>

For Mental Health Counseling

Available for All New Yorkers

1-888-364-3065

Hours: 8:00am - 10:00pm, 7 days a week

**Hours may be extended upon demand*



Employee Assistance Program

<https://www1.nyc.gov/site/olr/eap/eaphome.page>

A free anonymous service for All

NYC Health + Hospitals Employees

Make an appointment by phone or email

(212) 306-7660

eap@olr.nyc.gov



<https://nycwell.cityofnewyork.us/en/>

A free anonymous service for NYC residents

Available 24/7/365

Call or Text anytime.

English: 1-888-NYC-WELL (1-888-692-9355), Press 2

Call 711 (Relay Service for Deaf/Hard of Hearing)

Español: 1-888-692-9355, Press 3

Text WELL to 65173



<https://suicidepreventionlifeline.org/>

Confidential. Available 24 hours everyday

For English Call: 1-800-273-8255

For Spanish Call: 1-888-628-9454

For Deaf & Hard of Hearing Call: 1-800-799-4889

Thank You



Special thanks to:

Laura Collins, LCSW, CCCE

Director of Integrated Mental Health Services in Primary Care,
Gouverneur Health

Manuel Divino, III

Nephew and Young Adult

Elet Howe, MPH

Senior Associate Director, School Health | Ambulatory Care

Warren Seigel, MD, MBA, FAAP, FSAHM

Chairman of Pediatrics & Director of Adolescent Medicine,
Coney Island

References

Children

- <https://www.npr.org/sections/goatsandsoda/2020/02/28/809580453/just-for-kids-a-comic-exploring-the-new-coronavirus>
- <https://www.who.int/news-room/detail/09-04-2020-children-s-story-book-released-to-help-children-and-young-people-cope-with-covid-19>

Adolescents

- <https://www.healthline.com/health-news/social-distancing-effects-on-social-development>
- <https://www.teenvogue.com/story/coronavirus-anxiety>
- <https://hub.jhu.edu/2020/05/11/covid-19-and-adolescents/>

Grief & Loss

- <https://childrengrieve.org/about-us/news/208-covid-19>
- <https://nyulangone.org/news/helping-children-process-grief-loss-during-covid-19>
- https://www.stonybrookmedicine.edu/Crowell_Dealing_with_loss_during_COVID19

Parenting Tips

- <https://www.washingtonpost.com/outlook/2020/04/18/pandemic-will-haunt-todays-children-forever-we-can-help-them-now/>
- <https://store.samhsa.gov/product/Talking-With-Children-Tips-for-Caregivers-Parents-and-Teachers-During-Infectious-Disease-Outbreaks/PEP20-01-01-006>
- <https://www.weforum.org/agenda/2020/03/parenting-tips-covid-19-isolating-children-stress/>
- <https://www.washingtonpost.com/lifestyle/2020/04/16/how-parents-can-protect-kids-mental-health-during-pandemic/>
- https://www.aacap.org/App_Themes/AACAP/Docs/latest_news/2020/Coronavirus_COVID19_Children.pdf
- <https://nyulangone.org/news/schools-out-parents-guide-meeting-challenge-during-covid-19-pandemic>
- https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf

Online Safety

- <https://www.weforum.org/agenda/2020/05/children-digital-risks-cybersecurity-screentime-covid19/>