TOGETHER WE WILL CRUSH COVID-19

EMPLOYEE RESOURCE GUIDE
YOU ARE NOT ALONE
TOGETHER WE WILL GET THROUGH THIS

March 31, 2020

This document will continue to evolve as new information is released.
HELPFUL TIPS

Practicing social distancing does not mean we have to be socially isolated. Stay in touch with friends, family and co-workers by texting, sending emails, talking on the phone, and video chatting. Some people are holding online hangouts or streaming online movies as a group. Let people know how much you care for them. Reaching out to others is an important part of staying both mentally and physically healthy.

WHAT YOU CAN DO TO HELP COPE WITH EMOTIONAL DISTRESS

1. Managing Your Stress
   - Stay informed. Refer to credible sources only for updates on the local situation.
   - Stay focused on your strengths.
   - Maintain a daily routine.
   - Give yourself time to relax and rest.
   - If possible, take a moment or two and stand outside, feel the sunshine and breeze on your face.

2. Be informed and Inform Your Family
   - Become familiar with local medical and mental health resources in your community.
   - Avoid sharing unconfirmed news about COVID-19 to avoid unnecessary fear and panic.
   - Give honest age-appropriate information to children and remember to stay calm while talking to children; children often feel what you feel.

3. Connect with Your Community
   - Keep in contact with family and friends.
   - Accept assistance, if needed, from family, friends, co-workers and clergy.
   - Reach out to neighbors and friends with special needs who may need your help.
   - Write a note, letter or send a card to a senior, a neighbor or a family member.

4. Reach Out and Help
   - If you know someone affected by the virus, call them to see how they are doing, and remember to keep their confidentiality.
   - Keep a positive attitude.
   - Consider an act of kindness for those who have been asked to practice social distancing, such as having a meal delivered at their door.
   - If you can assist financially, locate a charity or organization that needs help.

5. Be Sensitive
   - Avoid blaming anyone or assuming someone has the virus because of the way they look or where their family comes from.
   - An infectious disease is not connected to any racial or ethnic group, speak up in kindness when you hear false rumors or negative stereotypes that foster racism and xenophobia.

Please consider seeking professional assistance if you or a loved one is having difficulty coping.
At this time the City of Costa Mesa, as well as several of our local, state and federal agencies have resources available for and your family. BE AWARE, BE PREPARED. If you need someone to turn to but are having difficulty connecting with someone in your support network, there is online or phone support available through:

**CITY OF COSTA MESA HUMAN RESOURCES DIVISION**
Contact: Human Resource Analyst Ellen Medalle
714-754-5104 at ellen.medalle@costamesaca.gov

**BEACON HEALTH OPTIONS - EMPLOYEE ASSISTANCE PROGRAM (EAP)**
Our Employee Assistance Program (EAP) offers, confidential Support for Work and Life, this is provided to you and your family (in your immediate household), at no cost (virtual, online, phone, and in-person services including work/life balance; online resources, webinars, videos, etc.). It is completely confidential, and services are available 7 days a week, 24 hours a day.

Additional Resources Available through Beacon Health Options:
- [EAP Beacon Health Brochure](https://www.costamesaca.gov/City-of-Costa-Mesa/Businesses-and-Residents/Office-of-Human-Resources/Employee-Assistance-Program/) (See pages 6 and 7)
- [BEACON Telehealth – Life can be tough, Getting help is EASY](https://www.costamesaca.gov/City-of-Costa-Mesa/Businesses-and-Residents/Office-of-Human-Resources/Employee-Assistance-Program/) (See pages 8 and 9)
- [Take Charge of Coronavirus Related Anxiety](https://www.costamesaca.gov/City-of-Costa-Mesa/Businesses-and-Residents/Office-of-Human-Resources/Employee-Assistance-Program/) (See page 10)
- [Kids Worried About the Corona Virus](https://www.costamesaca.gov/City-of-Costa-Mesa/Businesses-and-Residents/Office-of-Human-Resources/Employee-Assistance-Program/) (See page 11)

Contact: 1(800)662-7241

**CALIFORNIA DEPARTMENT OF PUBLIC HEALTH (CDPH)**
CDPH Website: [https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx)

**CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)**
The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.


NATIONAL SUICIDE PREVENTION LIFELINE
Lifeline Chat – No matter what problems you are dealing with, talking with someone about your thoughts and feelings can save your life.

Contact: 1-800-273-8255
Website: Lifeline

ORANGE COUNTY HEALTHCARE AGENCY (OCHCA)
The Orange County Behavioral Health Information and Referral Line Provides the OC Links Information and referral Line provides telephone and online support for anyone seeking information or linkage to any of the Health Care Agency's Behavioral Health Services. These services include children and adult mental health, alcohol and drug inpatient and outpatient, crisis programs, and prevention and early intervention services. Callers can be potential participants, family members, friends or anyone seeking out resources, or providers seeking information about Behavioral Health programs and services. Trained Navigators provide information, referral, and linkage directly to programs that meet the needs of callers.

If you would like to learn more about services available through Behavioral Health Services, please call (855) OC-LINKS between the hours of 8 am - 6 pm to be connected to a Behavioral Health Navigator, or click on the OC Links Chat icon during open chat hours.

Contact: 1(855) 625-4657
TDD Number: 1 (714) 834-2332
Website Link: https://www.ochealthinfo.com/bhs/about/nit/oclinks/
Resource Link: https://occovid19.ochealthinfo.com/?fbclid=IwAR0Ze6xTBxaxti4OiPIVpjEMtoNFGJqW77jhv8yPYLP4dBqOcBDU

Additional resources available through OCHCA:
- Staying Calm During a Pandemic (See page 12)
- Talking with Children During a Pandemic (See page 13)
- Helping Kids Cope with COVID Anxiety (See Page 14)

US DEPARTMENT OF HUMAN HEALTH SERVICES-SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION (SAMHSA)
Treatment referral and info services for individuals and families facing mental and/or substance use disorders

Contact: 1(800)662-4357
Website: National Helpline
Resource Link: https://www.samhsa.gov/coronavirus

Additional resources available through SAMHSA:
- Coping with Stress During Infectious Disease Outbreaks (See pages 15-18)

WORLD HEALTH ORGANIZATION (WHO)
Website: https://www.who.int

Additional resources available through WHO:
- Coping with Stress During the 2019-nCoV Outbreak (See page 19)
- Helping Children Cope with Stress During the 2019-nCoV Outbreak (See page 20)
### INSURANCE PROVIDER INFORMATION

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<td>Click below to get started:</td>
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<td>Click below to access Podcasts:</td>
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<td>Click here for website:</td>
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<td>Call to enroll at: 1-877-849-2363</td>
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<td>Or send email to:</td>
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<td><a href="#">besthealth@sharp.com</a></td>
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<td><strong>UNITED HEALTHCARE HMO</strong></td>
<td>Call emotional support line at:</td>
<td><strong>24/7 Optum Emotional Support Line</strong> – talk to professionally trained mental health experts</td>
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<td>1-866-342-6892</td>
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<td><strong>SANVELLO APP</strong></td>
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<td><strong>Sanvello App</strong> – daily tracker, journeys, coping tools, assessments, and community support program</td>
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<td>(AVAILABLE TO ANYONE DURING COVID-19 CRISIS)</td>
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How Can the EAP Help You?
Call the EAP for guidance and support managing work and life, including:
- achieving personal goals
- finding care for an aging relative
- sorting through legal matters
- resolving conflicts
- improving health such as weight loss, stress management or quitting smoking
- planning for a strong financial future
- strengthening relationships
- improving communication skills
- planning for life events such as a marriage or birth of a child

Privacy is a priority
The EAP upholds strict confidentiality standards. Your personal information is kept confidential in accordance with federal and state laws. No one will know you have accessed the program services unless you specifically grant permission or express a concern that presents a legal obligation to release information (for example, if it is believed you are a danger to yourself or to others).

(800) 662-7241
To access Achieve Solutions®, go to: www.myachieve.com

This brochure is for informational purposes only and does not guarantee eligibility for program services. Beacon Health Options services do not replace regular medical care. In an emergency, seek help immediately.
YOUR EMPLOYEE ASSISTANCE PROGRAM

Resources, referral and support services for personal success:

• work/life balance
• fulfilling relationships
• achieving personal goals
• healthy living
• financial stability
• resilience
• managing life events
• recovery

COUNSELING SERVICES
Talk one-on-one with an experienced, licensed counselor for support with stress management, strengthening relationships, work/life balance, grief and loss, and more. You can access a counselor face-to-face, online or by phone—whichever is most convenient for you. As with all EAP services, your conversation will be strictly confidential.

LEGAL SERVICES
Legal support for:
• divorce
• landlord and tenant issues
• real estate transactions
• wills and power of attorney
• civil lawsuits and contracts
• identity theft recovery

FINANCIAL SERVICES
Talk to a financial coach for guidance on:
• saving for college
• debt consolidation
• mortgage issues
• estate planning
• general tax questions
• retirement planning
• family budgeting

ONLINE RESOURCES
Visit the Achieve Solutions® website to access articles and tools such as videos, calculators and quizzes to help you improve your health and manage life events. You can also search for service providers in your area. The site is available in English and Spanish.

Topics include:
• depression
• strengthening marriage and relationships
• stress management
• anxiety
• conflict management
• weight management
• communication

BENEFITS OF THE EAP INCLUDE:

We help people live their lives to the fullest potential.

Life is busy. When you need more resources to manage it all, our employee assistance program (EAP) professionals can help. The EAP provides information, guidance and support to help you and your family reach your personal and professional goals, manage daily stresses and develop fulfilling relationships.

The EAP is here to help
You don’t have to handle your concerns on your own. It’s OK to ask for assistance. In fact, seeking help early enables you to take immediate control of your situation and can prevent small issues from turning into big problems. EAP counselors are available 24 hours a day, 7 days a week. Whether your concern is big or small, don’t hesitate to call.

HOW THE EAP WORKS

• Access is easy and there’s no cost to you. Whether the issue is large or small, simply go online or call the toll-free phone number on this brochure any time, day or night.

• Staffed by professionals. EAP professionals are highly trained and qualified. The information you receive is accurate, up to date and relevant to your particular circumstances.

• Your call is private. Your personal information is kept confidential in accordance with federal and state laws.
Beacon online counseling

Life can be tough. Getting help is easy.

Schedule an online visit with a licensed counselor today and get the help you need. Managing stress, depression or understanding addiction can be overwhelming. Now, it’s easier than ever to get help from the comfort of your own home. When you need someone to talk to, schedule an appointment with a licensed counselor. You can choose an in-person, online or telephone appointment.
Your EAP benefits include Beacon online counseling.

A convenient, confidential way to get counseling when office appointments just don’t work for you.

Why online counseling?

- Secure, private video sessions with licensed counselors in the comfort of your own home.
- Schedule sessions during times that work for your schedule, even evenings and weekends.
- Choose from a network of caring clinicians and find the one who is right for you.

We can treat:

- Adolescent issues
- Anxiety
- Bipolar disorders
- Child issues
- Depression
- Eating disorders
- Grief and loss
- LGBTQ support
- Life changes
- Marriage issues
- Panic disorders
- Parenting issues
- Relationship issues
- Stress
- Trauma and PTSD
- And more

Services include:

3 no-cost sessions as defined by your benefit.

☎ 800-662-7241  🌐 myachieve.com
Take charge of coronavirus-related anxiety

The coronavirus (also called COVID-19) is in the news daily, with the number of cases rising and varied health recommendations based on location. It is increasingly important to stay focused and take measure of your situation and feelings. Normally you are a person who manages life’s ups and downs with relative ease, but this news is causing you stress and generally hindering your daily life.

An evolving, ongoing event such as the threat of a health emergency can cause people to feel anxiety, even when they normally don’t. Symptoms of anxiety include:

- Intense worry
- Fatigue
- Panic
- Obsession
- Nightmares
- Muscle tension
- Headaches
- Sleep problems
- Rapid heart rate
- Shortness of breath
- Chest pain
- Sweating

The good news is that there are steps you can take to address your anxiety around the coronavirus or any other stressful situation.

1. **Take control of the situation.** There are preventive measures you can take to limit your susceptibility to the coronavirus, such as washing your hands; not touching your eyes, nose and mouth; and disinfecting your home and work area. For more suggestions, refer to the Centers for Disease Control (CDC) and World Health Organization (WHO) websites.

2. **Take care of yourself.** Eat nutritious food, exercise, limit alcohol consumption and make sleep a priority. Stay connected with family and friends so that you’re not socially isolated.

3. **Stay informed by learning the facts.** The news isn’t always accurate. Be sure to get your information from authoritative sources, such as the CDC and the WHO.

4. **Think about the impact you have on others.** Be sure to care for yourself and take preventative measures more seriously. Communicating with family and friends about those measures is a form of positively affecting others.

5. **Limit your media exposure to coronavirus news.** Today’s news cycle is 24 hours, and the exposure can be overwhelming, regardless of the topic.

6. **Let it go.** Don’t dwell on what may or may not happen regarding the coronavirus. Change what you can and let the rest take its course. Refocus your mind and think only about positive things.

If your stress and anxiety persist in spite of taking these recommended steps, contact your company’s Employee Assistance Program (EAP) or your primary care physician who may refer you to a behavioral health specialist. Another option is to call the Substance Abuse and Mental Health Administration’s Disaster Distress Helpline at 1-800-985-5990, a 24/7, 365 day-a-year, free national hotline that provides immediate crisis counseling. It is toll-free, multilingual and confidential.
If your kids are worried about the coronavirus

News about the outbreak and spread of a new strain of coronavirus (COVID-19) may be causing your children to feel anxious. These tips can help you ease their worries.

Be informed
Start by making sure you have up-to-date information about COVID-19. Check sources such as the Centers for Disease Control and Prevention and the World Health Organization to understand the symptoms, scope, risks and safety precautions for the disease, as well as what is being done to help prevent it from spreading.

Ask, listen, and assure
Your young child or teen may come to you with concerns about the virus, or you may decide to bring it up first. Ask what they’ve heard about it so you can correct any misinformation. Acknowledge their feelings and ask questions to help you identify the sources of their fears. Ask what they are afraid will happen, and then answer with details you think they can handle based on their ages, tendencies to worry, etc.

Address your kids’ fears calmly with these assurances, if they apply:

• The virus is not widespread in your country, and isn’t in your state/city/community/school. If there are cases nearby, focus on efforts underway to keep the disease from spreading.
• Your family will take extra care to stay healthy by washing your hands, keeping your hands off your faces as much as possible, covering coughs and sneezes, not sharing drinks and utensils with others, avoiding others who are sick, and going to the doctor if you get sick.
• Experts are doing all they can to understand the virus, treat people who have it, and keep it from spreading.

Avoid making comparisons that may stir up more anxiety. Don’t argue how much greater the risk is of getting and dying from the flu, for example. Remind your children that their amazing bodies are built to fight off viruses.

Limit news exposure
Be careful what you and other adults say about the coronavirus when young children are nearby. An offhand remark might be taken out of context and trigger anxiety. Avoid graphic news coverage when your kids are present, too. Encourage your anxious teen to limit or avoid time spent researching the virus and watching news about it.

Be a good role model
Your children will look to you to decide if their fears are grounded. Model good hygiene, reasonable precautions, and a calm attitude. If you aren’t anxious, they will likely feel better.

If your children’s stress and anxiety persist in spite of taking these recommended steps, contact your company’s Employee Assistance Program (EAP) or your primary care physician who may refer you to a behavioral health specialist. Another option is to call the Substance Abuse and Mental Health Administration’s Disaster Distress Helpline at 1-800-985-5990, a 24/7, 365 day-a-year, free national hotline that provides immediate crisis counseling. It is toll-free, multilingual and confidential.
Recommendations for Staying Calm During a Pandemic

Ground yourself.

- When experiencing anxiety, it can leave us feeling like we are outside of ourselves. Feelings of lightheadedness and/or dizziness are common. These reactions are our sympathetic nervous system, in other words, our biological stress response, in action.
- Sit down, place your feet flat on the floor, sit back in the chair and take deep breathes. Be aware of there here and now.

Keep moving.

- It is common to hold our feelings in our bodies. Tense shoulders? Stomachaches? The more we hold, the more we have somatic feelings. Walk, run, jump or dance – get active!

Remember what has not changed.

- Look around you right now and list three things that have not changed since the start of COVID-19. Does your dog still need to be fed? Are your children still needing you to make dinner? Are you still showering? Focus on what is staying the same. Do what you can to keep routines as normal as possible for you and your family.

Live in the land of “and.”

- There are many feelings about COVID-19. They range from extreme panic to feeling like this incident has been blown out of proportion. It is ok to feel somewhere in between. You can be worried and feel fear without having to catastrophize or minimize.

Identify when you have successfully handled the unknown in the past.

- Not knowing what is going to happen and how long this crisis will last can cause fear. It is important to keep in mind that there have been other situations in which you felt afraid and were facing an unknown outcome, yet you made it through.

The public is encouraged to go to the Orange County Health care Agency’s dedicated website at www.ochealthinfo.com/novelcoronavirus for the latest updates.

Adapted from Psychology Today
Talking to Children About COVID-19

Remain calm and reassuring
- Children will react to and follow your verbal and nonverbal reactions.

Suggested Points to Emphasize When Talking to Children
- Adults at home and health officials are taking care of your health and safety. If you have concerns, please talk to an adult you trust.
- Not everyone will get the coronavirus (COVID-19) disease. Health officials are being especially careful to make sure as few people as possible get sick.
- Share what children can do to stay healthy and avoid spreading the disease.

Make yourself available
- Children may need extra attention and may want to talk about their fears and questions. Tell them you love them and give them plenty of affection.

Be honest and accurate
- Without factual information, children often imagine situations far worse than reality.

Monitor television viewing and social media
- Limit television viewing or access to information on the Internet and through social media.

Maintain a normal routine to the extent possible
- Keep to a regular schedule, as this can be reassuring and promotes physical health.

Know the symptoms of COVID-19

Review and model basic hygiene and healthy lifestyle practices for protection
- Providing guidance on what they can do to prevent infection gives them a greater sense of control and reduces their anxiety.

You know your children best. Let their questions be your guide as to how much information to provide. However, do not avoid giving them the information that health experts identify as critical to ensuring your children’s health.

For more information on how to help prevent the spread of COVID-19, click here.

The public is encouraged to go to the Orange County Health care Agency’s dedicated website at www.ochealthinfo.com/novelcoronavirus for the latest updates.
Ways to Help Kids Cope with Coronavirus (COVID-19) Anxiety

Meet children’s concerns with validation, compassion
- Listen carefully to their concerns and learn where they heard their information. Validate their fears by saying something like, “It can be frightening when a new illness comes around that we don’t know everything about.” Lastly, gently correct any misconceptions they may have heard and encourage them to continue to ask questions.

Stick to developmentally appropriate facts
- Avoid having adult-level conversations about COVID-19 around children. Answer questions with brief, developmentally appropriate explanations. For example, you might tell a young child, “Coronavirus is a new type of cold/flu, and so it is important for us to wash our hands more and sneeze in our elbows to keep healthy.”
- Remind children that doctors and other experts around the world are working hard to stop the virus. This can help kids understand that smart, capable people are taking action.

Reassure kids by empowering them
- Reassure children that they can protect themselves and others by practicing proper hand washing and cough etiquette and taking other healthy steps.

Look for kid-friendly methods
- Teach kids how long to wash hands for by singing a 20- to 30-second song together, for example, the “ABCs”. You can also estimate 20-to-30 seconds of any song the child likes.

Emphasize kindness
- As always, it is helpful to teach kids to continue to be kind to all people, regardless of their country of origin or their appearance. Kindness is always possible – even when they feel afraid.

Remember to model positive behavior
- Parents who show good coping skills can help reassure kids that they are safe. After all, kids learn from their parents how to react in new situations.
- Remember that kids make mistakes. If your child accidentally does not wash their hands or does not sneeze into their elbow, gently remind them. Scaring children with the potential consequences of their mistakes is not helpful.

Watch for behavior changes
- Changes in a child’s sleep, appetite, interest in being with friends or leaving the house, or levels of reassurance seeking, as well as excessive hand washing can be signs that more help is needed.

The public is encouraged to go to the Orange County Health care Agency’s dedicated website at www.ochealthinfo.com/novelcoronavirus for the latest updates.

Adapted from CHOC Children’s
Coping With Stress During Infectious Disease Outbreaks

What You Should Know

When you hear, read, or watch news about an outbreak of an infectious disease such as Ebola, you may feel anxious and show signs of stress—even when the outbreak affects people far from where you live and you are at low or no risk of getting sick. These signs of stress are normal, and may be more likely or pronounced in people with loved ones in parts of the world affected by the outbreak. In the wake of an infectious disease outbreak, monitor your own physical and mental health. Know the signs of stress in yourself and your loved ones. Know how to relieve stress, and know when to get help.

Know the Signs of Stress

What follows are behavioral, physical, emotional, and cognitive responses that are all common signs of anxiety and stress. You may notice some of them after you learn about an infectious disease outbreak.

YOUR BEHAVIOR:

- An increase or decrease in your energy and activity levels
- An increase in your alcohol, tobacco use, or use of illegal drugs
- An increase in irritability, with outbursts of anger and frequent arguing
- Having trouble relaxing or sleeping
- Crying frequently
- Worrying excessively
- Wanting to be alone most of the time
- Blaming other people for everything
- Having difficulty communicating or listening
- Having difficulty giving or accepting help
- Inability to feel pleasure or have fun

Know When To Get Help

You may experience serious distress when you hear about an infectious disease outbreak, even if you are at little or no risk of getting sick. If you or someone you know shows signs of stress (see list at left) for several days or weeks, get help by accessing one of the resources at the end of this tip sheet. Contact the National Suicide Prevention Lifeline right away if you or someone you know threatens to hurt or kill him- or herself or someone else, or talks or writes about death, dying, or suicide.
YOUR BODY:
- Having stomachaches or diarrhea
- Having headaches and other pains
- Losing your appetite or eating too much
- Sweating or having chills
- Getting tremors or muscle twitches
- Being easily startled

YOUR EMOTIONS:
- Being anxious or fearful
- Feeling depressed
- Feeling guilty
- Feeling angry
- Feeling heroic, euphoric, or invulnerable
- Not caring about anything
- Feeling overwhelmed by sadness

YOUR THINKING:
- Having trouble remembering things
- Feeling confused
- Having trouble thinking clearly and concentrating
- Having difficulty making decisions

Know How To Relieve Stress

You can manage and alleviate your stress by taking time to take care of yourself.

KEEP THINGS IN PERSPECTIVE:
Set limits on how much time you spend reading or watching news about the outbreak. You will want to stay up to date on news of the outbreak, particularly if you have loved ones in places where many people have gotten sick. But make sure to take time away from the news to focus on things in your life that are going well and that you can control.

GET THE FACTS:
Find people and resources you can depend on for accurate health information. Learn from them about the outbreak and how you can protect yourself against illness, if you are at risk. You may turn to your family doctor, a state or local health department, U.S. government agencies, or an international organization. Check out the sidebar on the next page for links to good sources of information about infectious disease outbreaks.

KEEP YOURSELF HEALTHY:
- Eat healthy foods, and drink water.
- Avoid excessive amounts of caffeine and alcohol.
- Do not use tobacco or illegal drugs.
- Get enough sleep and rest.
- Get physical exercise.
COPING WITH STRESS DURING INFECTIOUS DISEASE OUTBREAKS

USE PRACTICAL WAYS TO RELAX:

- Relax your body often by doing things that work for you—take deep breaths, stretch, meditate, wash your face and hands, or engage in pleasurable hobbies.
- Pace yourself between stressful activities, and do a fun thing after a hard task.
- Use time off to relax—eat a good meal, read, listen to music, take a bath, or talk to family.
- Talk about your feelings to loved ones and friends often.

PAY ATTENTION TO YOUR BODY, FEELINGS, AND SPIRIT:

- Recognize and heed early warning signs of stress.
- Recognize how your own past experiences affect your way of thinking and feeling about this event, and think of how you handled your thoughts, emotions, and behavior around past events.
- Know that feeling stressed, depressed, guilty, or angry is common after an event like an infectious disease outbreak, even when it does not directly threaten you.
- Connect with others who may be experiencing stress about the outbreak. Talk about your feelings about the outbreak, share reliable health information, and enjoy conversation unrelated to the outbreak, to remind yourself of the many important and positive things in your lives.
- Take time to renew your spirit through meditation, prayer, or helping others in need.

Sources for Credible Outbreak-Related Health Information

Centers for Disease Control and Prevention
1600 Clifton Road
Atlanta, GA 30329-4027
1-800-CDC-INFO (1-800-232-4636)
https://www.cdc.gov

World Health Organization
Regional Office for the Americas of the World Health Organization
525 23rd Street, NW
Washington, DC 20037
202-974-3000
http://www.who.int/en

Take care of your physical health to help lower your stress. Take a break to focus on positive parts of your life, like connections with loved ones.
Helpful Resources

Substance Abuse and Mental Health Services Administration (SAMHSA)
5600 Fishers Lane
Rockville, MD 20857
Toll-Free: 1-877-SAMHSA-7 (1-877-726-4727)
Email: info@samhsa.hhs.gov
SAMHSA Store: https://store.samhsa.gov

SAMHSA Hotlines
SAMHSA’s Disaster Distress Helpline
Toll-Free: 1-800-985-5990 (English and español)
SMS: Text TalkWithUs to 66746
SMS (español): “Hablanos” al 66746
TTY: 1-800-846-8517
Website in English: https://www.disasterdistress.samhsa.gov
Website in Spanish: https://www.samhsa.gov/find-help/disaster-distress-helpline/espanol

SAMHSA’s National Helpline
Toll-Free: 1-800-662-HELP (24/7/365 Treatment Referral Information Service in English and español)
Website: https://www.samhsa.gov/find-help/national-helpline

National Suicide Prevention Lifeline
Toll-Free: 1-800-273-TALK (1-800-273-8255)
Toll-Free (español): 1-888-628-9454
TTY: 1-800-799-4TTY (1-800-799-4889)
Website in English: https://www.suicidepreventionlifeline.org
Website in Spanish: https://suicidepreventionlifeline.org/help-yourself/en-espanol

Treatment Locator
Behavioral Health Treatment Services Locator
Website: https://findtreatment.samhsa.gov/locator/home

SAMHSA Disaster Technical Assistance Center
Toll-Free: 1-800-308-3515
Email: DTAC@samhsa.hhs.gov
Website: https://www.samhsa.gov/dtac

*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.
It is normal to feel sad, stressed, confused, scared or angry during a crisis.

Talking to people you trust can help. Contact your friends and family.

If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.

Don’t use smoking, alcohol or other drugs to deal with your emotions.

If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.

Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life’s adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.
Children may respond to stress in different ways such as being more clingy, anxious, withdrawing, angry or agitated, bedwetting etc.

Respond to your child's reactions in a supportive way, listen to their concerns and give them extra love and attention.

Children need adults' love and attention during difficult times. Give them extra time and attention.

Remember to listen to your children, speak kindly and reassure them.

If possible, make opportunities for the child to play and relax.

Try and keep children close to their parents and family and avoid separating children and their caregivers to the extent possible. If separation occurs (e.g. hospitalization) ensure regular contact (e.g. via phone) and re-assurance.

Keep to regular routines and schedules as much as possible, or help create new ones in a new environment, including school/learning as well as time for safely playing and relaxing.

Provide facts about what has happened, explain what is going on now and give them clear information about how to reduce their risk of being infected by the disease in words that they can understand depending on their age.

This also includes providing information about what could happen in a re-assuring way (e.g. a family member and/or the child may start not feeling well and may have to go to the hospital for some time so doctors can help them feel better).