Tips On Serving Individuals Remotely and in the Community During the Virus Crisis

March 26, 2020
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START YOUR WORKDAY MINDFULLY  #MindfullyNYAPRS

A DAILY NYAPRS 15-MINUTE RETREAT

Every weekday at 8AM EST beginning Monday, March 30th, 2020 at www.nyaprs.org
Daily recordings can be found on the NYAPRS homepage.
Remote Working

Tips for Staying Effective, Brave, Awkward and Kind

Kristin M. Woodlock MPA, BSN
Try to create a space for work
Keep your work routine
Schedule stretch breaks and walk a bit
Remote work is different for you
Remote work takes more effort at teamwork

B.R.A.V.I.N.G. By Brené Brown

**Boundaries** | You respect my boundaries, and when you’re not clear about what’s okay and not okay, you ask. You’re willing to say no.

**Reliability** | You do what you say you’ll do. At work, this means staying aware of your competencies and limitations so you don’t over promise and are able to deliver on commitments and balance competing priorities.

**Accountability** | You own your mistakes, apologize, and make amends.

**Vault** | You don’t share information or experiences that are not yours to share. I need to know that my confidences are kept, and that you’re not sharing with me any information about other people that should be confidential.

**Integrity** | You choose courage over comfort. You choose what is right over what is fun, fast, or easy. And you choose to practice your values rather than simply professing them.

**Nonjudgment** | I can ask for what I need, and you can ask for what you need. We can talk about how we feel without judgment.

**Generosity** | You extend the most generous interpretation possible to the intentions, words, and actions of others.
1. Make sure to introduce everyone at the beginning.

2. Ensure that you have a clean, work-appropriate background.

3. Look into the camera when talking instead of looking at yourself.

4. Eliminate distractions and focus on the agenda.

5. Be aware of your audio and video settings.

6. Only invite meeting participants who need to be there.

7. If you’re the host, stick around.
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STRIVE FOR FIVE CHALLENGE

New Yorkers Looking out for New Yorkers
SOCIAL CONNECTION IS A PART OF BEING HEALTHY

Social Connection is going to look different for a bit
THE CHALLENGE (WHICH YOU ARE SO UP TO!!)

Identify 5 people to check-in with every day for the next 30 days.

Prioritize people who
- Live Alone
- Are in Recovery
- Are Feeling Anxious
• Think about starting a team in your agency, company, club or circle of friends.

• If you are going to take the challenge – email us with your start date! At striveforfivechallenge@gmail.com

• Use social media to promote more people committing to connect with 5 people a day #NYSTRIVE5
EMPATHY

I am in it with you.

I am not here to fix you.

I am not here to feel it for you.

I am here to feel with you and let you know you are not alone.
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Use social media to promote more people committing to connect with 5 people a day #NYSTRIVE5
SPARK CREATED BY:

• The Coalition for Behavioral Health
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March 26, 2020
Edited by Harvey Rosenthal, NYAPRS
Downloadable copy available at www.nyaprs.org
Our Mission

NYAPRS is a change agent dedicated to improving services, public policies and social conditions for people with mental health, substance use and trauma-related challenges, by promoting health, wellness and recovery, with full community inclusion, so that all may achieve maximum potential in communities of choice.
THANK YOU!

Thanks to all of the individuals and organizations who shared information about the extra efforts they are taking to ensure that essential support and connection is offered to individuals, families and staff when they need it most, and whose creativity, dedication and courage can be found throughout this presentation.

Many of these approaches will forever change how services are offered in the future, long after the crisis has abated.
CLUBHOUSES

• Venture House, Fountain House and the Clubhouse NY Coalition have joined to form a “virtual Clubhouse” where members can stay engaged through private Facebook group messaging and attend unit meetings through Zoom and Slack. All staff are available live through the 3CX call forwarding system.

• Staff are conducting daily outreach calls, and conducting needs assessments and making referrals as requested and appropriate.

• Resources have been mailed out to NYC clubhouse members and are posted and regularly updated on Facebook and their websites.
“No One Who is in Crisis is Alone”

All aspects of Housing Options Made Easy in WNY remain open. They are:
• providing daily check-ins via phone, video conference and text
• operating all their crisis intervention services 24/7
• Offering 24/7 call, text, warm and video lines to anyone, anywhere
• still meeting people face to face at Crisis Respite and Crisis Diversion drop in services
Multiple Services and Formats

• Baltic Street AEH in New York City has created a comprehensive mobile peer support network that includes Zoom group conferences, Facetime calls, Facebook messaging, use of social media, warmline services and direct phone contact.
• Baltic’s Resource and Wellness Center is providing a full range of supports, from ways to avoid food insecurity, to free online activities to do while self-distancing, to simply trying to provide a little inspiration and hope.
• Groups include:
  • Managing Anxiety During Difficult Times
  • Feeding Our Mental Health: Immune Boosting Foods & Tools
  • Poetry that Inspires Us During Hard Times
  • A Conversation on Self Distancing
Enhancing Connections at Every Level

Restoration Society in Western NY is:

- Calling every customer in every program on a daily basis
- Implementing 24/7 Response Team lines.
- Making a conference line available for customers to use as a group line for formal and informal group support.
- Offering an enhanced 7 days per week, day and evening calendar which includes classes, groups, chats and art groups.
- Offering face to face, distant contact and making deliveries as needed
- Continuing to run their homeless resource center with extended hour, with pre-screening at the door, social distancing, and regular sanitization.
Multimodal Peer Outreach

• Gainesville Peer Respite in Florida has updated its website and all social media pages to advise of the transition to tele-delivered peer support services and to provide links that allow them to join peer support groups at their typically scheduled hours.
• Their staff have reached out to all individuals served in the past 2 years to check-in with them and to advise of the transition to tele-delivered peer support services.
• They have also sent out a newsletter to over 700 recipients with information about our peer support services including the transition to tele-delivered peer support services.
• They have also have applied for disaster dollars to avoid having to shutdown their warm line.
“Everyone Wants To Talk SO We Are Just Listening”
Helping to Maintain Vocational Goals

• Mental Health Peer Connection in Western NY is calling everyone they serve; their 23 staff average 5 contacts per day. They have developed a secure/confidential way to hold 2 to 3 virtual groups a day.

• “Many have lost their job, (full time, part-time, a few hours a week) their purpose, their ‘I matter’ self-esteem. Getting a job is what they seek. We are encouraging them to act as if they are still working, pushing self care, maintaining ADLs and a purpose to get ready to return to work.”
Maintaining Support for Vocational Goals

• Turn the Page…Again!, a Central NY Affirmative Business program has sent links to online job leads and are making sure all participants have updated resumes for job search and are working with anyone who would like assistance with on-line applications.
• They have sent links for free cognitive games that can be accessed through mobile play stores.
• They are also making extra efforts to check in with individuals who struggle with technology.
Ensuring Services for Veterans

- The Association for Mental Health and Wellness on Long Island has moved their Veterans Peer Support Project to an online platform.
- Veterans continue to receive their wide range of support services, including housing services, case management, education and training.
- Their three food pantries remain open, as does their Vets Place shelter, which is continuing to offer housing for the homeless, as well as support services. Lunch and dinner are delivered each day, and dry, pre-packed breakfast is provided onsite.
Maintaining the Focus on Young Adults

• The MHA of Westchester’s OnTrackNY ‘First Episode’ team serves individuals between 16-30. They continue to offer:
  • Regularly scheduled appointments via telephone or video w/ audio).
  • Initial and risk assessments to determine eligibility for OnTrackNY for new referrals via video sessions.
  • Team members hold regular meetings via conference call, including a daily team check-in and weekly full team meeting on Wednesday afternoons.
  • The team utilizes shared documents in secure SharePoint drive to coordinate services
Extending Services to the Greater Community

- The Mental Health Empowerment Project, a peer run agency that is providing services in the Capital District and Hudson Valley has extended their hours of operation to offer telephonic peer support to any member of their community and to members of the general public at large who are seeking resources or a supportive ear during this difficult time.
- Peer Mentors are available from 9:00 am to 9:00 pm Monday-Friday for telephonic peer support and virtual one-on-ones.
- They are also offering a virtual open peer support group every weekday at 4:00 pm and an Alternatives to Suicide peer support group via Zoom every Tuesday at 5:00 pm.
Support for Staff and Board Members

• Wellness in the Woods in Minnesota is hosting webex meetings with **all staff and board** across the state.
• They have added staff hours to their warmline and are **seeking funding** to expand their virtual peer support services.
Educating Family Members

• NAMI Sarasota County chapter in Florida has begun circulating a coronavirus guide to answer frequently asked questions regarding the intersection between COVID-19 and people with mental health related conditions, including how to find emotional support.

• They recommend that anyone who is concerned about access to prescribed medications can ask their health care provider about getting 90-day supplies vs. a 60- or 30-day supply.
Virtual Mental Health and Substance Use Urgent Care

• Access Supports for Living in the Hudson Valley has just launched a new Virtual Mental Health and Substance Use virtual urgent care resource.
• Therapists are available 24/7 by phone and through telemedicine, with access to psychiatry and peer support for any person in the Hudson Valley who needs help.
Strong Management and Staff Communication

The Institute for Community Living in New York City has taken the following steps:

• Executive activities: creation of policymaking team that meets every morning to set agency’s agenda; daily end-of-day calls with Executive Team and SVPs; daily 8am call with CEO and Senior VPs and daily dissemination/updating of task tracker

• Communicating with staff: daily emails to all staff, dissemination of Q&A, creation of guidelines on topics such as isolation, mask policy and telecommuting, launch of Intranet to make these guidelines accessible
Maintaining and Protecting Staff

Institute for Community Living in New York City (continued)

• Maintaining staffing: all programs have at least minimum staff needed; looking for temps/backfills in anticipation of attrition/shortages; creating list of existing staff who can be shifted to critical areas and encouraging staff to use city’s enrichment centers for child care if needed

• Protecting staff: aggressive assignment of staff to work from home where possible; creation and dissemination of workflow processes at each facility to screen clients/visitors for COVID symptoms and isolate suspected cases of COVID; extra cleaning at all facilities
In the Face of Tragedy

“Unfortunately we had one death last week, due to the virus we think. He was in his 20’s.

It impacted the group he lived with tremendously.

Our peer specialist really helped them process this tragedy.

Our staff all met thereafter via video.”
What Happens When The Minutes Run Out?
ON-LINE PEER SUPPORT MEETINGS

- http://na-recovery.org/
- https://debtorsanonymous.org/
- https://coda.org/find-a-meeting/
- http://www.slaaonline.org/
- http://www.workaholics-anonymous.org/meetings/wa-meetings
ON-LINE PEER SUPPORT MEETINGS

- https://www.dbsalliance.org/support/chapters-and-support-groups/online-support-groups/
- https://aps-community.org/
- https://virtualcommunityblog.files.wordpress.com/2020/02/peer-workforce-support-line_page_1.jpeg
- https://inaps.memberclicks.net/assets/Peer-led%20online%20resources%20%281%29.pdf
ON-LINE PEER SUPPORT MEETINGS

• https://www.psycom.net/25-best-mental-health-apps
• https://www.hearingvoicesusa.org/latest-news/154-new-hvn-usa-online-group
• https://recoveryinternational.org/meetings/#Telephone
• https://recoveryinternational.org/meetings/#Online
• https://recoveryinternational.org/meetings/#Chat
• https://www.facebook.com/groups/RIMeeting/
Hey Peers is the third-generation platform from Peer Support Solutions. PSS currently hosts over 250 peer support meetings a month on a variety of topics, reaching people in over 130 countries.

- [https://www.peersupportsolutions.com/](https://www.peersupportsolutions.com/)
- [https://www.supportgroupscentral.com/](https://www.supportgroupscentral.com/)
Online Tools

• Videos: exercise, yoga, meditation, spirituality, cooking, mental and physical health and addiction recovery speakers

• Social media to stay connected: Facebook, Twitter, Linked In, Instagram

• Apps*: Fear Tools, Head Space, CALM, Words with Friends 2, Scrabble with Friends, Pacifica, Breath2Relax, Replika

Free online yoga classes

https://www.youtube.com/playlist?list=PLZkDZKOCvYTh4dRDxQ71m7qQUmWkDmLA1

• * I haven’t tried them all, NYAPRS has no financial relationship with their makers
PODCASTS*

• **Hilarious World of Depression**: “This show is good if you’re struggling with your own symptoms or know someone with depression.”

• “**The Nod**” shares the stories and experiences of African Americans that “don’t get told anywhere else.” Topics range from lighthearted histories of hip-hop trends to the emotional impact of famous writers like Toni Morrison on generations of young black writers and professionals.”

• **Throwing Shade** “This show tackles big political and cultural issues facing women, minorities, and the LGBT community in general.”

• * I haven’t tried them all; NYAPRS has no financial relationship with their makers
CORONAVIRUS DAILY

https://www.npr.org/podcasts/510355/coronavirusdaily

• “A daily news podcast about the coronavirus pandemic, covering all dimensions of the story from science to economics and politics as well as society and culture.
• It runs approximately 10 minutes in length every weekday afternoon.
• Includes stories and interviews from NPR’s Science, International, National, Business and Washington reporting teams, as well as station reporters, and the crews at Morning Edition and All Things Considered.”
Going To the Movies Together

- **Discord** voice channels allow users to talk to each other in real time while they multitask. It also comes with a screen-sharing feature that allows groups of people to watch a movie if one of them is streaming it.

- **Netflix Party** is being used to organize and assemble group movie nights.

- **Drive-in Movie Theaters** are making a comeback.
Resources To Call

- EAP: Employment Assistance Services

- 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.

- National Suicide Prevention Lifeline 1-800-273-8255
If you are overwhelmed with COVID-19 you are not alone.

Connect to support right here in NY.

NEW YORK STATE
COVID-19 EMOTIONAL SUPPORT HELPLINE:

1-844-863-9314

8 AM - 10 PM, 7 days a week
Social Distancing Soundtrack

- In My Room - Beach Boys
- Can't Touch This - MC Hammer
- Happy - Pharrell Williams
- I Did it My Way - Frank Sinatra
- All by Myself – Eric Carmen
- Lonely Avenue – Ray Charles
- One is the Loneliest Number - Three Dog Night
- Dancing With Myself – Billy Idol
- Dancing on the Ceiling – Lionel Richie
- On My Own - Patti LaBelle
Joe Knows
TODAY’S PRESENTERS

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