



The National **Long-Term Care**
Ombudsman Resource Center

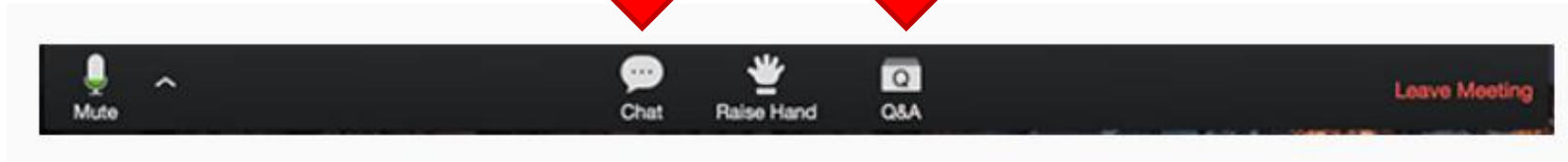
COVID-19 AND OMBUDSMAN PROGRAMS:

**UNDERSTANDING HOW TRAUMA IMPACTS YOU, RESIDENTS, AND
YOUR ADVOCACY**

Anxiety in the Time of COVID-19

June 17, 2020

Questions? Use the Q&A or Chat box.



Question & Answer

The Q&A window allows you to ask questions to the host and panelists. They can either reply back to you via text in the Q&A window or answer your question live.

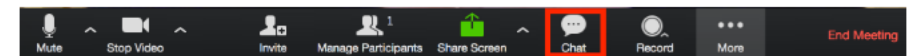
1. Click Q&A to open the Q&A window.
2. Type your question into the Q&A box. Click **Send**.

A screenshot of the Zoom Q&A window. The title bar says 'Q&A'. The main area contains the text 'You have no question.' Below this is a text input field with the placeholder text 'What happens when I raise my hand?'. At the bottom left, there is a checkbox labeled 'Send Anonymously'. At the bottom right, there is a blue 'Send' button.

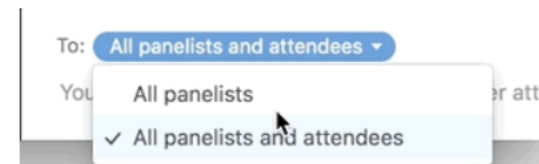
Chat

The in-meeting chat allows you to send chat messages to and send a message to the host, panelists, and attendees (if permitted).

1. Click **Chat** to open the in-meeting chat.



2. The chat will appear on the right side of your Zoom window if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen as needed.
3. To change who you are chatting with, click the drop down beside **To:**.




4. Type your message and press **Enter**.

RESOURCES

Taking Care of You

- Compassion fatigue, burnout, individual trauma, and trauma-informed care
- Typical reactions to stress
- Self-care tips
- Program Management Considerations (supporting staff and volunteers)



Taking Care of You

The Coronavirus (COVID-19) is an unprecedented pandemic. In our lifetime, we have never been in the situation of dealing with so many variables impacting us, our families, employers, family caregivers, and residents of long-term care facilities. In addition to the general stress of this pandemic, the way Ombudsman programs operate has been significantly impacted due to the temporary in-person visitation restrictions. In-person visits with residents are a core part of Ombudsman program outreach and advocacy, so the restrictions may increase your feelings of stress and helplessness since you cannot interact with residents in-person and observe their environment. Although it may not feel like it now, our current situation is temporary, and we will return to our regular routines eventually. However, during this difficult time, it is critical that you take care of yourself so you can be your best for others in both your work and personal life.

By the very nature of Ombudsman program work, you may be subjected to compassion fatigue, burnout, or individual trauma. We have provided brief information about these and encourage you to use [screening tools](#) provided by Substance Abuse Mental Health Services Administration ([SAMHSA](#)) or other reputable health organizations. Please do not hesitate to seek assistance from family, friends, faith communities, co-workers, employers, and mental health providers if you are struggling.

Compassion Fatigue is emotional residue or strain of exposure to working with those suffering from the consequences of traumatic events such as the COVID-19 pandemic. Compassion Fatigue can occur due to one stressful experience or can be due to a “cumulative” level of trauma.

Burnout is a state of emotional, mental, and physical exhaustion that occurs when we feel overwhelmed by too many demands, too few resources, and too little recovery time. Burnout occurs over time, rather than in response to one event. Signs of burnout may be physical or emotional exhaustion, fatigue, insomnia, forgetfulness, impaired concentration, increased illness, loss of appetite, anxiety, depression, or anger.

“Individual trauma results from an event, series of events, or set of circumstances experienced by an individual as physically or emotionally harmful or life-threatening with lasting adverse effects on the individual’s function and mental, physical, social, emotional, or spiritual well-being.” [SAMHSA](#) HRSA Center for Integrated Health Services.

Trauma-informed care is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma (review this [fact sheet](#) for additional information). Recognition of the role of trauma in our lives is very important. **If you are experiencing trauma due to the COVID-19 pandemic, talk to your supervisor and seek support.**

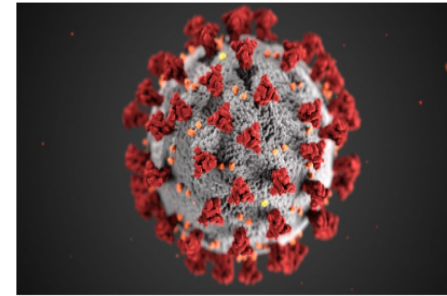
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NORC COVID-19 Information

- Administration for Community Living (ACL)
 - <https://acl.gov/COVID-19>
- Updates and Information
 - CMS
 - ACL
 - NORC
 - Consumer Voice
 - Ombudsman programs

Coronavirus Prevention in LTC Facilities: Information for Long-Term Care Ombudsman Programs

Updated June 16, 2020



As the coronavirus disease 2019 (COVID-19) outbreak continues to evolve, it is important for Ombudsman programs and other advocates to be informed and take precautions in order to prevent the spread.

For more information, visit:

[ACL COVID-19 page](#)

[CMS COVID-19 page](#)

[Consumer Voice COVID-19 page](#)

[CDC COVID-19 page](#)

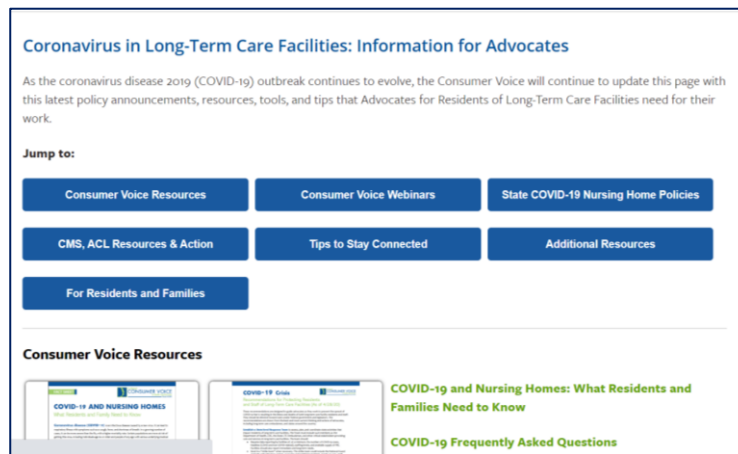
The information on this page includes tips for preventing the spread of COVID-19, alternative ways to stay in touch with residents, and links to additional information. **Jump to:**

https://ltcombudsman.org/omb_support/COVID-19

Consumer Voice COVID-19 Information

Information for Advocates

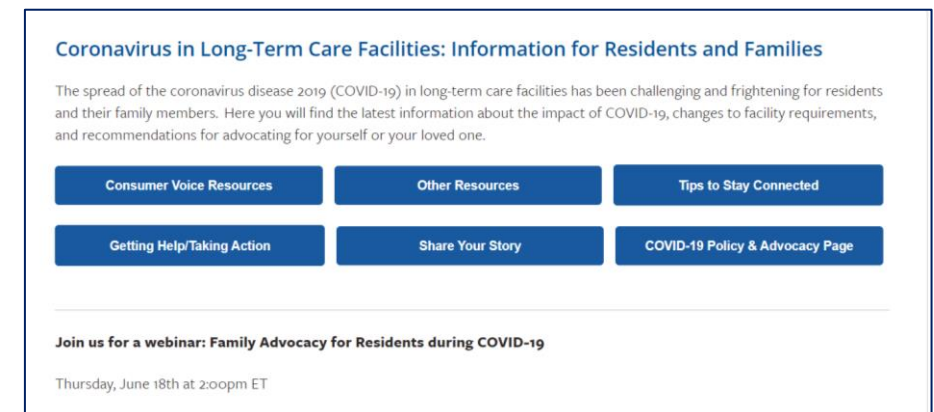
- Fact Sheets
- Weekly Webinars
- Map with State COVID-19 Nursing Home policies



<https://theconsumervoice.org/issues/other-issues-and-resources/covid-19>

Information for Residents and Families

- Tips to Stay Connected
- Get Help/Take Action
- Share Your Story



<https://theconsumervoice.org/issues/other-issues-and-resources/covid-19/residents-families>

Person-Centered Care Resources

- **NORC**

- Person-centered care - <https://ltcombudsman.org/issues/person-centered-care>
- Trauma-informed care – <https://ltcombudsman.org/issues/trauma-informed-care>

- **Consumer Voice**

- Resident-Directed Care/Culture Change <https://theconsumervoice.org/issues/for-advocates/resident-directed-care>
- My Personal Directions for Quality Living - [Blank Form](#) & [Sample](#)
 - A tool from Consumer Voice, with edits by SAGE, for individuals to share what matters to them for person-centered care.
- Information for LTC consumers - <https://theconsumervoice.org/issues/recipients>
- Information for Family Members - <https://theconsumervoice.org/issues/family>

Save the Date and Share!

NORC

- **June 23 (2 – 3:30 ET)** *Ombudsman Program Communication and Advocacy during COVID-19: Ensuring Resident Access.* Register [here](#).



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Consumer Voice

- **June 18 (2 – 3 ET):** *Family Advocacy for Residents during COVID-19.* Register [here](#).
- **June 19 (2 – 3 ET):** *COVID-19: Advocating for Nursing Home Residents.* Register [here](#).

Anxiety in a Time of COVID-19

Sheri Gibson, Ph.D.

June 17, 2020

www.DrSheriGibson.com

We are affected



We are CREATIVE & RESILIENT



Biggest Concerns

- ▣ Re-entry into long term care communities
 - ▣ What will I see when I get there?
 - ▣ What if I make someone sick?
 - ▣ What if I get sick?



Race and COVID-19



Stress and Anxiety



Psychological Effects of a Global Pandemic

Significant increase in stress related to Economy and Work during pandemic



ECONOMY

May 2020

70%

August 2019

46%

WORK

May 2020

70%

August 2019

64%

Note: "Work" is among those who are employed

Poll Questions

- ▣ Are you a parent?
 - ▣ Yes or No

- ▣ If you answered yes, what ages are your children?
 - ▣ 0-5
 - ▣ 6-10
 - ▣ 11-15
 - ▣ 16-18
 - ▣ 19-21
 - ▣ Over 21

- ▣ How many children live in your home?
 - ▣ 1-2
 - ▣ 3-4
 - ▣ 5-6
 - ▣ Over 7

Parenting

Parental sources of stress as a result of the coronavirus pandemic



% reporting very/somewhat significant source of stress in their life

A family member getting coronavirus

74%

Government response to coronavirus

74%

Disrupted routines/adjusting to new routines

74%

Getting coronavirus

73%

Managing distance/online learning for their child(ren)

71%

Basic needs (i.e., availability of and access to food, housing)

70%

Self-isolation

67%

Access to health care services

66%

Missing out on major milestones

63%

One possible outcome...

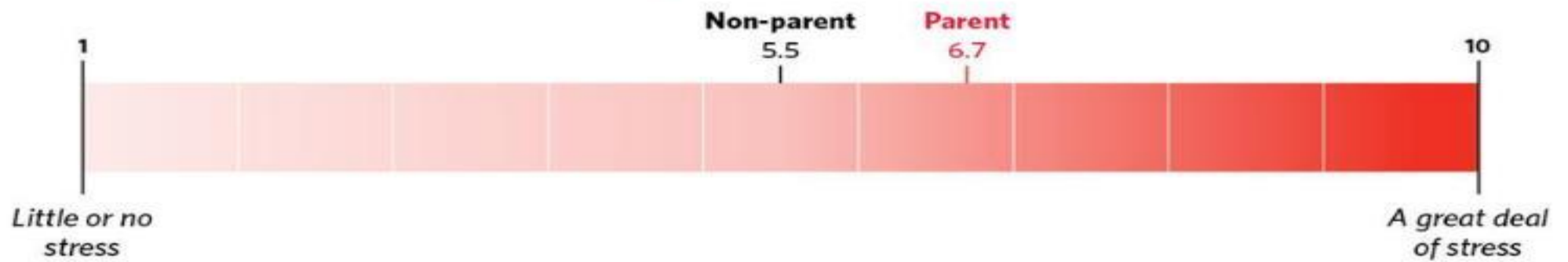


Parents vs. Non-Parents

Parent vs Non-Parent average reported stress levels during the past month related to the coronavirus pandemic

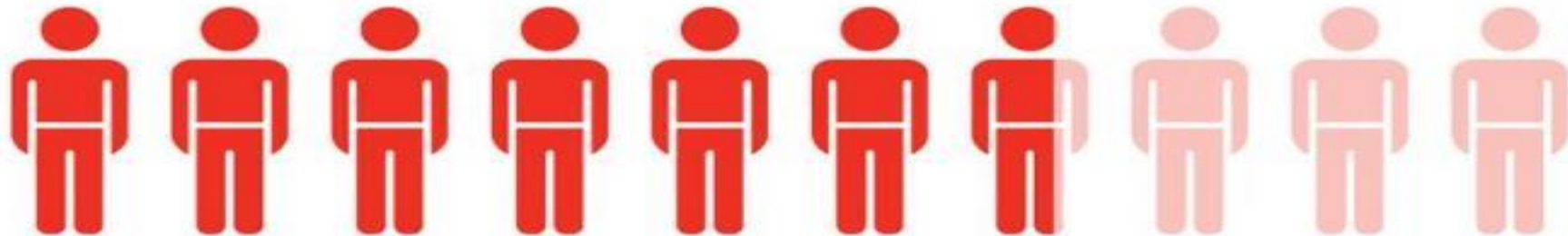


Nearly half of parents (46 percent) say that their stress level related to the coronavirus pandemic is high, rating it as 8, 9 or 10 on a 10-point scale.



Stress about Government handling the crisis

Government response to coronavirus as a source of stress



Nearly 7 in 10 Americans (67%) say the government response to coronavirus is a significant source of stress in their life.

Coronavirus Anxiety Scale

Lee, S. (2020). Coronavirus Anxiety Scale. *Death Studies*

- Dizziness
 - Major symptom of panic attacks and associated with generalized anxiety disorder
- Sleep Disturbance
 - Common symptom of generalized anxiety disorder and PTSD
- Immobility
 - Not a psychological disorder but associated with fear and perception of inescapability
- Appetite Loss
 - Symptom of depression and associated with anxiety
- Digestion Problems
 - Associated with fear response, anxiety and panic attacks

Poll Question #1

“In the past two weeks....”

▣ **I felt dizzy, lightheaded, or faint, when I read or listened to news about the coronavirus.**

1. Not at all = 0
2. Rare, less than a day or two = 1
3. Several days = 2
4. More than 7 days = 3
5. Nearly every day over the last 2 weeks = 4

Poll Question #2

“In the past two weeks...”

▣ **I had trouble falling or staying asleep because I was thinking about the coronavirus.**

1. Not at all = 0
2. Rare, less than a day or two = 1
3. Several days = 2
4. More than 7 days = 3
5. Nearly every day over the last 2 weeks = 4

Poll Question #3

“In the past two weeks...”

▣ **I felt paralyzed or frozen when I thought about or was exposed to information about the coronavirus.**

1. Not at all = 0
2. Rare, less than a day or two = 1
3. Several days = 2
4. More than 7 days = 3
5. Nearly every day over the last 2 weeks = 4

Poll Question #4

“In the past two weeks...”

▣ **I lost interest in eating when I thought about or was exposed to information about the coronavirus.**

1. Not at all = 0
2. Rare, less than a day or two = 1
3. Several days = 2
4. More than 7 days = 3
5. Nearly every day over the last 2 weeks = 4

Poll Question #5

“In the past two weeks...”

▣ **I felt nauseous or had stomach problems when I thought about or was exposed to information about the coronavirus.**

1. Not at all = 0
2. Rare, less than a day or two = 1
3. Several days = 2
4. More than 7 days = 3
5. Nearly every day over the last 2 weeks = 4

Poll Question

- ▣ How many of you scored an 8 or less?
- ▣ How many of you scored a 9 or greater?

How did you score?

- ▣ Total your score for questions 1-5
- ▣ A score of 9 or greater suggests dysfunctional level of coronavirus-related anxiety
- ▣ What areas are most problematic for you?
- ▣ You may want to take it seriously and talk with someone.

Great, I'm anxious...NOW WHAT?



What can we do to effectively manage our stress?

- ▣ **F** = Focus on what's in your control
- ▣ **A** = Acknowledge your thoughts & Feelings
- ▣ **C** = Come back to your body
- ▣ **E** = Engage in what you're doing
- ▣ **C** = Committed action
- ▣ **O** = Opening Up
- ▣ **V** = Values
- ▣ **I** = Identify resources
- ▣ **D** = Disinfect & distance

F = Focus on what's in your control

- ▣ Fear and anxiety are a normal, natural response to challenging situations infused with danger and uncertainty.
- ▣ The more we focus on what's not in our control, the more hopeless or anxious we're likely to feel.
- ▣ Most useful thing anyone can do in any type of crisis: FOCUS ON WHAT'S IN YOUR CONTROL
- ▣ Here and Now
 - ▣ Our Inner and Outer worlds

ACE Formula

- ▣ A = Acknowledge your thoughts and feelings
- ▣ C = Come back into your body
- ▣ E = Engage in what you're doing



A = Acknowledge your thoughts and feelings



C = Come back into your body

- ▣ Slowly pushing your feet hard into the floor.
- ▣ Slowing straightening up your back and spine; if sitting, sitting upright and forward in your chair.
- ▣ Slowly pressing your fingertips together.
- ▣ Slowly stretching your arms or neck, shrugging your shoulders.
- ▣ Slowly breathing.

E = Engage in what you're doing

- ▣ Look around the room and notice 5 things you can see.
- ▣ Notice 3 or 4 things you can hear.
- ▣ Notice what you are doing now.
- ▣ End the exercise by giving your full attention to the task at activity at hand.

Dropping Anchor is a VERY useful skill

- Useful for handling difficult thoughts, feelings, emotions, memories, urges and sensations more effectively;
- Helps switch off auto-pilot and to engage in your life;
- Helps with grounding and steadying yourself in difficult situations;
- Disrupts rumination, obsessing and worrying;
- Focuses your attention on the task or activity you're doing.

C = Committed Action



C = Committed Action

- ▣ What are the simpler ways to look after yourself, those you live with, and those you can realistically help?
- ▣ What kind, caring, supportive deeds can you do?
- ▣ Can you say some kind words to someone in distress – in person or via a phone call or text message?
- ▣ Can you help someone with a task or a chore, or cook a meal, or hold someone's hand, or play a game with a young child?
- ▣ Can you comfort and soothe some who is sick?

O = Opening Up



V = Values

- ▣ What do you want to stand for in the face of this crisis?
- ▣ What sort of person do you want to be, as you go through this?
- ▣ How do you want to treat yourself and others?
- ▣ What can you say and do that will enable you to look back in years to come and feel proud of your response?

I = Identify Resources

- ▣ Identify resources for help, assistance, support, and advice.
- ▣ **National Consumer Voice** – an excellent resource!
- ▣ One important aspect of this process involves finding a reliable and trustworthy source of information for updates and guidelines.
 - ▣ World Health Organization
 - ▣ CMS
 - ▣ NORC

D = Disinfect & Distance Physically

- ▣ Can't say it enough:
 - ▣ Disinfect your hands regularly
 - ▣ Practice social distancing, as realistically as possible
- ▣ **Physical distancing does not mean cutting off emotionally.**
- ▣ These actions are truly caring in nature.
 - ▣ Remember the Golden Rule!

In Summary

- ▣ **F** = Focus on what's in your control
- ▣ **A** = Acknowledge your thoughts & Feelings
- ▣ **C** = Come back to your body
- ▣ **E** = Engage in what you're doing
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As Simple As.

By Teryl Lunquist

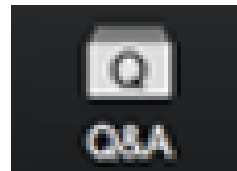


Resources

- ▣ Helpful/Free Apps
 - ▣ COVID COACH
 - ▣ Headspace
 - ▣ Daily OM
 - ▣ Five Minutes of Gratitude – A daily gratitude journal

QUESTIONS

Please type your questions into the Question and Answer box by clicking on the Q&A icon at the bottom of your screen.



Do You Receive Our Emails?

Join our database to receive webinar notifications, the *Ombudsman Outlook* (quarterly e-newsletter), the *NORC Notes* (monthly resource reminder), and more.

To receive our emails directly, use this link to sign up now:

<https://ltcombudsman.org/sign-up>





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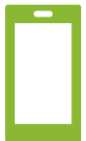
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The National LTC Ombudsman Resource Center



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