

# Response to COVID-19

## Stress Continuum and Resilience Resources

COVID-19 Stress Continuum			
Minimize exposure – Avoid unnecessary exposure. Schedule exposed check ins.			
Potential – Awareness of stress injury formation [MOI: overwhelmed, emotional connection, helplessness, error/guilt, isolation, near-miss, fatalities]			
Signs & Symptoms – Ready   Reacting   Injured   Critical (See below)			
Follow up – On-site debrief, one-on-one, peers/leadership, incident support			
Plan for exposure – Utilize peer, leadership and provisional help (for you & team members)			
IMPACT		INJURY	
Signs & Symptoms			
READY	REACTING	INJURED	CRITICAL
COVID-19; This is going to be hard, but we can do this.	COVID-19; and the government isn't doing anything.	COVID-19; I'm going to hide until this is over.	COVID-19; My life is over.
<ul style="list-style-type: none"> <li>I'm alarmed (and I'm going to look for resources)</li> <li>Sense of Mission</li> <li>Realistic, concerned but moving forward</li> <li>Appropriate cleaning and social distancing</li> <li>PBR – Pause, Breath, Repeat</li> <li>Supporting other team members</li> <li>Creative connection</li> <li>Outward focus</li> <li>Motivated to respond</li> <li>Awareness and planning</li> <li>Solution Driven</li> <li>Kindness to self/others</li> <li>"We're all in this together"</li> <li>Practicing Gratitude</li> </ul>	<ul style="list-style-type: none"> <li>I'm alarmed (and there's not enough to go around)</li> <li>I don't like Teleworking</li> <li>Short Fuse</li> <li>Fear based cleaning and isolation</li> <li>Communication breaking down</li> <li>Feeling there is a lack of communication</li> <li>Changes in personality</li> <li>Fatigue/weariness</li> <li>Teamwork breaking down</li> <li>Decrease in high performance</li> <li>No longer sharing ideas or</li> <li>Temporary sleep issues, eating issues, distress</li> <li>Spinning at work, not able to complete tasks</li> </ul>	<ul style="list-style-type: none"> <li>I'm scared (and I can't stop watching the news)</li> <li>Lack of motivation to leave the house</li> <li>Physical symptoms</li> <li>Exhaustion</li> <li>Withdrawal</li> <li>Emotional numbness</li> <li>Increased use of numbing tools such as alcohol.</li> <li>Performance degrading</li> <li>Defeatist attitude</li> <li>Complaint Driven</li> <li>AVOIDANT- "this doesn't involve me, so I don't need to engage."</li> <li>"This is never going to end."</li> <li>Highly Individualized- every person for themselves."</li> </ul>	<ul style="list-style-type: none"> <li>I'm terrified (and I can't breathe)</li> <li>Hopelessness</li> <li>Can't sleep</li> <li>Depression</li> <li>Thoughts of Suicide</li> <li>Damage to relationships</li> <li>Feeling lost or out of control</li> <li>Unable to work</li> <li>Complete disengagement</li> <li>Giving up</li> <li>Paranoia and Isolation</li> <li>Panic</li> <li>Can never get enough supplies</li> <li>Feelings of scarcity</li> <li>Blaming others</li> <li>Panic</li> <li>Beating yourself up</li> </ul>

Stress Impact Mitigation (PPE)
<p><b>SAFETY</b></p> <ul style="list-style-type: none"> <li>Address identified safety concerns proactively- Encourage planning for personal life</li> <li>Encourage teams to be creative and make decisions to increase their safety</li> <li>Protect people from additional stress exposure when possible</li> <li>Establish a clear plan and communicate it often, through many channels</li> <li>Protect from rumors, continuous news updates by scheduling updates</li> </ul>
<p><b>CALM</b></p> <ul style="list-style-type: none"> <li>Safe zones: Create windows of time when folks can work uninterrupted by news, and allow for creativity, effective work, calm and connection during these times.</li> <li>Demonstrate and model calm &amp; empathy</li> <li>Adjust priorities as needed to reduce conflicting demands</li> <li>Prioritize importance of teamwork and building morale</li> <li>PBR - Pause Breath Repeat</li> </ul>
<p><b>EMPOWERMENT</b></p> <ul style="list-style-type: none"> <li>Provide sideboards and resources for decision making and encourage/foster creative solutions</li> <li>Seek ideas and input from the team</li> <li>Permission to be creative with work assignments and flexibility</li> <li>Create structure: Including sleep and mealtimes, new work routines, plan for work from home or established practices, planned connection via meetings and check ins</li> <li>Encourage self-advocacy</li> </ul>
<p><b>CONNECTION</b></p> <ul style="list-style-type: none"> <li>Check in with individuals regularly</li> <li>Acknowledge the impacts to family and communities. Plan for sustaining connection.</li> <li>Encourage new and creative means of connections with peers, family, others.</li> <li>Practice "social distancing" without creating "social isolation"</li> </ul>
<p><b>HOPE</b></p> <ul style="list-style-type: none"> <li>Lay out the path ahead, even if just short-term steps</li> <li>Model and encourage individual and shared gratitude practice.</li> <li>Sustain a resourced view that this will end</li> <li>"Lend" hope/if when someone runs out</li> </ul>
RESOURCES
<p><a href="http://www.responderalliance.com">www.responderalliance.com</a></p> <p><a href="http://www.samhsa.gov">www.samhsa.gov</a> <a href="http://www.ptsd.va.gov">www.ptsd.va.gov</a></p> <p><a href="https://store.samhsa.gov/system/files/nmh05-0210.pdf">https://store.samhsa.gov/system/files/nmh05-0210.pdf</a></p> <p><i>*based on COSFA stress continuum, adapted by Laura McGladrey With contribution from National Parks Service</i></p>

Stress injury and recovery is a two-way process. Identify strategies, tools, and activities to get people to move back towards green. Leadership responsibility to monitor self and others to detect signs of stress injury to individuals and teams and take action. Leadership responsibility is to set the tone, more than ever people are seeking guidance and reassurance.

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