



**ASPR**

# Promoting Resilience & Recovery from the Effects of the COVID-19 Pandemic

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Access the recording here: [https://attendee.gotowebinar.com/  
recording/6526905942420344579](https://attendee.gotowebinar.com/recording/6526905942420344579)

*Unclassified/For Public Use*

# Learning Objectives

## **I. Individual**

- I. Identify challenges and stressors in the COVID-19 environment
- II. Understand burnout/compassion fatigue/caution fatigue/moral injury/complex grief
- III. Individual mitigation strategies for social workers

## **II. Organizational**

- I. Identify organizational challenges in the COVID-19 environment
- II. Organizational mitigation strategies and tools
- III. The role of communities in addressing impacts of COVID-19

## **III. Ethical Considerations**

- I. Identify ethical dilemmas within social work practice during disasters
- II. Ethical principles and NASW Code of Ethics
- III. Ethical mitigation strategies for practice

**Who is this training about?**



# National Disaster Recovery Framework Health and Social Services: 9 Core Mission Areas



Public Health



Health Services



Environmental Health



Behavioral Health



Long-term Recovery  
Impacts for First-  
Responders



Referral to Social  
Services/Disaster Case  
Management



Social Services



Children in Disasters  
(Schools, Children and  
Youth)



Food Safety and  
Regulated Medical  
Products

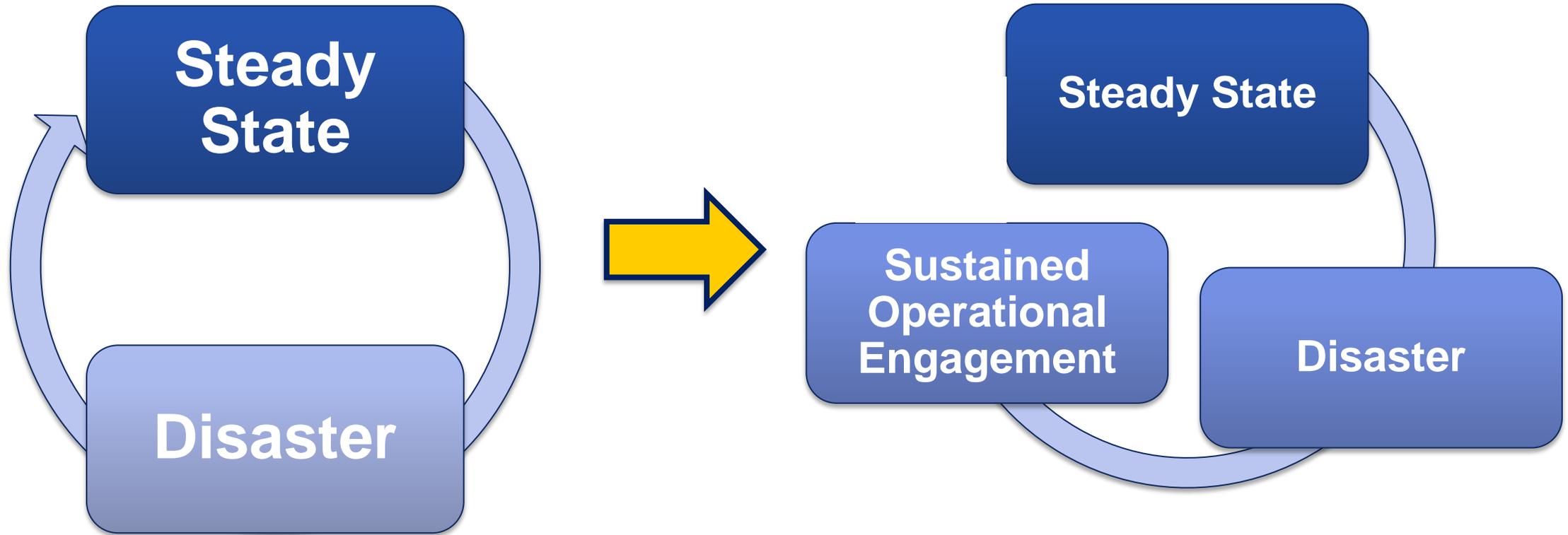
## Behavioral Health

The promotion of mental health, resilience and well-being.

### Goals

- Address BH Needs and Reduce Adverse BH Outcomes
- Optimize Delivery of Care in BH Systems

# Where are we now?



# Social Work Challenges Specific to COVID-19

1. Sudden transition to telehealth from in-person practice	6. Unclear guidelines for remote practice
2. Increased caseloads & work hours	7. Limited PPE & remote work resources
3. Risk of exposing self, client & client system to virus (if telehealth isn't possible)	8. Emerging ethical challenges surrounding telehealth implementation
4. Challenges building & maintaining client relationships via telehealth	9. Difficulties managing client, organization & personal needs
5. Changes in professional roles/responsibilities	10. Challenges to maintenance of client privacy & confidentiality

# Individual COVID-19 Stressors

- A novel situation
- Long-term ambiguity
- Fear and uncertainty
- Conflicting Messaging
- Working “around the clock”
- Isolation
- PPE-related challenges
- Compounded obligations
- Changes in roles/ responsibilities
- Disruption of services



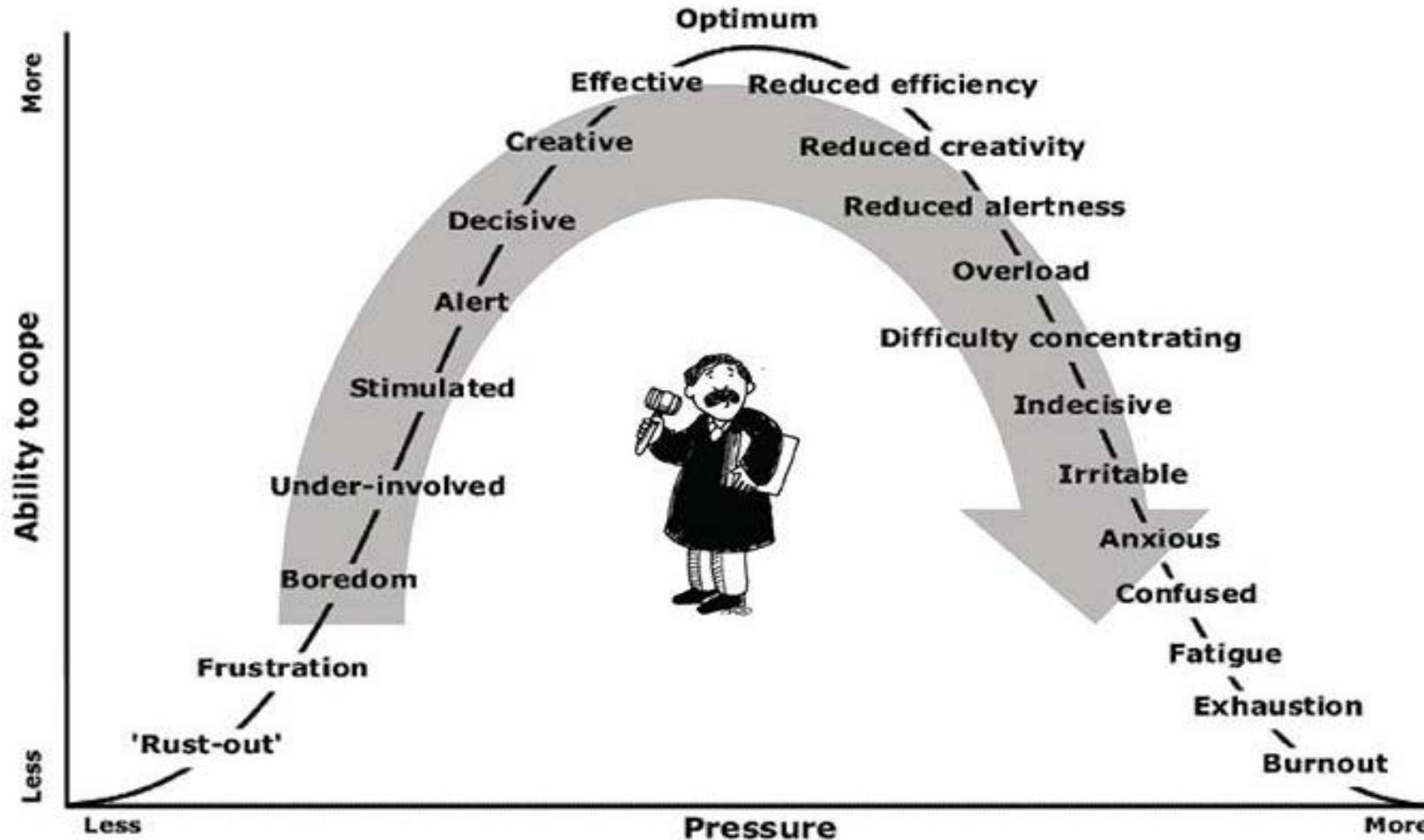
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# Stress: What is it?

- A response characterized by physical and psychological arousal as a direct result of an exposure to any demand or pressure on a living organism.
- Stress is the response to a stressor and can be positive or negative.

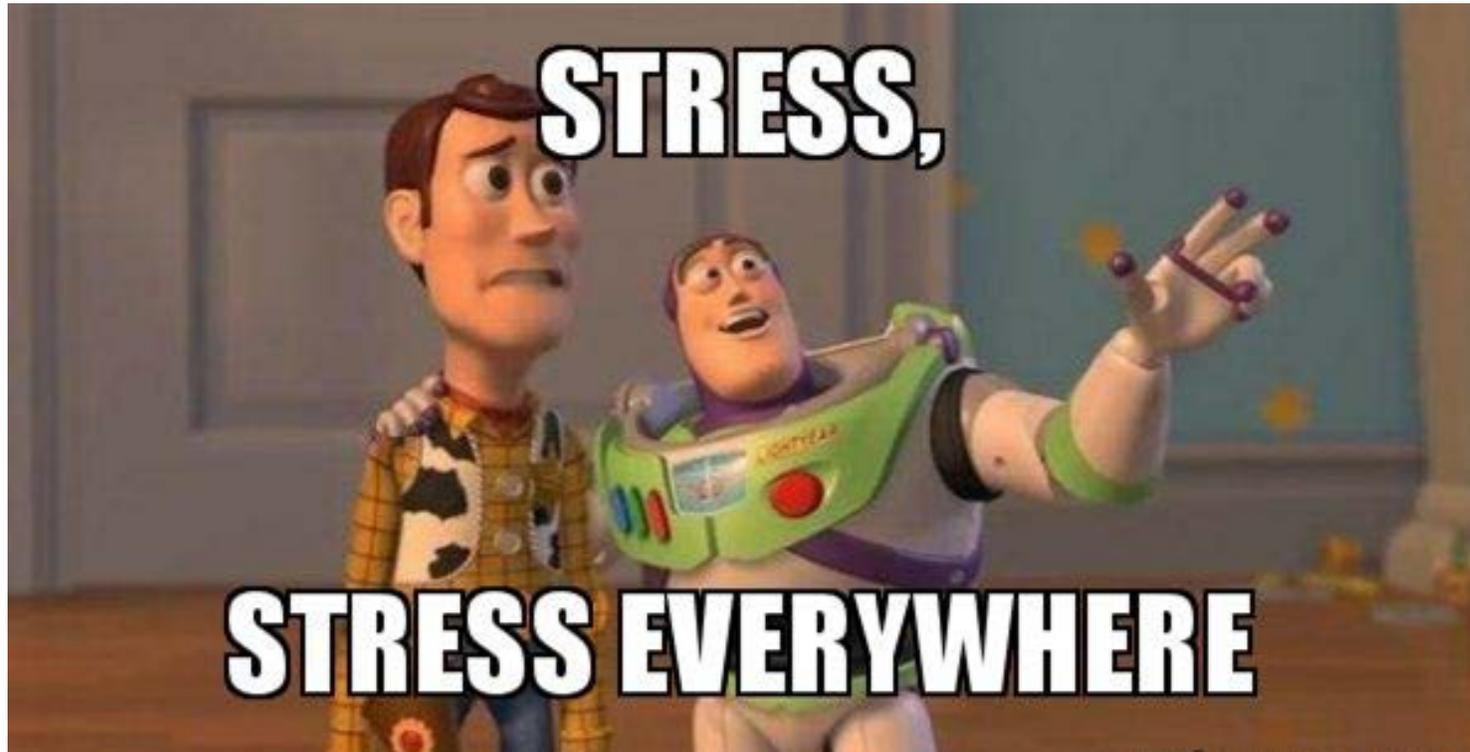


# Continuum of Stress: Where are you?



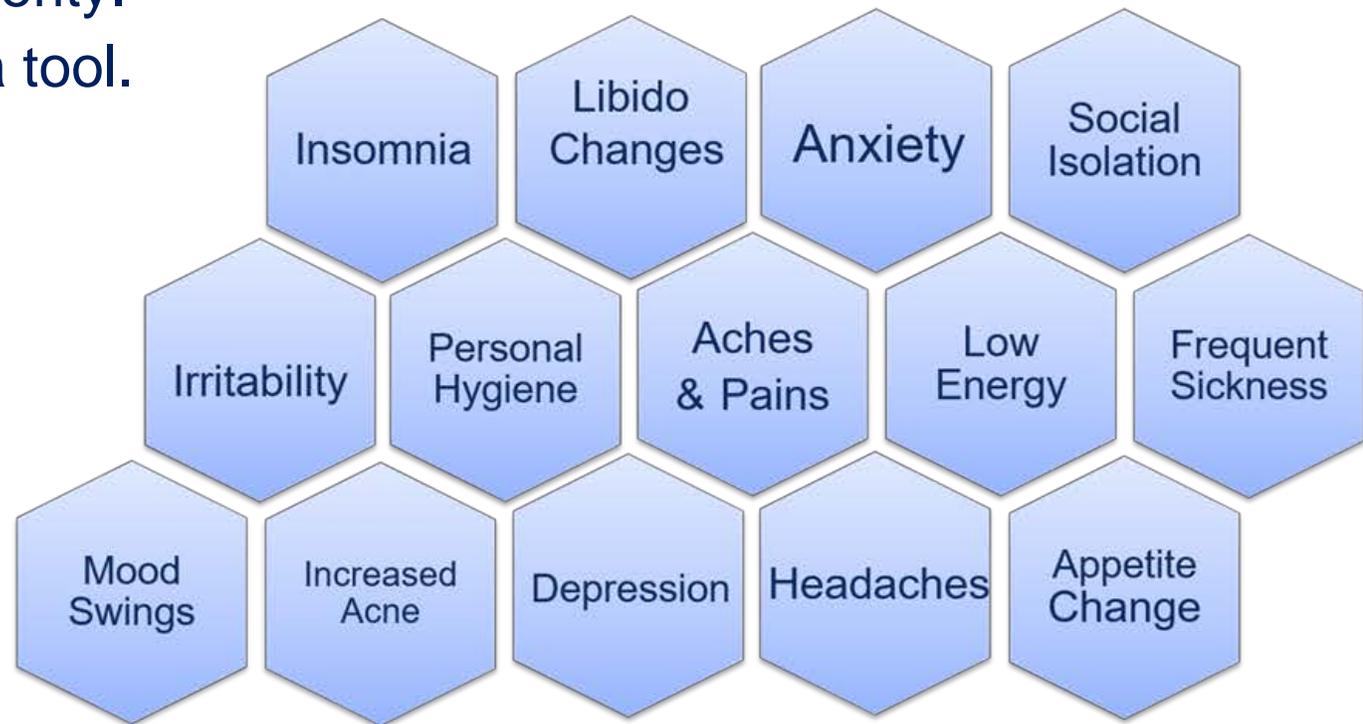
# Chat-Box Question

What signs/symptoms of stress have you noticed in yourself or others in the last 30 days?



# Signs & Symptoms

- Prolonged exposure to stress can present in a variety of symptoms and levels of severity.
- Active self-assessment as a tool.
- **What are your red flags?**

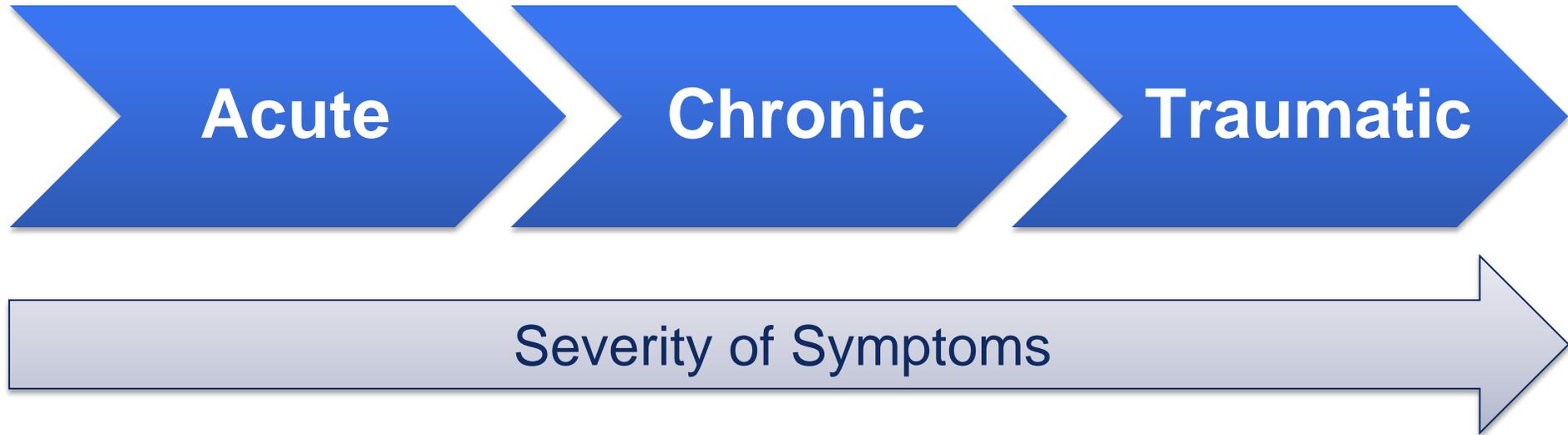


# Consequences within Social Work Practice: Unaddressed Stress

- Impacts on decision making
- Professional burnout/compassion fatigue
- Impact on systems outside of work (family, friends, etc.)
- Mental/physical health implications



# Stress Disorders & Adverse Conditions



## Examples

- Acute Stress Disorders
- Anxiety
- Depression
- PTSD
- Burnout
- Compassion Fatigue
- Complex Grief
- Moral Injury
- Caution Fatigue

# Burnout vs. Compassion Fatigue



## Burnout

- Gradual process of both withdrawal and emotional exhaustion related to workload. This occurs across professions.



## Compassion Fatigue

- Emotional strain from exposure to those suffering from a *traumatic* event. This can be sudden or build over time.

# Caution Fatigue (Complacency)

- When a person understands the actions needed to protect their health, but is willing to stop being careful because they believe it to be too exhausting.
- Why this happens?
  - It can be especially difficult to stay motivated to be cautious when nobody within a person's circle has gotten sick.
- What are some examples or indicators of Caution Fatigue?



Source: [MUSC](#)

# Complex (Complicated) Grief

- A chronic, impairing form of grief.
- Brought on by interference/interruption to the healing process.



# Moral Injury

The psychological, behavioral, social, and/or spiritual distress experienced by individuals who are performing or exposed to actions that contradict their moral values.

I did something bad.

*How does it feel?*



I feel disgusted and betrayed.

I cannot forgive myself.

I am bad because of what I did.

# Questions?

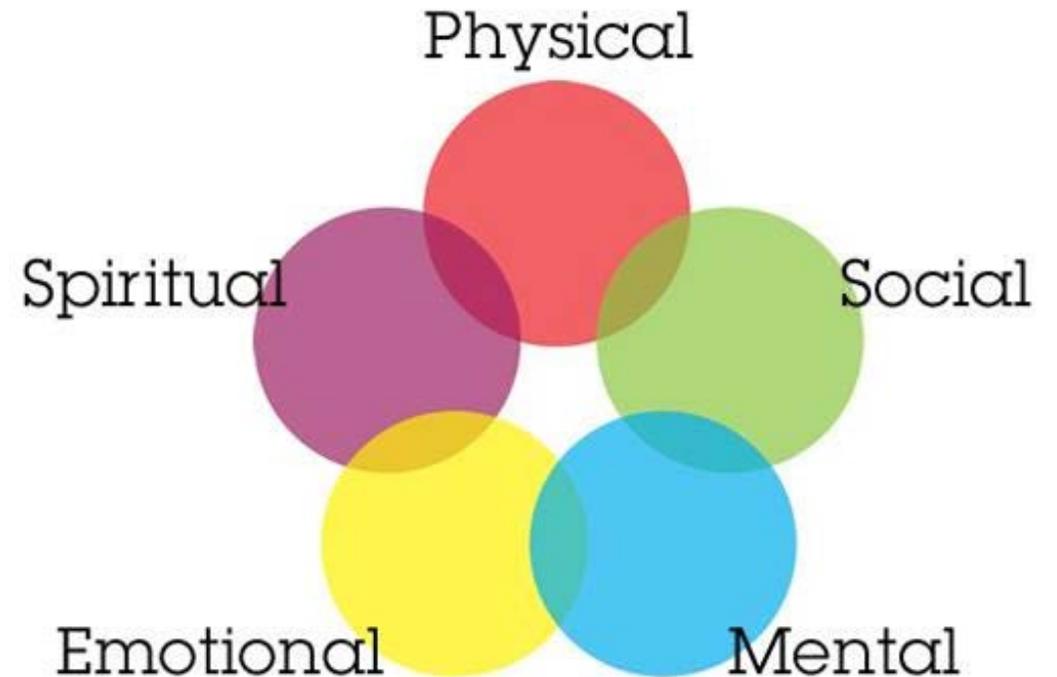


# In your role, what are you most at risk for?

- a) Stress disorder
- b) Burnout
- c) Compassion fatigue
- d) Complex grief
- e) Moral injury
- f) Caution Fatigue

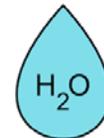
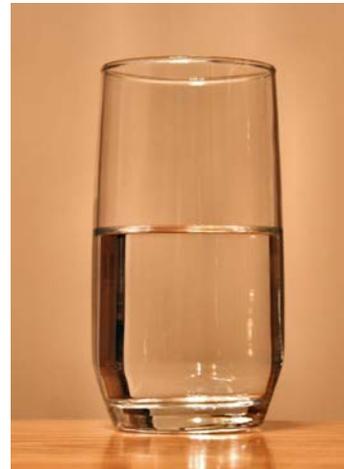
# Individual Coping Strategies

- ***The Foundation:*** Sleep, Food, Movement & Hygiene
- Minimize news exposure
- Increase support connections
- Assess your self-care toolbox:
  - What do you use?
  - What kind is it?
  - What can you add?
- *Who* can you turn to for support?
- Are there resources you need?
- [Digital Psych App Evaluation](#)



# Optimism

“The main concern of optimistic thinkers isn’t whether the glass is half full or half empty. Instead, they focus their energy where they have control to make a situation better”.  
- *CHAMP*



Source: [CHAMPS](#)

# Self-Check Activity

## 1. What are your thoughts?

-  My thoughts are consumed with past negative events or potential worst-case outcomes.
-  My thoughts are focused on where I have control in this situation and how I can take action to improve things.

## 2. What are you saying to others?

-  The majority of my conversations involve complaining about things outside of my control.
-  Most of my conversations are focused on problem-solving and finding potential opportunities.

## 3. How are you spending your time?

-  I'm avoiding this struggle by procrastinating or distracting myself with unproductive behaviors (for example, social media, drinking, shopping).
-  I'm taking on this struggle by developing a plan of attack.

## 4. How are you persisting through this struggle?

-  If it gets hard, I'll likely give up.
-  I'm willing to push through adversity to find a way to grow.

## 5. How are you approaching others during this struggle?

-  I'm isolating myself from others and/or unintentionally lashing out.
-  I'm reaching out to others who can help and support me.

Source: CHAMPS

# Self-Check Activity Cont.

6. How do you see yourself in this struggle?



I'm a victim who lacks the ability to overcome an overpowering threat.



I'm a warrior with the strengths needed to overcome a tough challenge.

7. How are your emotions impacting your ability to navigate this struggle?



I'm overwhelmed with negative feelings that are blocking productive action.



I'm finding ways to generate moments of curiosity, gratitude, peace, or humor despite my struggle to stay energized.

8. How's this struggle affecting the rest of your life (for example, other relationships, work, hobbies, sleep, diet, etc.)?



This struggle is negatively impacting many parts of my life.



I'm finding ways to excel and find joy in other aspects of my life.

9. Where are you focusing your attention?



My focus is on the constraints that are limiting me in this struggle.



My focus is on those resources that can help me.

10. How is this struggle impacting your view of the future?



I have little hope the future will be better.



I'm hopeful and excited for the future.

Source: CHAMPS

# Optimism: How does it work?



- Where do I have control to make things better?
- What must I accept?
- How can I take productive action now?
- How can I keep one issue from affecting other parts of my life?
- What's good in my life?

Source: [CHAMPS](#)

# Moral Injury Interventions



Stress First Aid : Patricia Watson, Ph.D.

Intervention	Sessions
<a href="#">Trauma Informed Guilt Reduction</a>	6-8
<a href="#">Adaptive Disclosure</a>	6-8 90 minutes sessions
<a href="#">Impact of Killing Treatment Program</a>	10
<a href="#">Prolonged Exposure (PE)</a>	2 - 15
<a href="#">Cognitive Processing Therapy (CPT)</a>	12
<a href="#">Acceptance and Commitment Therapy</a>	Varies
<a href="#">Building Spiritual Strength Therapy</a>	8

Moral Injury: Dept. of Veterans Affairs

# Tips for Battling Caution Fatigue

- Consider who/what is important to you. Remind yourself:
  - “I am being cautious to make sure my [grandparent, parent, etc.] doesn’t get sick.”
- Embrace the safety habits and routines you practiced at the beginning of quarantine.
- When you forget to follow a guideline, simply correct it.
- Schedule to update yourself on the news only during specific times of day.



Source: [IMGFlip](https://imgflip.com)

# Communities



# Colorado Wildfires 2020





# How COVID Impacts The Way We Work

## Safety Concerns

Fear of exposure to the virus at work  
Fear of infecting someone else  
The need for PPE  
At-Risk Individuals

## Personal Concerns

Compounded Obligations  
Increased personal and family needs  
Prolonged stress and uncertainty  
Fear of loss of job security

## Workplace Concerns

Workplace Fatigue  
Increase responsibility  
Role ambiguity  
New expectations

# Organizational Stressors

# Organizational Strategies



Information pulled from [Health Promotion to Enhance Healthcare Worker Performance During COVID-19.](#)

# Identify and Recognize Team Strengths

- Highlight past successes (e.g., previous crisis engagement, transition to telebehavioral health or virtual service provision)
- Identify leaders to model healthy behaviors for others
- Create consistent positive messaging to outweigh the negative
- Thank coworkers openly and frequently
- Recognize all successes, no matter how small



Source: [Forbes](#)

# Encouragement of Self-Care

- **Lead by example**
- Self-monitoring tools ([COVID Coach App](#))
- Buddy System ([CDC Guidance](#))
- Ensuring access to basic needs
- Regular peer consultation and supervision
- EAP information



# Policies & Learning Tools

## Policies

- Wellness officers
- Implement team huddles for debrief
- Adjust strategies to meet expressed needs

## Trainings/Programs

- [Skills for Psychological Recovery](#)
- [Mental Health First Aid Training](#)
- [Stress, Trauma, and Resilience \(STAR\) Brief Emotional Support Team \(BEST\)](#)
- [Emotional Consequences Of Public Health Emergencies](#)
- [Managing the Human Side of Reopening Your Behavioral Health Facility/Practice](#)

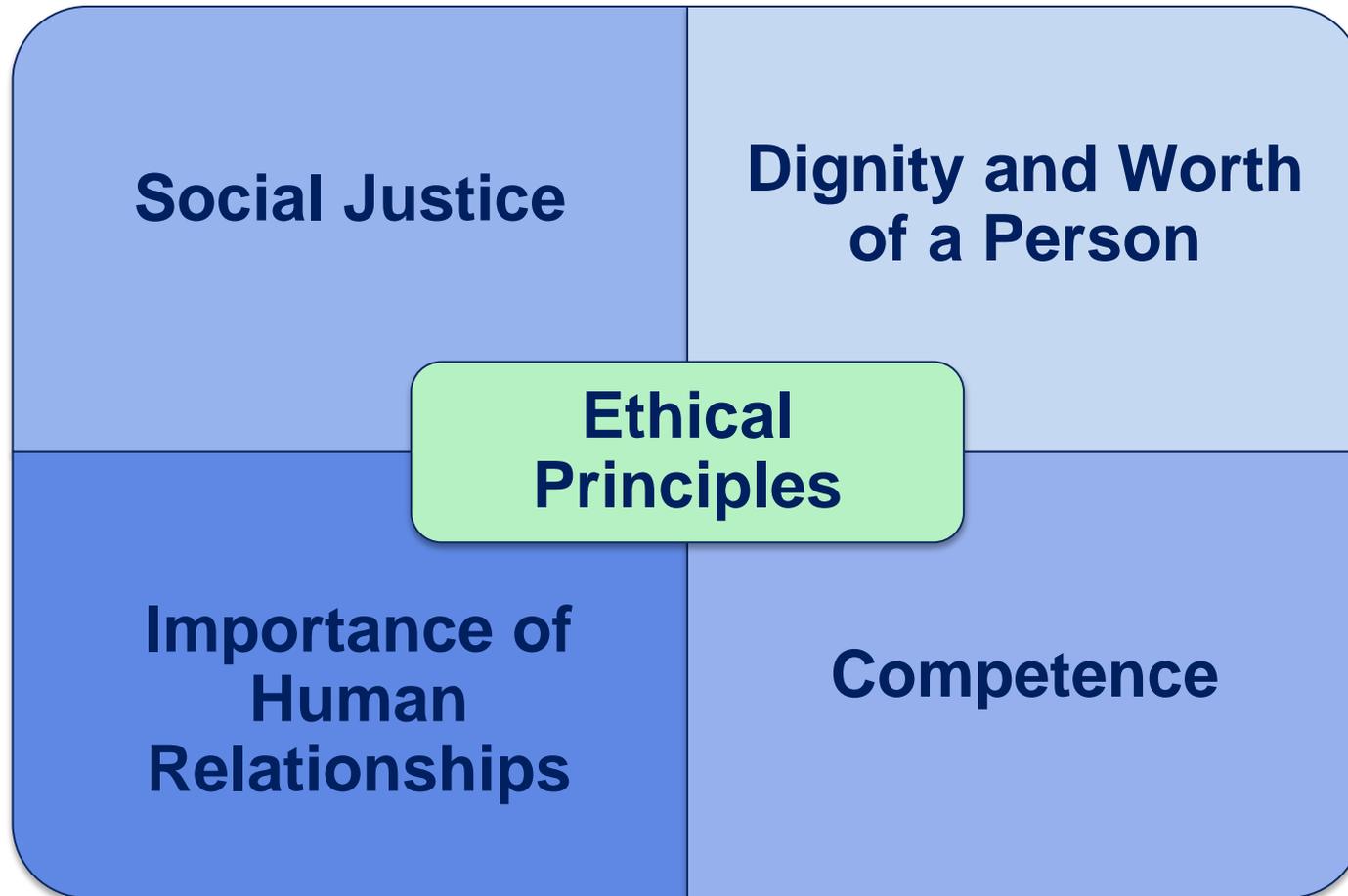


# Ethical Dilemmas

- ✓ Adoption of new communication technology
- ✓ Competence to provide informed consent
- ✓ Clients who may “fall” through the cracks
- ✓ Access to resources/grants/funding
- ✓ Worker safety dilemmas
- ✓ Conflicting agency policies and CDC health p
- ✓ Telebehavioral health confidentiality concerns



# Social Work Values & Ethical Principles



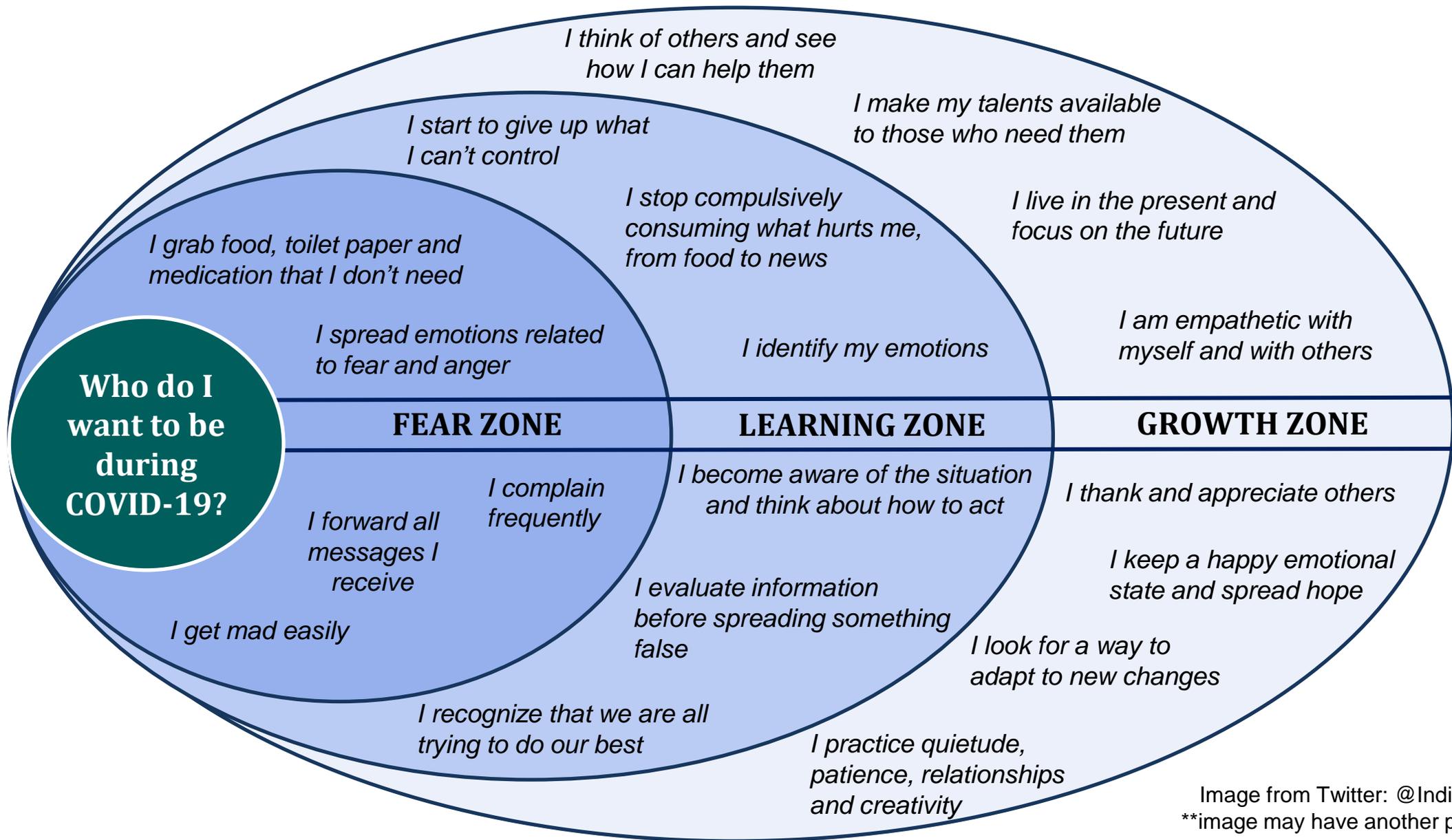


Image from Twitter: @IndigenousX  
 \*\*image may have another primary source

# When to reach out?

## Symptoms (*Mental Health America*)

- Confused thinking
- Prolonged depression
- Feelings of extreme highs and lows
- Excessive fears, worries and anxieties
- Social withdrawal
- Dramatic changes in eating/sleep
- Strong feelings of anger
- Delusions or hallucinations
- Growing inability to cope with daily problems and activities
- Suicidal thoughts
- Denial of obvious problems
- Numerous unexplained physical ailments
- Substance abuse

Have a **plan** and **know your options** (EAP, Hotlines, peer support, etc)

Call 911-if you believe someone is in imminent danger

National Suicide Prevention Hotline  
**Call 1-800-273-8255**

Available 24 hours everyday

Disaster Distress Helpline  
Call **1-800-985-5990** or  
text **TalkWithUs to 66746** to connect  
with a trained crisis counselor

Available 24 hours everyday

# Webinars & Trainings

[Psychological Resilience](#) (2020)

[NASW COVID-19 Ethical Resources](#) (2020)

[Emotional Consequences Of Public Health Emergencies](#) (2020)

[Emergencies: Psychological Aspects in the Preparation and Response Phase](#) (2019)



# Additional Sources

- [ASPR TRACIE: COVID-19 Behavioral Health Resources](#)
- [Preventing and Addressing Moral Injury Affecting Healthcare Workers During the COVID-19 Pandemic](#)
- [Mini Modules to Relieve Stress For Healthcare Workers Responding to COVID-19: Stress Management Exercise](#)
- [NCPTSD: Moral Injury](#)
- [Learned optimism \(Seligman\)](#)
- [CHAMPS: 5 Ways Power Your Performance Optimism](#)
- [Telebehavioral Health & Your Clinical Practice Since COVID-19](#)
- [Key Developments in Medicare Telehealth Options During COVID-19](#)
- [Digital Psych App Evaluation](#)
- [Managing the Human Side of Reopening Your Behavioral Health Facility or Practice during the COVID-19 Pandemic.](#)

# Questions?



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