

- **Oregon Health Authority** website dedicated to COVID-19

<https://govstatus.egov.com/OR-OHA-COVID-19>

- **Reach Out Oregon**

A statewide warm line (call and/or online chat) providing support for parents and caregivers of children experiencing emotional, behavioral, physical health, intellectual or developmental disabilities, or educational issues.

Hours are noon to 7 p.m. Tuesday through Thursday, and messages can be left at any time.

<https://www.reachoutoregon.org/>

833-732-2467

- **Pandemic Partners of Central Oregon**

Crowdsourcing Kindness to help take care of each other's essential, basic needs during this time. Within the Facebook group pages are other specific community resource lists as well dedicated to, for example, accessing food.

HelpLine: 541-668-6117

Bend: <https://www.facebook.com/groups/PandemicPartnersBend/>

Prineville : <https://www.facebook.com/groups/PandemicPartnersCrookCounty>

- **Community Resource Sheets**

Extensive list detailing updates to many services and resources organizations are providing.

- [Bend](#)
- [Bend \(Spanish\)](#)
- [Crook/Jefferson \(Spanish\)](#)

- **What if We Could**

Connects volunteers with community needs

<https://whatifwecould.com/>

- **Emergency Child Care**

<https://oregonearlylearning.com/COVID-19-Resources/Emergency-Child-Care>

- **Common Sense Media Latino**

A resource for Spanish language internet safety guidance

<https://www.commonsensemedia.org/espanol/blog/consejos-para-usar-la-tecnologia-en-familia-durante-la-crisis-del-coronavirus>

- **Supporting Your Child's Emotional Wellbeing**

<https://www.childtrends.org/publications/resources-for-supporting-childrens-emotional-well-being-during-the-covid-19-pandemic>

[https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-\(coronavirus\)-a-parent-resource](https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource)

While communities close schools and practice social distancing due to COVID-19, it's okay if you feel lonely, isolated, anxious, or all of the above.

Whatever you're feeling, **YouthLine is here for you.** YouthLine is a **teen-to-teen** crisis, support, and help line. From 4pm-10pm daily, **teens can call, text, or chat with other teens to talk about anything and everything that's going on for them!**

At YouthLine, we believe no problem is too big or too small. Whether this feels really big or really small, you deserve support.

- **Call** 1(877)968-8491
- **Text** 'teen2teen' to 839863
- **Chat** [www.oregonyouthline.org](http://www.oregonyouthline.org)

We listen. We support. We keep it to ourselves.

## Getting Through Today

Sometimes, we just need to get through today. So, try taking it one step at a time. We've listed resources and brainstormed some creative ways to stay connected that you can try when you're feeling overwhelmed. Doing one or two of the things from this list can keep stress under control now, so you can sort out the bigger issues later.

- Take care of your mental health!
  - Practice safe and helpful coping skills
  - Try a mindfulness or breathing exercise
  - Talk to people you trust or reach out to the YouthLine
  - Check out this [article](#) from the Center for Disease Control!
  - Reach out to your mental health provider- most are offering sessions online!
- Free lunches are being provided throughout our communities! You can check out how to access them [here](#).
- [The Trevor Project](#) is an awesome resource and a safe space for LGBTQ+ youth to reach out for support.
- [Alateen electronic meetings](#) are a great way for youth aged 13-18 who have been affected by someone else's drinking to get support.
- Moving your body can help lower stress and anxiety. Many gyms and fitness instructors are offering [free online fitness classes](#). YouTube is a great resource for online workouts. Invite your friends virtually and work out together!
- Stay connected virtually. Google hangouts, group FaceTime, gaming platforms, and texts can help keep you connected! Reaching out benefits you and them.
- Practice kindness towards others and yourself- you're doing the best you can right now.

## Get the Facts, Avoid the Rumors

It's natural to be curious but remember- there is a fine line between being aware and living in fear. Here are some easy ways to stay informed without feeling overwhelmed.

- Consult with and listen to trusted public health experts- we recommend:
  - [Oregon Health Authority](#)
  - [Centers for Disease Control](#)
  - [World Health Organization](#)
  - [211Info](#)
- Take breaks from social media, news reports, and talking about COVID-19 altogether if you feel overwhelmed.
- Reach out to YouthLine and tell us all about it!

**29 de febrero de 2020**

## **Hable con sus hijos sobre el COVID-19 (Coronavirus) Un recurso para padres**

Un nuevo tipo de coronavirus, abreviado COVID-19, está causando un brote de enfermedades respiratorias (pulmonares). Se detectó por primera vez en China y ahora se ha detectado a nivel internacional. Si bien el riesgo inmediato para la salud en los Estados Unidos es bajo, es importante estar preparados para posibles brotes si el nivel de riesgo aumenta en el futuro.

La preocupación a causa de este nuevo virus puede provocar ansiedad en los niños y las familias. Aunque no sabemos dónde y en qué medida puede propagarse la enfermedad aquí en los Estados Unidos, sí sabemos que es contagiosa, que la gravedad de la enfermedad puede variar de una persona a otra y que hay medidas que podemos tomar para prevenir la propagación de la infección. Aceptar un cierto nivel de preocupación, sin entrar en pánico, es adecuado y puede conducirnos a tomar medidas que reduzcan el riesgo de contagio. Ayudar a los niños a lidiar con la ansiedad requiere proporcionar información y datos precisos sobre la prevención sin darles motivos para alarmarse innecesariamente.

Es muy importante recordar que los niños buscan orientación en los adultos sobre cómo reaccionar ante eventos estresantes. Si los padres parecen excesivamente preocupados, la ansiedad de los niños puede aumentar. Los padres deben asegurar a los niños que las autoridades escolares y de salud están trabajando arduamente para garantizar que todas las personas del país sigan estando sanas. Sin embargo, los niños también necesitan información objetiva y adecuada para su edad sobre la posible gravedad del riesgo de la enfermedad e indicaciones concretas sobre cómo evitar infecciones y la propagación de la enfermedad. Enseñar a los niños medidas preventivas positivas, hablar con ellos sobre sus miedos y brindarles una sensación de cierto control sobre su riesgo de contagio puede ayudar a reducir la ansiedad.

### **Pautas específicas**

#### **Conserve la calma y la tranquilidad.**

- Los niños reaccionarán, y copiarán sus reacciones verbales y no verbales.
- Lo que dice y hace respecto del COVID-19, los esfuerzos actuales de prevención, y los eventos relacionados pueden aumentar o disminuir la ansiedad de sus hijos.
- Si es cierto, comunique con énfasis a sus hijos que ellos y su familia están bien.
- Recuérdeles que usted y los adultos de su escuela están a su lado para mantenerlos sanos y salvos.
- Deje que sus hijos hablen sobre sus sentimientos y ayude a redefinir sus inquietudes hacia la perspectiva correcta.

#### **Procure estar presente.**

- Es posible que los niños necesiten mayor atención de su parte, y deseen hablar sobre sus inquietudes,

miedos y preguntas.

- Es importante que sepan que cuentan con alguien que los escuchará; reserve tiempo para estar con ellos.
- Dígales que los ama y bríndeles mucho afecto.

### **Evite culpar en exceso.**

- Cuando estamos muy tensos, a veces intentamos culpar a alguien.
- Es importante no estereotipar a un grupo de personas como responsables del virus.
- El acoso escolar y los comentarios negativos sobre otras personas deben detenerse e informarse a la escuela.
- Esté atento a cualquier comentario que otros adultos realicen en el entorno de su familia. Es posible que deba explicar qué significan dichos comentarios si son diferentes de los valores que enseña en su hogar.

### **Controle el uso de la televisión y las redes sociales.**

- Limite el tiempo destinado a ver televisión o el acceso a información en Internet y a través de las redes sociales. Trate de evitar ver o escuchar información que pueda ser desconcertante cuando sus hijos están presentes.
- Hable con su hijo sobre la posibilidad de que muchas historias sobre el COVID-19 en Internet pueden estar basadas en rumores e información incorrecta.
- Brinde a su hijo información objetiva acerca de esta enfermedad, esto puede ayudar a reducir la ansiedad.
- Estar constantemente pendiente de las novedades sobre el estado del COVID-19 puede aumentar la ansiedad; evite hacer esto.
- Tenga en cuenta que la información inadecuada para el nivel de desarrollo de los niños (es decir, información diseñada para adultos) puede causar ansiedad o confusión, particularmente en niños pequeños.
- En cambio, haga que su hijo participe en juegos u otras actividades interesantes.

### **Mantenga una rutina normal en la medida de lo posible.**

- Ajústese a un programa regular, ya que esto puede resultar tranquilizador y promueve la salud física.
- Motive a sus hijos a mantenerse al día con sus tareas escolares y actividades extracurriculares, pero no los obligue si parecen agobiados.

### **Sea honesto y claro.**

- Ante la falta de información objetiva, a menudo los niños imaginan situaciones mucho peor que la realidad.
- No ignore sus inquietudes; explíqueles que en este momento muy pocas personas en este país están enfermas con COVID-19.
- Puede decirles a los niños que se cree que esta enfermedad se contagia entre personas que están muy cerca una de otra, cuando una persona infectada tose o estornuda.
- También se cree que puede contagiarse cuando se toca una superficie o un objeto infectados, por eso es tan importante protegerse.
- Para obtener más información objetiva, comuníquese con el personal de enfermería de su escuela, consulte con su médico o visite el sitio web <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

### **Conozca los síntomas del COVID-19.**

- Los Centros para el Control y la Prevención de Enfermedades (Centers for Disease Control and Prevention, CDC) consideran que estos síntomas aparecen unos pocos días después de haber

estado expuesto a alguien con la enfermedad o hasta 14 días después de la exposición:

- Fiebre
- Tos
- Dificultad para respirar
- Para algunas personas, los síntomas son similares a tener un resfrío; para otras, son bastante graves o incluso potencialmente mortales. En cualquier caso, es importante que consulte con el proveedor de atención médica de su hijo (o de usted) y siga las indicaciones sobre permanecer en el hogar o lejos de espacios públicos para prevenir la propagación del virus.

### **Revise y ponga en práctica hábitos de higiene básicos y un estilo de vida saludable como forma de protección.**

- Aliente a su hijo a practicar cada día una buena higiene; pasos simples para prevenir la propagación de la enfermedad:
  - Lavarse las manos varias veces al día durante al menos 20 segundos (cantar Estrellita, ¿dónde estás? lentamente lleva alrededor de 20 segundos).
  - Cubrirse la boca con un pañuelo de papel al toser o estornudar y desecharlo de inmediato, o estornudar o toser en la curva del codo. No compartir alimentos ni bebidas.
  - Practicar el choque de puños o de codos en lugar de dar apretones de manos. De esta manera, se propagan menos gérmenes.
- Orientar a los niños sobre lo que pueden hacer para prevenir una infección les brinda una mayor sensación de control sobre el contagio de la enfermedad y les ayudará a reducir su nivel de ansiedad.
- Motive a su hijo a llevar una dieta equilibrada, dormir lo suficiente y hacer ejercicio en forma regular; esto le ayudará a desarrollar un sistema inmunológico fuerte para combatir enfermedades.

### **Converse sobre nuevas reglas o prácticas en la escuela.**

- Muchas escuelas ya hacen cumplir hábitos para prevenir enfermedades, que incluyen lavarse las manos con frecuencia o usar productos de limpieza para manos a base de alcohol.
- El personal de enfermería o el director de su escuela enviarán información al hogar acerca de cualquier regla o práctica nueva.
- Asegúrese de conversar sobre esto con su hijo.
- Comuníquese con el personal de enfermería de su escuela si tiene alguna pregunta específica.

### **Comuníquese con su escuela.**

- Avise a la escuela si su hijo está enfermo y manténgalo en casa. Es posible que su escuela le pregunte si su hijo tiene fiebre o no. Esta información ayudará a la escuela a saber por qué su hijo se quedó en casa. Si a su hijo se le diagnostica COVID-19, informe a la escuela para que pueda comunicarse con las autoridades sanitarias locales y recibir orientación.
- Hable con el personal de enfermería de su escuela, el psicólogo escolar, el consejero escolar o el trabajador social de la escuela si su hijo tiene dificultades motivadas por ansiedad o estrés relacionadas con el COVID-19. Estas personas pueden brindarle orientación y apoyo a su hijo en la escuela.
- *Asegúrese de seguir todas las indicaciones de su escuela.*

## Tómese tiempo para hablar

Nadie conoce mejor a sus hijos que usted. Deje que sus preguntas lo guíen respecto de cuánta información brindar. Sin embargo, no evite darles la información que los expertos en salud identifican como fundamental para garantizar la salud de sus hijos. Sea paciente; los niños y adolescentes no siempre hablan acerca de sus inquietudes con facilidad. Esté atento ante comportamientos que indiquen que desean hablar, por ejemplo, si dan vueltas cuando lava los platos o trabaja en el jardín. Es muy habitual en niños más pequeños hacer algunas preguntas, volver a jugar y luego regresar a hacer más preguntas.

Al compartir información, es importante asegurarse de proporcionar datos sin promover un alto nivel de estrés, recordarles a los niños que los adultos están trabajando para solucionar su inquietud y brindarles medidas que pueden tomar para protegerse.

La información sobre este nuevo virus cambia rápidamente; para obtener la mayor cantidad de información correcta, manténgase al tanto ingresando a <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

### **Procure que las explicaciones sean adecuadas para la edad**

- Los niños en los primeros años de escuela primaria necesitan información breve y simple que debe equilibrar datos sobre el COVID-19 con la debida tranquilidad de que sus escuelas y hogares están a salvo, y de que los adultos están a su lado para mantenerlos sanos y cuidar de ellos si se enferman. Brinde ejemplos sencillos de las medidas que la gente toma todos los días para eliminar gérmenes y mantenerse sana, como lavarse las manos. Use expresiones como “los adultos estamos trabajando mucho para que estén a salvo”.
- Los niños en los últimos años de la escuela primaria y los primeros años de la educación media serán más expresivos al hacer preguntas acerca de si realmente están a salvo y qué sucederá si el COVID-19 llega a su escuela o comunidad. Es posible que necesiten ayuda para diferenciar la realidad de los rumores y la fantasía. Explique los esfuerzos de dirigentes escolares y comunitarios para prevenir la propagación de gérmenes.
- Los estudiantes en los últimos años de la escuela media y la escuela secundaria pueden conversar sobre el asunto con mayor profundidad (como adultos) y se los puede remitir directamente a fuentes apropiadas de información sobre el COVID-19. Proporcione información honesta, precisa y objetiva sobre el estado actual del COVID-19. Dicho conocimiento puede ayudarles a tener una sensación de control.

### **Puntos que se aconseja enfatizar al hablar con niños**

- Los adultos en casa y en la escuela están protegiendo tu salud y seguridad. Si algo te preocupa, habla con un adulto de confianza.
- No todas las personas contraerán la enfermedad del coronavirus (COVID-19). Las autoridades escolares y de salud trabajan con mucho cuidado para asegurarse de que se enferme la menor cantidad de personas posible.
- Es importante que todos los estudiantes se traten con respeto y no saquen conclusiones sobre quién puede o no tener el COVID-19.
- Hay cosas que puedes hacer para mantenerte sano y evitar la propagación de la enfermedad:
  - Evita el contacto muy próximo con personas enfermas.
  - Quédate en casa cuando estés enfermo.
  - Al toser o estornudar, cúbrete la boca con el codo o un pañuelo de papel, luego tira el pañuelo a la basura.

- Evita tocarte los ojos, la nariz y la boca.
- Lávate las manos frecuentemente con jabón y agua (durante 20 segundos).
- Si no tienes jabón, utiliza desinfectante para manos (60 % a 95 % de alcohol).
- Limpia y desinfecta los objetos y las superficies que se tocan con mayor frecuencia con un aerosol o paño de limpieza para el hogar.

## Recursos adicionales

Consejos sobre cómo hablar con los niños: Consejos para los cuidadores, padres y maestros durante un brote de una enfermedad contagiosa, <https://store.samhsa.gov/product/Talking-With-Children-Tips-for-Caregivers-Parents-and-Teachers-During-Infectious-Disease-Outbreaks/SMA14-4886>

Cómo lidiar con el estrés durante un brote de una enfermedad contagiosa, <https://store.samhsa.gov/product/Coping-with-Stress-During-Infectious-Disease-Outbreaks/sma14-4885>

Centros para el Control y la Prevención de Enfermedades, Enfermedad del Coronavirus 2019 (COVID-19), <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>

Handwashing and Hand Sanitizer Use at Home, at Play, and Out and About (Lavado de manos y uso de desinfectantes para manos en el hogar, durante juegos y paseos), <https://www.cdc.gov/handwashing/pdf/hand-sanitizer-factsheet.pdf>

*Para obtener más información relacionada con las escuelas, y la salud física y mental, visite [www.nasponline.org](http://www.nasponline.org) y [www.nasn.org](http://www.nasn.org).*





# Parent/Caregiver Guide to Helping Families Cope With the Coronavirus Disease 2019 (COVID-19)

At this time, information about COVID-19 is rapidly evolving as new details are confirmed and new questions emerge. In the event of an outbreak in your community, as a parent/caregiver, your first concern is about how to protect and take care of your children and family. Knowing important information about the outbreak and learning how to be prepared can reduce your stress and help calm likely anxieties. This resource will help you think about how an infectious disease outbreak might affect your family—both physically and emotionally—and what you can do to help your family cope.

## What You Should Know

- Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases. COVID-19 is caused by a novel coronavirus; this means it is a new strain that has not been previously identified in humans.
- COVID-19 is a respiratory disease that is mainly spread person-to-person. Currently, there is no available vaccine or curative treatment, so the best preventative strategy is to avoid exposure.
- So far, children appear to be much less affected by COVID-19, which was also seen after other coronavirus outbreaks.
- Children with pre-existing illnesses may have different risk, so you should discuss this with your child's medical team.
- To reduce the spread of the virus, a variety of approaches will be used, including keeping those who are sick away from others and promoting healthy hygiene strategies. Additional recommendations for ways to contain the virus's spread could include canceling of events that attract large numbers of people; closing schools, public transit or businesses; and required quarantine, which is the separation and restriction of movement of people who might have been exposed to the virus.

## READINESS

### Preparing your Family for a Potential Infectious Disease Outbreak

Being prepared is one of the best ways to lessen the impact of an infectious disease outbreak like COVID-19 on your family. Here are some steps that you can take to be better prepared:

#### Information & Communication

- Identify how you will keep up with the rapidly changing information on COVID-19.  
In rapidly changing health events and outbreaks such as COVID-19, there can be large amounts of incorrect or partially correct information that can add to your stress and confusion as a parent/caregiver. Identify a few trusted sources of health information.

The NCTSN relied on the CDC resources to create this document.

Get the most up-to-date and accurate information at:

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

CDC: information on children and COVID 2019:

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/children-faq.html>

<https://healthychildren.org/English/health-issues/conditions/chest-lungs/Pages/2019-Novel-Coronavirus.aspx>

Plan how you want to discuss COVID-19 with your family. Be sure to include:

What the current disease outbreak is

How it is contracted

What are the possible dangers

Protective steps being taken in the community/nation/global community

Protective steps everyone in the family can take

- Hold your family discussion in a comfortable place and encourage family members to ask questions. Consider having a separate discussion with young children in order to use language they can understand and to address specific fears or misconceptions they may have.
- Create a list of community resources that will be helpful during an outbreak. Make sure you know their emergency telephone numbers, websites, and official social media accounts. These may include: your family's schools, doctors, public health authorities, social services, community mental health center, and crisis hotlines.
- Develop a plan for maintaining contact with friends and family members via telephone and internet in the event that isolation or quarantine is recommended.
- Check in with your children's school about potential homeschool and distance learning opportunities that may be offered during a school closure. Also, if your child receives additional services at school, ask how these will be handled during a closure (e.g., meals, therapeutic services).

### **Reducing Your Family's Risk: Hygiene, Medical Care & Supplies**

Have all family members practice preventive behaviors including:

- Regularly washing hands for 20 seconds with soap and water (length of the A-B-C song) or use alcohol-based hand sanitizer that contains at least 60% alcohol.
- Avoiding close contact with people who are sick.
- Staying home when sick.
- Covering the mouth and nose with a tissue or with the bend/crook of the arm when coughing or sneezing.

Keep basic health supplies on hand (e.g., soap, alcohol-based hand sanitizer, tissues, and a thermometer).

Make sure you have a supply of medications taken regularly.

If your child takes medication for a chronic condition, talk with your child's medical provider about plans to get a supply at home that will last through any period of home isolation for your family.

Have your family work together to gather items that might be needed during an outbreak. These include drinking water, nonperishable food, and cash. Be sure to include activities, books, and games for children in case a lengthy time at home is recommended. Remember to include batteries in your item list if those are needed for certain activities and games.

**HAVE ALL YOUR  
FAMILY MEMBERS  
PRACTICE GOOD  
HYGIENE AND  
PREVENTIVE  
BEHAVIORS.**

### Coping with the Stress of an Infectious Disease Outbreak like COVID-19

Even if your family is prepared, an outbreak can be very stressful. To help your family cope with this stress, following these recommendations can help:

#### Information & Communication

- Keep updated about what is happening with the outbreak and additional recommendations by getting information from credible media outlets, local public health authorities, and updates from public health websites (e.g., CDC).
- Seek support and continued connections from friends and family by talking to them on the telephone, texting, or communicating through email or social media. Schools may have additional ways to stay in contact with educators and classmates.
- Although you need to stay informed, minimize exposure to media outlets or social media that might promote fear or panic. Be particularly aware of (and limit) how much media coverage or social media time your children are exposed to about the outbreak.
- E-mail and texting may be the best ways to stay in contact with others during an outbreak, as the Internet may have the most sensational media coverage and may be spreading rumors. Check in regularly with your children about what they have viewed on the Internet and clarify any misinformation.
- Focus on supporting children by encouraging questions and helping them understand the current situation.
  - Talk about their feelings and validate these
  - Help them express their feelings through drawing or other activities
  - Clarify misinformation or misunderstandings about how the virus is spread and that not every respiratory disease is COVID-19
  - Provide comfort and a bit of extra patience
  - Check back in with your children on a regular basis or when the situation changes

**NOTE:** During an outbreak, stigma and rejection can occur against individuals who live in affected communities, against health-care workers, and individuals with other illnesses.

#### Scheduling & Activities

- Even if your family is isolated or quarantined, realize this will be temporary.
- Keep your family's schedule consistent when it comes to bedtimes, meals, and exercise.
- Make time to do things at home that have made you and your family feel better in other stressful situations, such as reading, watching movies, listening to music, playing games, exercising, or engaging in religious activities (prayer, participating in services on the Internet).
- Have children participate in distance learning opportunities that may be offered by their schools or other institutions/organizations.
- Recognize that feelings such as loneliness, boredom, fear of contracting disease, anxiety, stress, and panic are normal reactions to a stressful situation such as a disease outbreak.
- Help your family engage in fun and meaningful activities consistent with your family and cultural values.

## Hygiene & Medical Care

- Find ways to encourage proper hygiene and health promoting behavior with your children (create drawings to remember family routines; sing a song for length needed to wash hands like the A-B-C or Happy Birthday song, twice). Include them in household jobs or activities so they feel a sense of accomplishment. Provide praise and encouragement for engaging in household jobs and good hygiene.
- Reassure your children that you will take them to the pediatrician and get medical care if needed. Explain, however, that not every cough or sneeze means that they or others have COVID-19.

## Self Care & Coping

- Modify your daily activities to meet the current reality of the situation and focus on what you can accomplish.
- Shift expectations and priorities to focus more on what gives you meaning, purpose, or fulfillment.  
  
Give yourself small breaks from the stress of the situation.
- Attempt to control self-defeating statements and replace them with more helpful thoughts. Here's a helpful checklist for identifying unhealthy thoughts and coping with them:  
<https://aramiliesfirst.com/wp-content/uploads/2013/05/Cognitive-Distortions.pdf>.
- Remember, you are a role model for your children. How you handle this stressful situation can affect how your children manage their worries.
- If your family has experienced a serious illness or the death of a loved one, find ways to support each other, including:

Reach out to your friends and family, talking to them about the death of your loved one. Use telephone, email, or social media to communicate if necessary.

Find ways to honor the death of your loved one. Some activities may be done as a family, while additional activities may be done individually.

Seek religious/spiritual help or professional counseling for support. This may be available online or by telephone during an outbreak.

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## HELPING CHILDREN COPE

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Your children may respond differently to an outbreak depending on their age. Below are some reactions according to age group and the best ways you can respond:

AGE GROUP	REACTIONS	HOW TO HELP
PRESCHOOL	Fear of being alone, bad dreams Speech difficulties Loss of bladder/bowel control, constipation, bed-wetting Change in appetite Increased temper tantrums, whining, or clinging behaviors	Patience and tolerance Provide reassurance (verbal and physical) Encourage expression through play, reenactment, story-telling Allow short-term changes in sleep arrangements Plan calming, comforting activities before bedtime Maintain regular family routines Avoid media exposure

<p><b>SCHOOL-AGE</b> (ages 6-12)</p>	<p>Irritability, whining, aggressive behavior</p> <p>Clinging, nightmares</p> <p>Sleep/appetite disturbance</p> <p>Physical symptoms (headaches, stomachaches)</p> <p>Withdrawal from peers, loss of interest</p> <p>Competition for parents' attention</p> <p>Forgetfulness about chores and new information learned at school</p>	<p>Patience, tolerance, and reassurance</p> <p>Play sessions and staying in touch with friends through telephone and Internet</p> <p>Regular exercise and stretching</p> <p>Engage in educational activities (workbooks, educational games)</p> <p>Participate in structured household chores</p> <p>Set gentle but firm limits</p> <p>Discuss the current outbreak and encourage questions. Include what is being done in the family and community</p> <p>Encourage expression through play and conversation</p> <p>Help family create ideas for enhancing health promotion behaviors and maintaining family routines</p> <p>Limit media exposure, talking about what they have seen/heard including at school</p> <p>Address any stigma or discrimination occurring and clarify misinformation</p>
<p><b>ADOLESCENT</b> (ages 13-18)</p>	<p>Physical symptoms (headaches, rashes, etc.)</p> <p>Sleep/appetite disturbance</p> <p>Agitation or decrease in energy, apathy</p> <p>Ignoring health promotion behaviors</p> <p>Isolating from peers and loved ones</p> <p>Concerns about stigma and injustices</p> <p>Avoiding/cutting school</p>	<p>Patience, tolerance, and reassurance</p> <p>Encourage continuation of routines</p> <p>Encourage discussion of outbreak experience with peers, family (but do not force)</p> <p>Stay in touch with friends through telephone, Internet, video games</p> <p>Participate in family routines, including chores, supporting younger siblings, and planning strategies to enhance health promotion behaviors</p> <p>Limit media exposure, talking about what they have seen/heard including at school</p> <p>Discuss and address stigma, prejudice and potential injustices occurring during outbreak</p>

**SEEKING ADDITIONAL HELP**

If you or a loved one is having a difficult time coping with the outbreak and want to seek outside help, there are ways to get that help. For example:

- Get support regarding your anxiety or stress by speaking to a trained counselor at SAMHSA Disaster Distress Helpline at 1-800-985-5990 or by texting TalkWithUS 66746.
- Contact your physician or your insurance company (if they have a consultation line) to ask health-related questions or to seek mental health support.
- Learn more ways to help your family. Additional resources can be accessed at:
  - [www.NCTSN.org](http://www.NCTSN.org)
  - [www.healthychildren.org](http://www.healthychildren.org)
  - [www.cdc.gov/coronavirus/2019-ncov/specific-groups/children-faq.html](http://www.cdc.gov/coronavirus/2019-ncov/specific-groups/children-faq.html)

*Last updated: March 1, 2020*

Dr. Wil Berry and Morgan Emerson helped draft the below talking points related to managing anxiety about COVID-19. They include a link to the DCHS COVID-19 webpage and an excellent resource for talking with children about what they may be hearing and seeing in the media.

These are intended to support you as individuals and also your work with clients and community members who may be fearful and have questions.

1. Stories about COVID-19 on the Internet may be based on rumors and inaccurate information. You can look to Deschutes County Health Services for accurate information at: <http://www.deschutes.org/covid19>
2. We know that for most people, COVID-19 is a mild illness that may cause symptoms such as fever, cough, and shortness of breath.
3. Constantly watching updates on the status of COVID-19 can increase anxiety—avoid this.
4. Recognize that feelings of anxiety and worry are normal and to be expected in a situation like this one. Acknowledge these feelings when they are present and remind yourself that they are normal.
5. Take care of yourself and make time to: get enough sleep, eat healthy, exercise, and talk to others. If COVID-19 is elevating anxiety, create a plan with a support person to develop tools to manage anxiety.
6. Take care of your own mental health. Consider your own internal strengths and remind yourself of who in your community you can go to for support.
7. Know when to get help. While being upset and worried is normal, there are times to get help. These include a persistent inability to sleep, increasing drug/alcohol use, an overwhelming sense of depression or panic, and an inability to take care of yourself or those who depend on you due to distress. Another sign you should urgently seek professional help is if you have any urges to harm yourself or anyone else.
8. Take steps to prepare. Even when there are some things out of our control, there are always things that we as individuals and communities have control over. One of the best ways to protect your own mental health in a crisis is to do the things you can to prepare and help for yourself and others.
9. Remember that there are things **we can do** that protect us from COVID-19 or other infectious diseases:
  1. Wash your hands often
  2. Avoid close contact with people who are sick.
  3. Avoid touching your eyes, nose, and mouth.
  4. Stay home when you are sick.
  5. Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
  6. Clean and disinfect frequently touched objects and surfaces.
10. Consider the opportunity. While a crisis is a time of increased stress, it is also a time when people discover resilience in themselves and their communities. Be open to being surprised by your own strength and that of your neighbors and family. One day, your memories of a crisis may be painful, but they may also be a sense of pride and accomplishment.
11. If you have questions about talking to children about COVID-10, this is a good resource: [Talking to Children About COVID-19 \(Coronavirus\): A Parent Resource](#)





## Talking to Children About COVID-19

Facing a health emergency can bring up feelings of stress, uncertainty, and confusion, especially for young children. While we don't want to overload them with scary information, we can try to answer their questions honestly. There are simple ways to talk about COVID-19 with young children, and we can always offer comfort:

- Ask children what they've heard about COVID-19. This will help you share only the information that they need right now. Answer simply and honestly and provide as much reassurance as you can, assuring them that you know how to keep your family safer.
- Ask them how they feel. Let them know that their feelings are okay and that many other people everywhere are feeling those feelings, too. Use words to share your own feelings (anxious, worried, sad, and so on).
- Be prepared to answer the same question more than once; repeating the same question may be how your child expresses concerns.

Explain that COVID-19 is a virus. It is so small, it's invisible, and it can make some people sick. But there are ways to protect ourselves and others (we can wash our hands with soap and water for 20 seconds, say hello in new ways such as waving from afar, sneeze or cough into the bend of our arm, stay indoors, and keep a safe distance of six feet from other people).

### You Might Also:

- Notice and focus on any kindness or cooperation you see around you, no matter how small. Point out that, in every tough situation, there are always people helping.
- Remind children that this situation (and the feelings we're having) will not last forever, and that this experience can make him/her, and your whole family, stronger.

### And...

- Be aware of your own feelings. It's normal to feel helpless when you can't protect your child from changing circumstances; keep in mind that children respond to and learn from your reactions.
- It's okay take a moment to think about how to respond before answering. It's also okay to say you don't know and that you can find out the answers together. It's important to be honest with your child so you don't tarnish their trust.
- Listen to your child. Take the time to listen closely to what question they are asking. Remember, less information is best: they want their question answered, but giving them more information than they are ready for or can handle is overwhelming and may raise more unintended questions and fears.
- Trust your instincts. You know your child best. Children of different ages will have different questions and needs, and a wide range of reactions is normal.
- Respect children's concerns. If they tell you they're afraid of something, don't dismiss their fears.