



## Physical Distancing & Social Solidarity: Resources for Human Service Providers Responding to COVID-19

Many people have had trauma in their lives, staff and clients alike. The emerging world-wide health, social, political and economic crisis caused by the novel coronavirus, COVID-19, is triggering for all of us and interferes with our ability to provide quality services to the vulnerable populations we serve. Choosing a trauma informed approach to all our interactions with co-workers, clients, family, and strangers is the first step to offering a healing and effective presence in the world we are in today. The following information can assist with navigating the current situation in a way that protects staff and clients, builds and embodies resilience, and chooses social solidarity in this time of physical distancing.

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This resource includes two sections:

### [Section 1: Trauma Informed Approaches to Serving Clients, Staff, Community during COVID-19](#)

Information to help providers navigate COVID-19. Provides reminders and ways to think about your work with clients, self-care and the role of leaders.

### [Section 2: Resources by Category](#)

Provides additional resources that have been vetted for accuracy and can provide additional information on a variety of management, health, and other topics related to serving clients during COVID-19. They are categorized by who might most benefit. Navigate by using the link in the table or scroll to page 5.

Topic	Managers	Helpers/ Staff	Clients	Description
<a href="#">Updates on COVID-19</a>	✓	✓		Trustworthy sources of COVID-19 updates
<a href="#">Basic COVID-19 Information for client education</a>			✓	Handouts and tools to use with clients

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Updated 3.31.2020. This resource is provided by Coldspring Center and given the constantly evolving nature of this virus, it is a work in progress. This document will be posted on our website. We plan to update this document regularly. You can provide feedback, or suggest additional resources by emailing [info@ColdspringCenter.org](mailto:info@ColdspringCenter.org)

<a href="#">Setting up your team for success working remotely</a>	✓			Tools for implementing remote work technologies and processes
<a href="#">Nonprofit Preparedness Resources</a>	✓			Tools for planning and implementing an organizational response to COVID-19
<a href="#">HIV and COVID-19</a>	✓	✓	✓	Resources for people living with HIV and HIV providers
<a href="#">Self-Care &amp; Resilience</a>	✓	✓	✓	Resources about supporting self-care practices and creating resiliency
<a href="#">People Experiencing Homelessness</a>		✓		Resources aimed at people experiencing homelessness in relationship to COVID-19
<a href="#">Reducing Stigma</a>	✓	✓		Resources to better understand the stigmas associated with COVID-19 and how to manage this
<a href="#">Mental Health, Anxiety &amp; Stress</a>	✓	✓	✓	Resources to support those experiencing anxiety, stress, or other mental health issues during COVID-19 outbreak
<a href="#">Parents and Children</a>		✓		Information for parents and children about COVID-19, including how to discuss with children

## Section 1: Trauma Informed Approaches to Serving Clients, Staff, Community during COVID-19

Information to help providers navigate COVID-19. Provides reminders and ways to think about your work with clients, self-care and the role of leaders (adapted from the [National Center for PTSD](#) and [CDC - Taking Care of Your Emotional Health](#)).

### Key Principles for helping people manage stress associated with COVID-19

When you are unsure how to respond to a situation, whether with a client, a co-worker, an employee or the community, it is always helpful to fall back on basic principles to guide your actions.

- Promote a sense of safety
- Promote a sense of self and community efficacy
- Promote a sense of connectedness
- Promote a sense of calming
- Promote a sense of hope

### How to have conversations with clients about COVID-19

- Remember, clients who have preexisting mental health, substance use issues, or trauma histories may respond more strongly to the stress of a health crisis. It is essential to help them feel safe.
- Remain calm and reassuring.

- Be available, discuss communication options, and encourage connectedness.
- Raise awareness about COVID-19 without increasing fear.
- Only share clear and accurate information about how the virus spreads.
- Support client in maintaining a sense of self efficacy
- Help to create a sense of hope
- Encourage selfcare:
  - Healthy eating, regular exercise, and plenty of sleep. Avoid alcohol, tobacco, and other drugs.
  - Connect with others
  - Take breaks– Make time to unwind and remember that strong feelings will fade.
  - Take deep breaths.
  - Do activities that they enjoy.
  - Stay informed using reliable sources can provide a sense of self efficacy
  - Avoid too much exposure to news– Take breaks from watching, reading, or listening to news stories.
  - Seek help when needed

### Steps for community leaders

- Provide reliable information and materials that include coping tips and self-care facts.
- Direct people to resources that provide authoritative information.
- Reflect and embody a sense of safety and control.
- Encourage community self-efficacy.
- Disseminate information that promotes social connectedness with a tone of calming, safety and hope.
- Encourage and guide processes and tools to build resilience: Increase social support, maintain optimism, set goals, achieve emotional and social balance, and use multiple types of problem-solving and coping.
- Recognize implicit bias and address stigma
- Include diverse stakeholders in community response plans.
- Facilitate access to appropriate mental health services.

### Steps for management and supervisors

- Offer support, empathy, and understanding to staff throughout the COVID-19 crisis
- Provide flexibility and creative solutions to managing workflow and client services
- Communicate regularly and clearly with staff regarding organizational changes and expectations
- Engage staff in team meetings and enable regular communication between all staff
- Work with staff to create a work plan for activities during COVID-19 outbreak
- If telework is not an option, explore creative scheduling options, and facilitate a workspace that encourages social distancing, is routinely cleaned, and ensures staff members feel safe in their workspace
- Telework implementation (additional resources below):
  - Review technology needs and resources of teleworking staff
  - Explore and implement clear telework policies for staff
  - Be intentional and develop a supportive telework environment that allows all staff to thrive
  - Encourage staff to have boundaries when working from home (set work hours, taking breaks, etc.)
  - Explore creative solutions for working remotely. Possible substitutions for in office work could include: Review of Policies and Procedures, Online Training opportunities (through your organization or free online), TED Talks, Podcasts, or other educational opportunities that contribute to career and job knowledge

- Be positive and trust staff to be able to successfully implement telework during this time
- Debrief once normal operations resume

## Self-care for helpers in the midst of COVID-19

During your workday:

- Self-monitor and pace yourself.
- Regularly check-in with colleagues, family, and friends
- Work in partnerships or in teams – consider how to facilitate teamwork virtually, via phone, etc.
- Take brief relaxation/stress management breaks
- Provide and utilize regular peer consultation and supervision
- Take time-outs for basic bodily care and refreshment
- Regularly seek out accurate information and mentoring to assist in making decisions
- Recognize anxieties, refocus on those that are actual threats
- Maintain helpful self-talk and avoid overgeneralizing fears
- Focus efforts on what is within your power
- Accept situations you cannot change
- Foster a spirit of resilience, patience, tolerance, and hope

At the same time, avoid:

- Working too long by yourself without checking in with colleagues
- Working "round the clock" with few breaks
- Feeling that they are not doing enough
- Excessive intake of sweets and caffeine
- Harmful self-talk and attitudes, such as:
  - "It would be selfish to take time to rest."
  - "Others are working around the clock, so should I."
  - "The needs of survivors are more important than the needs of helpers."
  - "I can contribute the most by working all the time."
  - "Only I can do. . ."

## Section 2: Resources by Category

It is important to remember that the status of COVID-19 is rapidly changing and to have resources available to refer back to – the sites listed here are actively providing updated information as new information is available.

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### Updates on COVID-19

#### CDC updates

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

Subscribe to the CDC COVID-19 Updates by email

[https://tools.cdc.gov/campaignproxyservice/subscriptions.aspx?topic\\_id=USCDC\\_2067](https://tools.cdc.gov/campaignproxyservice/subscriptions.aspx?topic_id=USCDC_2067)

#### Coronavirus.gov

Federal government primary location of public information

<https://www.coronavirus.gov/>

#### WHO

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

#### Johns Hopkins

Dashboard – Graphic of global cases

<https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>

Subscribe to the Johns Hopkins COVID-19 Updates by email

<http://www.centerforhealthsecurity.org/newsroom/newsletters/e-newsletter-sign-up.html>

#### Colorado Updates

<https://covid19.colorado.gov/>

#### Denver Updates

<https://www.denvergov.org/content/denvergov/en/environmental-health/news/coronavirus-info.html>

## Basic COVID-19 Information for client education

### Coronavirus.gov

Federal government primary location of public information

<https://www.coronavirus.gov/>

### CDC – Basic information

<https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts-h.pdf>

### CDC – Coping with a Disaster or Traumatic Event

[https://emergency.cdc.gov/coping/pdf/Coping\\_with\\_Disaster.pdf](https://emergency.cdc.gov/coping/pdf/Coping_with_Disaster.pdf)

### City of Denver – Coronavirus COVID-19 Postcard

English: [https://www.denvergov.org/content/dam/denvergov/Portals/771/documents/covid-19/downloadable-resources/COVID-19Postcard\\_GeneralPublic.pdf](https://www.denvergov.org/content/dam/denvergov/Portals/771/documents/covid-19/downloadable-resources/COVID-19Postcard_GeneralPublic.pdf)

Spanish: [https://www.denvergov.org/content/dam/denvergov/Portals/771/documents/covid-19/downloadable-resources/COVID-19Postcard\\_GeneralPublic\\_SP.pdf](https://www.denvergov.org/content/dam/denvergov/Portals/771/documents/covid-19/downloadable-resources/COVID-19Postcard_GeneralPublic_SP.pdf)

### Denver Health – English and Spanish “What You Need to Know”

<http://www.denverpublichealth.org/-/media/dph-files-and-docs/clinics-and-services/id-clinic/denver-health-covid19-patient-information-flyer.pdf?la=en&hash=0F5C8A35C079E8821F7B264E00AAE251AEFE1097>

### Infectious Disease Society of America COVID-19 one page resource

[https://www.idsociety.org/globalassets/idsa/public-health/coronavirus-one-pager-v\\_7.pdf](https://www.idsociety.org/globalassets/idsa/public-health/coronavirus-one-pager-v_7.pdf)

### Substance Users

<https://yale.app.box.com/v/COVID19HarmReductionGuidance>

<https://drive.google.com/file/d/1W9mcVKIzaVOelZfVLxGAsrfO2utaBVNj/view>

English and Spanish harm reduction resources

<https://www.vitalstrategies.org/resources/practicing-harm-reduction-in-the-covid-19-outbreak/>

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## Setting up your team for success working remotely

Many organizations are not set up to allow staff to work remotely, however, there are many creative solutions to doing so. Below are a several resources that can help set an organization and staff members up for success with working remotely.

## CANPO

Webinar from March 18<sup>th</sup>, Technology tools to quickly adapt to COVID-19. The Prepare.Respond.SERVE website is a project of TechImpact.org and 501Commons.org to help Nonprofits better utilize technology during COVID-19.

<https://preparerespondserve.org/>

TechSoup – Reduced price on hardware, software, and training for Nonprofits

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

[TechSoup Blog Post: Nonprofit Resources for Remote Work During the COVID-19 Outbreak](#)

Google Hangouts & Hangouts Meet: Google Hangouts Premium is free through July 1.

<https://support.google.com/meet/answer/9760270?hl=en>

Slack has a free version for small teams, and \$6.57/mo for their Standard service (includes group voice and video calls up to 15 people)

<https://slack.com/>

Zoom – web meeting/conferencing software. Has a free version allowing for 100 participants for up to 40 minutes at a time.

<https://zoom.us/>

Microsoft Teams is available for free for six months.

<https://www.microsoft.com/en-us/microsoft-365/blog/2020/03/05/our-commitment-to-customers-during-covid-19/>

Organizational Leadership Blog

<https://www.oneandonly.club/organizational-leadership-in-the-time-of-pandemic/>

National Council of Nonprofits

<https://www.councilofnonprofits.org/tools-resources/remote-workers-and-telecommuting-practices-nonprofits>

**Prepare. Respond. SERVE: Resources for remote working**

<https://preparerespondserve.org/resources/>

## Nonprofit Preparedness Resources

Tools for planning and implementing an organizational response to COVID-19

### CDC Guidance for Businesses and Employers

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

### CDC Guidance on Environmental Cleaning and Disinfection

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

### HRSA Emergency Preparedness and Recovery Resources

<https://bphc.hrsa.gov/emergency-response>

### National Health Care for the Homeless Council

<https://nhhc.org/clinical-practice/homeless-services/emergency-preparedness/>

### WHO – Getting your workplace ready for COVID-19

[https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7\\_6](https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_6)

### Nonprofit HR

<https://www.nonprofithr.com/covid19/>

### The Denver Foundation Planning & Response Framework

<https://docs.google.com/document/d/10ael0yNU7eoW9aT4CxFpsmWuQ7ppHu1m4kNBYHR7lnE/edit>

### National Council of Nonprofits

<https://www.councilofnonprofits.org/nonprofits-and-coronavirus-covid-19>

### TechSoup: Disaster Planning and Recovery

<https://www.techsoup.org/disaster-planning-and-recovery>

### Human Services Council: Emergency Plan Template

<https://humanservicescouncil.org/disaster-preparedness-and-resiliency/disaster-preparedness-resources/>

## HIV and COVID-19

Resources specific to HIV service providers and to better understand the relationship between COVID-19 and HIV.

**HIV.gov:** COVID-19 resources and People with HIV

<https://www.hiv.gov/hiv-basics/staying-in-hiv-care/other-related-health-issues/coronavirus-covid-19>

**AIDSinfo:** COVID-19 resources and People with HIV

<https://aidsinfo.nih.gov/guidelines/html/8/covid-19-and-persons-with-hiv--interim-guidance-/554/interim-guidance-for-covid-19-and-persons-with-hiv>

**CDC – COVID-19:** What people with HIV should know

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

**Health Resources & Services Administration (HRSA):** FAQs on managing HIV Services and Ryan White Grant

<https://hab.hrsa.gov/coronavirus-frequently-asked-questions>

**Infectious Disease Society of America COVID-19**

Includes resources and podcasts on COVID-19 as well as Client friendly resources:

<https://www.idsociety.org/public-health/COVID-19-Resource-Center/>

**NASTAD COVID-19 Updates and Resources**

<https://www.nastad.org/resource/covid-19-updates-and-resources>

**HIV Medicine Association - COVID-19: Special Considerations for People with HIV**

[https://www.hivma.org/globalassets/covid-19-special-considerations\\_v5.pdf](https://www.hivma.org/globalassets/covid-19-special-considerations_v5.pdf)

**Professional Association of Social Workers in HIV & AIDS**

<https://csi.elevate.commpartners.com/COVID-19>

**CROI COVID-19:** This webinar recording was presented at CROI and recorded last March 10<sup>th</sup>. It covers the epidemiology, science, research, and pathogenesis of COVID-19.

<https://special.croi.capitalreach.com/>

**POZ:** What People with HIV Need to Know About the New Coronavirus

[https://www.poz.com/article/people-hiv-need-know-new-coronavirus?link\\_id=2&can\\_id=24375365a51a289c341bc7b6bacce636&source=email-the-blacker-the-plan-this-national-black-hiv-](https://www.poz.com/article/people-hiv-need-know-new-coronavirus?link_id=2&can_id=24375365a51a289c341bc7b6bacce636&source=email-the-blacker-the-plan-this-national-black-hiv-)

Coldspring Center for Social and Health Innovation

[awareness-day-support-we-the-people&email\\_referrer=email\\_748744&email\\_subject=wegotthis-to-our-pwn-family-regarding-the-coronavirus](mailto:awareness-day-support-we-the-people&email_referrer=email_748744&email_subject=wegotthis-to-our-pwn-family-regarding-the-coronavirus)

**Irresistible** (formerly known as Healing Justice Podcast): Podcast highlighting the resources that people living with Chronic Disease bring to fight against COVID-19.

[https://irresistible.org/podcast/corona?link\\_id=4&can\\_id=24375365a51a289c341bc7b6bacce636&email\\_referrer=email\\_748744&email\\_subject=wegotthis-to-our-pwn-family-regarding-the-coronavirus](https://irresistible.org/podcast/corona?link_id=4&can_id=24375365a51a289c341bc7b6bacce636&email_referrer=email_748744&email_subject=wegotthis-to-our-pwn-family-regarding-the-coronavirus)

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## Self-Care & Resilience

**CDC: Taking Care of Your Emotional Health**

<https://emergency.cdc.gov/coping/selfcare.asp>

**American Psychological Association (APA)**

<https://www.apa.org/practice/programs/dmhi/research-information/social-distancing> (*copy this into your browser*)

<https://www.apa.org/topics/resilience> (*copy this into your browser*)

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## People Experiencing Homelessness

**Advocacy for people experiencing homelessness.**

<https://wraphome.org/2020/03/13/wrap-statement-regarding-covid-19/>

**National Health Care for the Homeless Council**

<https://nhhc.org/clinical-practice/diseases-and-conditions/influenza/>

<https://nhhc.org/wp-content/uploads/2020/03/hya-covid-19-peeps.pdf>

**Professional Association of Social Workers in HIV & AIDS**

<https://csi.elevate.commpartners.com/COVID-19>

## Reducing Stigma

CDC

[https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/reducing-stigma.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Frelated-stigma.html](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/reducing-stigma.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Frelated-stigma.html)

**American Psychological Association Resources for providers**

<https://www.apa.org/topics/covid-19-bias> *(copy this into your browser)*

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## Mental Health, Anxiety & Stress

**NAMI Helpline Coronavirus Information and Resources Guide.** National Alliance on Mental Illness (NAMI): Comprehensive collection of resources for emotional, physical, and financial supports.

<https://www.nami.org/getattachment/Press-Media/Press-Releases/2020/COVID-19-and-Mental-Illness-NAMI-Releases-Importan/COVID-19-Updated-Guide-1.pdf?lang=en-US>

CDC

[https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html](https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html)

**National Center for PTSD, US Dept of Veterans Affairs: Managing Stress Associated with the COVID-19 Virus Outbreak**

[https://www.ptsd.va.gov/covid/COVID\\_managing\\_stress.asp](https://www.ptsd.va.gov/covid/COVID_managing_stress.asp)

**SAMSA: Taking Care of Your Behavioral Health**

Taking Care of Your Behavioral Health: TIPS FOR SOCIAL DISTANCING, QUARANTINE, AND ISOLATION DURING AN INFECTIOUS DISEASE OUTBREAK. SAMHSA's practical overview of typical reactions to stressful situations like COVID-19 and actions we can take.

<https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf>

**American Psychological Association Resources for providers**

<https://www.apa.org/practice/programs/dmhi/research-information/pandemics> *(copy this into your browser)*

## **Mental Health Center of Denver**

Resources for selfcare, talking to kids about COVID-19, and Crisis Services

<https://mhcd.org/covid19/>

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## Parents and Children

### **CDC: Caring for Children**

[https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children.html?deliveryName=USCDC\\_2067-DM23953](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children.html?deliveryName=USCDC_2067-DM23953)

### **National Child Traumatic Stress Network**

English: [https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak\\_factsheet\\_1.pdf](https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf)

Spanish: [https://www.nctsn.org/sites/default/files/resources/fact-sheet/parent\\_caregiver\\_guide\\_to\\_helping\\_families\\_cope\\_with\\_the\\_coronavirus\\_disease\\_2019-sp.pdf](https://www.nctsn.org/sites/default/files/resources/fact-sheet/parent_caregiver_guide_to_helping_families_cope_with_the_coronavirus_disease_2019-sp.pdf)

### **National Association of School Psychologists**

[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)