

Columbus/Franklin County

COVID-19 Homeless Response Network (HRN)

Supporting Staff Through Crisis and Beyond

May 26, 2020


communityshelterboard
Until everyone has a place to call home

www.csb.org



Webinar Overview

Today's Topic: Supporting and managing staff/teams

Questions:

- All phones are muted – please “raise hand” to ask a question or share a comment
- Use the Question pane in control panel to submit question



Webinar will be recorded and posted to

<https://www.csb.org/providers/COVID-19-provider-guidance>



Agenda

- Maintaining personal safety/health
- Secondary trauma
- Remote teaming approaches

Stress First Aid Self Care / Organizational Support Model

Signs of a stress reaction when functioning is impaired or there is significant distress involved, such as:

- No longer feeling like your normal self
- Loss of control of emotions or behavior
- Excessive guilt, shame or blame
- Panic, rage, or depression

The Stress First Aid Model's Core Actions

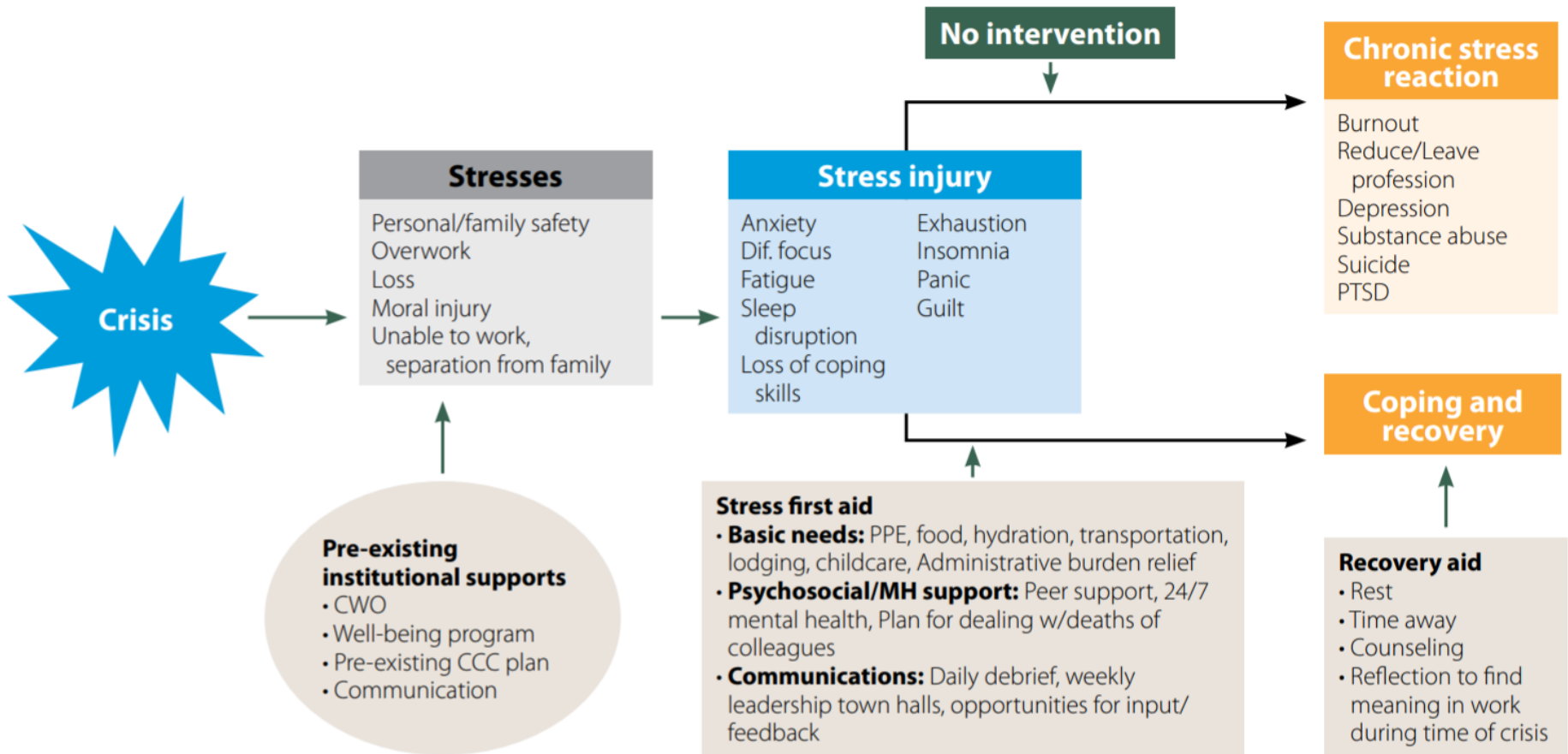
Stress First-Aid



Seven Cs of Stress First Aid:

- 1. CHECK**
Assess: observe and listen
- 2. COORDINATE**
Get help, refer as needed
- 3. COVER**
Get to safety ASAP
- 4. CALM**
Relax, slow down, refocus
- 5. CONNECT**
Get support from others
- 6. COMPETENCE**
Restore effectiveness
- 7. CONFIDENCE**
Restore self-esteem and hope

Conceptual model: Stress First Aid During and After crisis impacts outcomes



5 Ways to Reduce Staff Anxiety

Published in *JAMA*, “[Understanding and Addressing Sources of Anxiety Among Health Care Professionals During the COVID-19 Pandemic](#),” here are five requests from health professionals to address anxiety around COVID-19.

- Hear Me
- Protect Me
- Prepare me
- Support Me
- Care for Me

Partner Reflections

KEVIN PHILLIPS

DIRECTOR OF CLINICAL AND SUPPORTIVE SERVICES

LSS, Faith Mission

- Keeping open lines of Communication during crisis (*procedure changes, forms of check-in, etc.*)
- Supporting Staff's Physical and Mental Health
- Working Remotely and Maintaining Team Comradery

Pivoting to Remote Work

- ❖ Double Down on 1:1's
- ❖ Managing program goals and expectations - remote work may mean a shift in how you measure performance.
- ❖ Protect your organization's data
- ❖ Do employees who need a computer have access to one?
 - ❖ Put a policy in place to cover the use of personal devices for work.
- ❖ Identify how teams will stay connected and set expectations.

Free Online Tools for (Remote) Teamwork

- [SLACK](#): free edition allows for team messaging and 1:1 voice and video calls between teammates. Also integrates with Office365 and Google Drive.
- [Zoom](#): Best for video chatting and team meetings (max. 40mins). Unlimited 1:1 meetings
- [Trello](#): Great for project management and message boards.
- [Google Drive](#): Sharing documents and allowing teammates to add, edit and comment.
- Google Hangouts: Group chat; video call (limit 10); accessible on all devices
- [UberConference](#): free video conferencing for up to 10 people
- [Skype](#): Free for most; accessible on multiple devices
- [ScreenLeap](#): share screen up to 40 mins/day; 8 viewers, 2 meetings

Future Topics

- **6/2: Homelessness prevention & re-housing resources and strategies**
 - Providing remote/virtual re-housing and stabilization services (case management)
 - Eviction prevention resources
 - Landlord trouble-shooting, mediation strategies
- Other topics of interest?

QUESTIONS

CSB COVID-19 Information Repository:

<https://www.csb.org/providers/COVID-19-provider-guidance>

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