

# Re-Prepare Webinar 2

Welcome! The webinar will start soon.



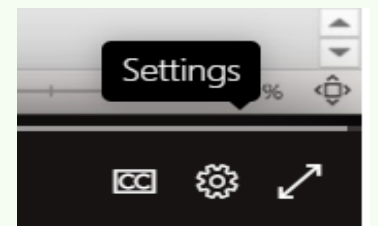
# Re-Prepare Webinar 2



Questions and comments  
can be submitted in the Q&A box  
in the **upper right** corner



Captions are available  
by clicking the settings icon in the  
**lower right** corner



Where are you joining  
from today?



# Re-Prepare 2



Emotional and Mental Resilience



Being a Preparedness Champion!



# Prepare in a Year



## Secure Important Documents

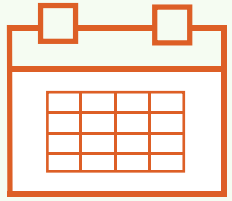


Collect copies of important documents and store them in a safe place.



[DisasterReadyWashington.com](https://www.DisasterReadyWashington.com)

# Prepare in a Year



[mil.wa.gov/preparedness](http://mil.wa.gov/preparedness)

Complete **1 activity a month** to prepare you and your family for disasters!



Make a  
Communications Plan



Create an  
Action Plan



Store Water



Build Grab & Go  
Kits



Secure Important  
Documents



Be 2 Weeks Ready



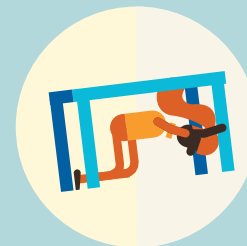
Learn Fire Safety



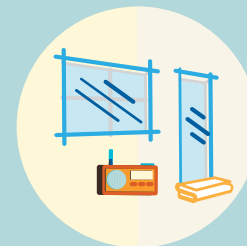
Learn Utility Safety



Store Under the  
Bed Supplies



Practice Drop,  
Cover, and Hold On



Prepare to  
Shelter in Place



Conduct a Home  
Hazard Hunt

# Promoting Individual & Workplace Resilience During COVID-19

Doug Dicharry, MD

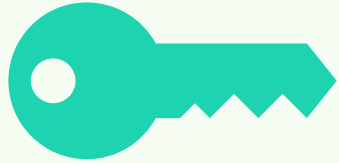
Behavioral Health Strike Team  
Washington Department of Health

Additional content and support from  
Kira Mauseth, PhD





# Agenda



Defining  
key  
terms



What to expect  
from a behavioral  
health standpoint  
over the next few  
months



Understanding  
impacts to you  
and your  
teams



Developing  
resilience

# Definitions

## Burnout

- Exhaustion of body, mind, and motivation due to exposure to **prolonged and unresolved** work stress or frustration.
- Often a consequence of perceived **disparity** between the ***demands*** of the job and the ***resources*** that an employee has available to them.
- “What you need vs. what you’ve got”

# Definitions

## Compassion fatigue

- Emotional and physical exhaustion leading to a **diminished ability to empathize** or feel compassion for others
- “Numbness”
- Also described as *secondary traumatic stress*.

# Definitions

## Resilience

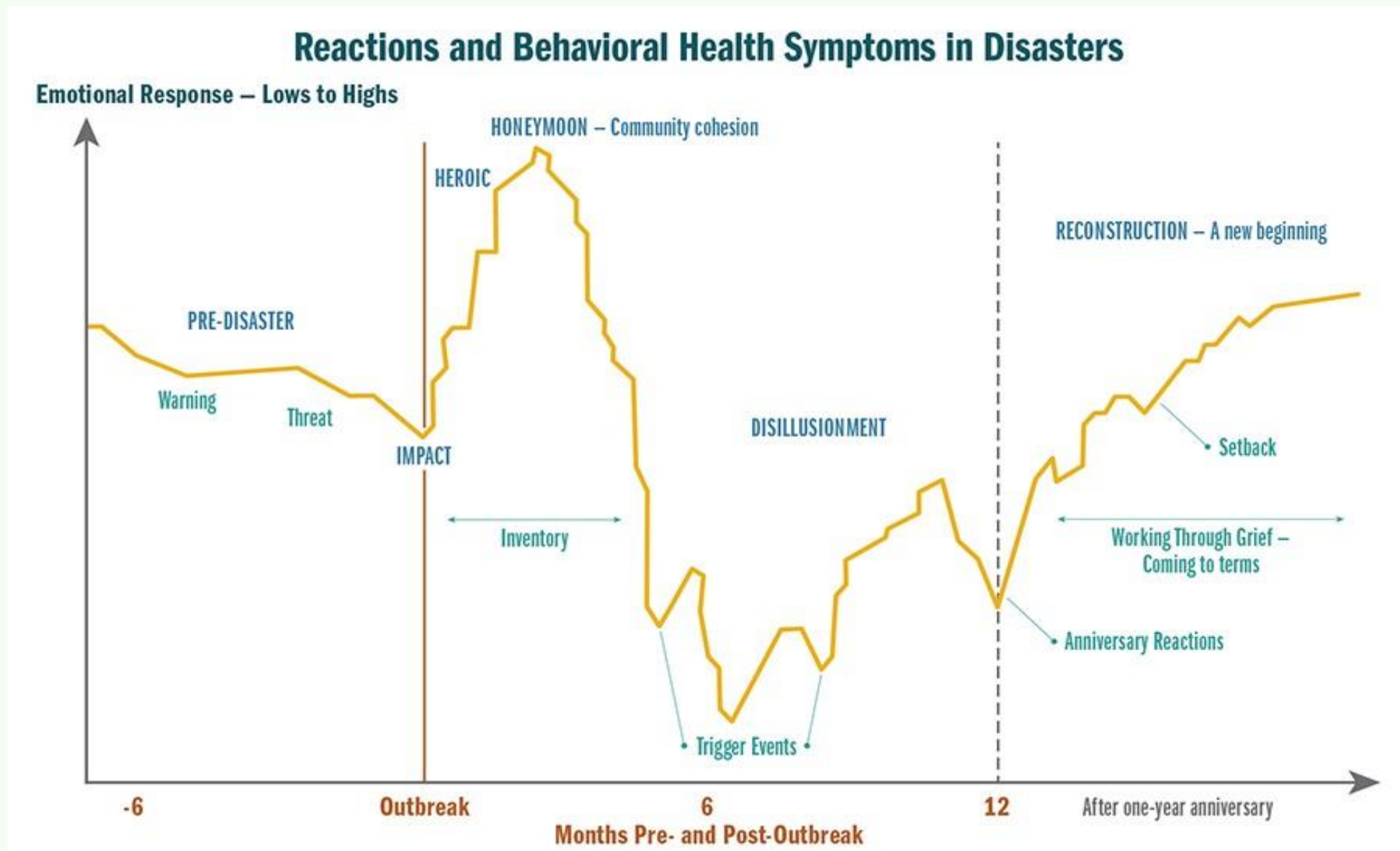
- The process – involving behaviors, thoughts, and actions – of **adapting** well in the face of adversity, trauma, tragedy, threats, or significant sources of stress.
- Can be **developed** by focusing on connection, purpose, and flexibility /adaptability.

# Definitions

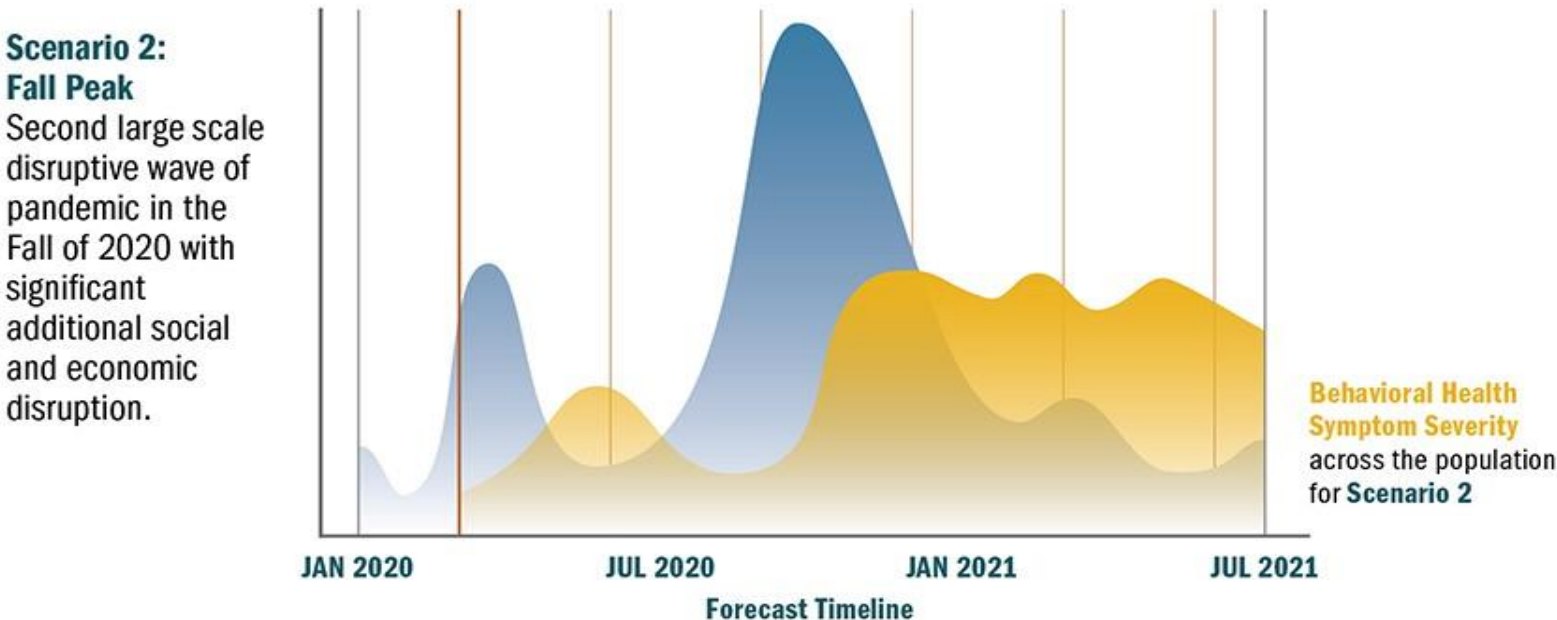
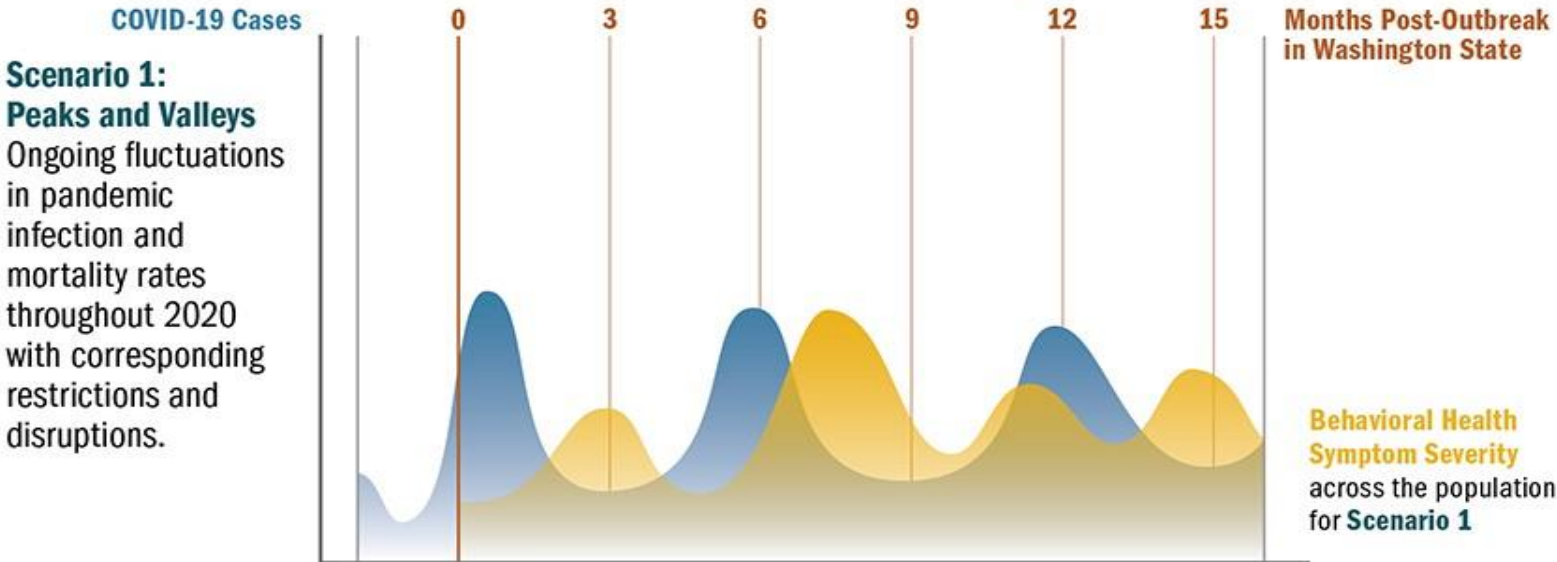
## Resilience factors

- Conditions that help a person survive during and recover from a crisis or trauma
- Usually **internal strengths** and **external resources**.

# Statewide High-Level Analysis of Forecasted Behavioral Health Impacts from COVID-19



# Possible Pandemic Wave Scenarios for COVID-19 and Forecasted Behavioral Health Symptoms





## What does this mean?

- We can reasonably expect that approximately **three million** Washingtonians will experience clinically significant behavioral health symptoms over the next two to five months.
- Symptoms of **depression** will likely be the most common, followed by **anxiety** and **acute stress**.



## What does this mean?

- These symptoms will likely be strong enough to cause significant **distress or impairment** for most people in this group.
- Collectively, we can get out in front of this and “flatten the behavioral health curve” through **intentional development** of resiliency factors.

# Common experiences during transition from Honeymoon to Disillusionment phase

Information that normalizes the shared experience helps people develop resilience.

Easily distracted

Trouble remembering things

Quick to anger or easily frustrated

Frequent headaches or stomachaches

Trouble falling or staying asleep

Carbs!

Sadness or loneliness, even with all the meetings!

# Stressed brains in the workplace

- Potential for **more emotional responding** (anger, fear, frustration), less higher-level thinking capacity.
- When people don't (or aren't able) to process the emotional rewards from their work, **burnout** is likely.
- **Other workplace factors** that contribute to burnout include:
  - Challenging work environments particularly those involving disasters, human tragedy, or suffering.
  - Work where there may be **few "compassion rewards"** (it feels regularly more challenging or draining than rewarding).



## Compassion Fatigue and Job Burnout

- Burnout can lead to many harmful consequences, including changes in the way people view themselves, their world, their meaning or purpose, and the future.



## Compassion Fatigue and Job Burnout

- Even the most resilient and well-balanced people can suffer emotionally and physically when they fail to take care of their own needs.

# Virtual work, and context of COVID-19

## PROS

- Opportunities for employees to try new roles or stretch to meet new opportunities.
- Forces outdated processes to be re-worked or examined (adaptation is necessary).
- Provides some employees with work-related environmental challenges with autonomy to be able to make their own adaptations at home more successfully than in an office (lights/ seating/ breaks etc.)

## CONS

- No one is immune to the effects of the pandemic.
- Less social connection- loss of work related “water cooler” discussion time.
- Sense of additional burden to perform or “help” the public particularly as part of the IMT even when emotionally or physically compromised.

# Opportunities for Supervisors & Managers

- WALK THE WALK: What is DONE is what matters, not what people are told to do.
- Be honest and open in the communication process
  - If you don't know, tell your team that you don't know.
- Active listening is something that all team members can benefit from learning and practicing.
  - Listen for the purpose of understanding and caring, NOT to problem solve.

# Key indicators for workplace stress, compassion fatigue and burnout leading into the fall:

Public school plan(s); workload on parents

Economic fears, additional unemployment, businesses closing

Reversal of phased openings

More social and political restrictions due to rising infections



# Challenging conditions still to come in Q4 2020



Peak of “Disillusionment” phase of disaster, when behavioral health symptoms are likely going to be at their worst collectively for all.

# Challenging conditions still to come in Q4 2020

- Need for professional and community supports reach highest levels.
- Social and political division and discontent.

# Challenging conditions still to come in Q4 2020

- Seasonal affective conditions apply (weather / hours of darkness)
- Lack of financial resources for many combined with pressure for holiday spending.
- Concerns about a second, potentially larger wave of infections.



# What can we do to reduce burnout generally?

## Develop Resilience:

- Connection
  - Purpose
  - Flexibility
- Adaptability
  - Hope

# What can we do to reduce burnout generally?

- Remind yourself of things that **motivate** you to increase your sense of **purpose** and redefine that as you need to when things change.

What can we do to reduce burnout generally?

**Connect** with people outside of work or socially within work.

# What can we do to reduce burnout generally?

- Maintain and enhance interpersonal boundaries:
- Know your limits.
- Say no to tasks that will take away from your work-life balance.
- Ask others to help when reaching limits.



# Make a Plan for Difficult Events

- What do you expect will be the most stressful type of events for you? Write those things down.
- What are the things you do that help you handle stress? Write those things down.
- Track especially difficult days or events
- Implement your stress reducing strategies



# Develop personal resilience: REST model

**Reward:** Reward yourself for a job well done. Build reinforcements into your work. help pay attention to this aspect for maintaining resilience.

**Establish:** Establish healthy boundaries. When you are off duty, stick to that boundary.

**Share:** Share your feelings, concerns, and stories. Participate in support and consultation groups. Make time for connections and activities in your life.

**Trust:** Trust your support network and reach out as needed. Refer people elsewhere if you are too tired or compromised emotionally to be able to offer support.

Taking care  
of yourself  
takes care  
of the  
team.



**Looking for support?**  
Call Washington Listens at  
**1-833-681-0211**



# Community Connections by Preparedness Champions

*Some Examples to Inspire You*

Rebecca Chatfield

Education & Outreach Specialist

Bellevue Emergency Management



# Rebecca Chatfield

- Education and Outreach for Bellevue's OEM
- Native of the beautiful Pacific Northwest
- For COVID-19 response, worked in Emergency Operations Center
- PhD in Sociology from the Univ. of WA
- CERT Program Manager and Instructor
- Have been known to give water filters as gifts
- Married with three grown kids who don't want any more water filters



# Emergencies and Disasters Will Not Politely Wait Until the Pandemic is Over...

**Earthquakes**



**Volcanoes**



**Tsunamis**





# The Problem Right Now

Staying Safe & Healthy  
means staying away  
from others



Fewer Interactions  
Reduce Risk

# We Miss Connections with Others





# Three Truths at the Same Time

- Important to keep (re)PREPARING for emergencies and disasters
- COVID-19 requires staying safe with masks and social distancing
- Humans need other humans!

**Example to Inspire You**

# Red Cross Always Needs Volunteers



[redcross.org](https://www.redcross.org)

**Example to Inspire You**

# Great ShakeOut Drill



**OCTOBER 15, 2020**  
**@ 10:15am**

*Join us for the largest statewide*  
Earthquake Drill & Tsunami Siren Test



**DROP!**



**COVER!**



**HOLD ON!**



**GO TO HIGH GROUND!**  
The Shaking is Your Tsunami Warning

**REGISTER: [www.shakeout.org/washington](http://www.shakeout.org/washington)**



## Idea To Try



Distribute Great ShakeOut flyers to  
your neighbors





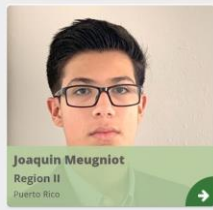
FEMA

# Youth Preparedness Council

*Example to Inspire You*



Hunter Tobey  
Region I  
Massachusetts



Joaquin Meugnot  
Region II  
Puerto Rico



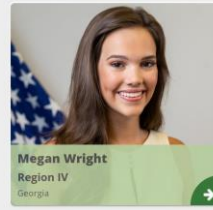
Maxwell Hahn  
Region III  
Pennsylvania



Nyl Aziaya  
Region IV  
Alabama



Jordan Lin  
Region IV  
Georgia



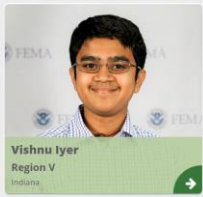
Megan Wright  
Region IV  
Georgia



Banan Garada  
Region V  
Illinois



Devangana Rana  
Region V  
Illinois



Vishnu Iyer  
Region V  
Indiana



Wyatt Reed  
Region VI  
Arkansas



Amanda Hingorani  
Region VII  
Nebraska



Sibi Raja  
Region VIII  
Colorado



Nicolas (Nico) Bremau  
Region IX  
California



Hsin Ya (Jessie) Huang  
Region X  
Oregon



Madeline Ortiz  
Region X  
Alaska

- High-school teens from all US regions
- Elected to 2-year terms and work closely with FEMA
- Recent projects on financial preparedness, Teen CERT, language translations of games for kids

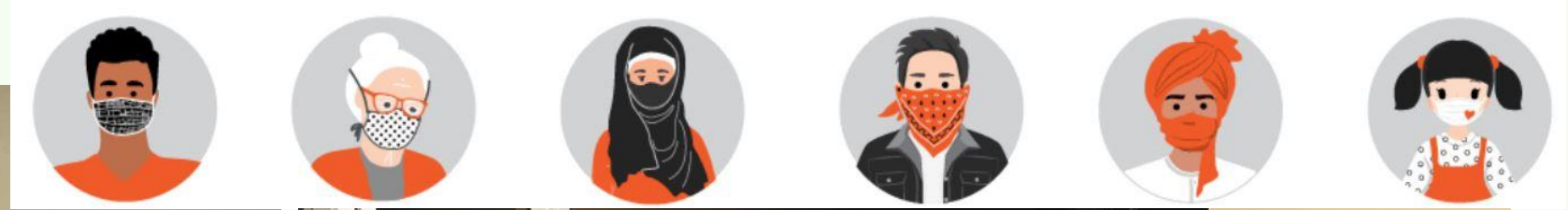
# Idea To Try



Play “Ready 2 Help” card game with a child aged 8 years or older.

Example to Inspire You

# 40,000 Masks Project



## Idea To Try



Have a neighborhood “creative mask” contest with fun prizes



Example to Inspire You

# Bellevue





## Idea To Try



## Take Online Classes

- Protecting your Home from Disasters
- Earthquake Basics
- Animals in Disasters
- Household Hazardous Materials
- Introduction to CERT



**Example to Inspire You**

# **MYN**

## *Map Your Neighborhood*



In a disaster your most immediate source of help are the neighbors living around you.

*The MYN program focuses on one street at a time; 15-20 homes or a defined area that you can canvas in 1 hour.*



[mil.wa.gov/myn](http://mil.wa.gov/myn)





# Idea to Try



## Neighborhood Inventory

**First Aid/  
Medical  
Supplies**

**Tents, Bedding**

**Chain Saw**

**Generator**

**Fire  
Extinguisher**

**Camp Stove**

**Walkie Talkie**

**Radio**

**Ladder**

**Crowbar**

**Strong Rope**

**Flashlights &  
Lanterns**

# Be A Preparedness Champion!



Volunteer  
Practice skills  
Ask children and youth for ideas  
Take classes or training online  
Get to know your neighbors



**Rebecca Chatfield -- Education & Outreach Specialist**

City of Bellevue

Office of Emergency Management



# Questions?







Sign up for  
**LOCAL EMERGENCY ALERTS**

**MIL.WA.GOV/ALERTS**

to receive alerts for:

- ! imminent hazards
- ! immediate emergencies
- ! where to go
- ! what to do

Free to all people in Washington



[www.mil.wa.gov/alerts](http://www.mil.wa.gov/alerts)





# Resources

## Free Downloads:

[www.mil.wa.gov/preparedness](http://www.mil.wa.gov/preparedness)

## Webinar Recording:

<https://www.youtube.com/user/EMDprepare>



# Survey and prizes!





[mil.wa.gov/preparedness](https://mil.wa.gov/preparedness)

