Coping with COVID-19
Information & Referral Resources

Your Next Steps

If you and your family are experiencing challenges, there are a number of services locally, regionally and nationally to help you take control.

Your Local FFSC

Limited services may be available, primarily via telephone, at your local Fleet and Family Support Center. Please feel free to reach out with questions or for information.

HAMPTON ROADS, VA

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<tr>
<th>Location</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Dam Neck</td>
<td>757-492-6342</td>
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<tr>
<td>Little Creek/Fort Story</td>
<td>757-462-7563</td>
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<tr>
<td>Newport News</td>
<td>757-686-6289</td>
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<tr>
<td>Norfolk</td>
<td>757-444-2102</td>
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<td>Northwest</td>
<td>757-421-8770</td>
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<td>Oceana</td>
<td>757-333-2912</td>
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<td>Portsmouth</td>
<td>757-953-7801</td>
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<td>Yorktown</td>
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CT - New London      | 860-694-3383
IL - Great Lakes     | 847-688-3603, ext. 100
NH - Portsmouth      | 207-438-1835
NJ - Earle           | 732-866-2115
NY - Saratoga Springs | 518-886-0200, ext. 146
RI - Newport         | 401-841-2283

The Mid-Atlantic Region

Additionally, the Mid-Atlantic Fleet and Family Support Program is offering a call center information line with information and referral resources throughout the Mid-Atlantic Region.

Call Center Information & Referral staff will be available:
Monday-Friday, 7:30 a.m. – 4:00 p.m. at 1-800-FSC-LINE (1-800-372-5463)

Connect with a Mid-Atlantic Chaplain 24/7
757-438-3822

More Sources of Help

Safe Helpline
safehelpline.org • 877-735-5247

DoS Safe Helpline
safehelpline.org • 877-995-5247

National Suicide Prevention Lifeline • 1-800-273-8255

Connect with a Chaplain
1-855-NAVY-311
Text: navy311@navy.mil

Non-Appropriated Fund Employee Assistance Program
Call ACI at 800.932.0034 or email at eapinfo@acispecialtybenefits.com

DON Civilian Employee Assistance Program
https://magellanascend or by phone 1-844-DONCEAP

Military Crisis Line
at 800-273-8255, then press 1, or access online chat by texting 838255

Families OverComing Under Stress
www.focusproject.org/covid19

For more information on COVID-19, please visit: www.cdc.gov/covid19
It is normal to feel sad, stressed, confused, scared or angry during a crisis.

Talking to people you trust can help. Contact your friends and family.

If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.

Don’t use smoking, alcohol or other drugs to deal with your emotions.

If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or a local or state public health agency.

Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life’s adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.
Psychological Effects of Quarantine During the Coronavirus Outbreak: What Healthcare Providers Need to Know

Quarantine is defined as the separation of individuals who may have been exposed to an infectious disease from the rest of the population to determine if they are ill and to reduce their risk of infecting others. During the coronavirus (COVID-19) outbreak, quarantine has been used as a public health strategy to reduce disease transmission. COVID-19 quarantine efforts have ranged from the mass quarantine of entire cities in China, to isolation in government-run facilities, to self-isolation at home. While quarantine can broadly serve the public good, it is also associated with psychological challenges for those quarantined, their loved ones, and the healthcare workers caring for them. Described here are the psychological effects of quarantine, as well as strategies for how healthcare providers can care for their patients’ and their own mental well-being during periods of quarantine.

Stressors of Quarantine and their Psychological Effects

Stressors during quarantine include:
1. Frustration and boredom related to the isolation of quarantine, which involves loss of one’s usual routine (e.g., regular home and work activities, shopping for necessities) and limited social and physical contact with others.
2. Inadequate supplies and access to regular medical care, including food, water, or change of clothes as well as masks, prescriptions, and thermometers.
3. Insufficient information, such as lack of, or delayed, information from public health authorities, often due to poor coordination among health and government officials; unclear guidance; confusion about reasons for quarantine; and perceived lack of transparency.
4. Longer durations of quarantine (i.e., 10 days or longer), as well as extension of quarantine length.
5. Fears about becoming infected and/or infecting others, which can manifest as increased attention to and worry about one’s health and physical symptoms, and may be particularly concerning for pregnant women and parents of young children.

Stressors following quarantine include:
1. Financial loss. Absence from work, healthcare costs, and other unanticipated financial burdens can result in socioeconomic distress, particularly among those with lower incomes.
2. Stigma from others. Stigmatization and rejection by neighbors, co-workers, friends, and even family members can manifest as being treated differently or with fear and suspicion, being avoided or excluded from leisure, workplace, or school activities, and experiencing stigmatizing comments. Stigma can be exacerbated if quarantined individuals are members of a particular ethnic or religious group.
3. Getting back to one’s “normal” routine. Returning to usual work and social routines may take anywhere from several days to several weeks or even months. Knowing that it might take time to get back into regular routines can help with concern, anxiety, and frustration.

Promoting Psychological Wellbeing During Quarantine

1. Use communication as an intervention. Clear, understandable, and practical communication can reduce adverse psychological responses and increase behavioral adherence. Provide rapid, repeated,
and developmentally and culturally appropriate communications about the nature of the disease, the reasons for quarantine, and other essential information.

2. **Facilitate communication with loved ones.** Knowledge of loved ones’ conditions can have a powerful impact on the emotional health of quarantined individuals and improve adherence to recommended quarantine. For example, knowing that loved ones are safe, healthy, and well-cared for can reduce stress, while increased stress should be anticipated when information is lacking or in cases of worrisome news. Before quarantine, allow sufficient time (within the limits of public health concerns) for patients to make arrangements, reassure their loved ones, and say goodbye. During quarantine, facilitate the use of technology (e.g., phone and video calls, social media) to keep loved ones in contact with each other.

3. **Prepare for quarantine.** Households and facilities under quarantine will need adequate food, household supplies, and medications to last for the duration of the quarantine. Once quarantine is imposed, there may be limited ability to move about and shop as usual. Obtain necessary resources in advance of quarantine if possible, e.g., by making this part of a family’s or organization’s disaster preparedness planning.

4. **Reduce boredom and isolation.** Planning for activities during quarantine can help reduce boredom and lessen the focus on symptoms and feelings of being isolated from family and friends. As above, facilitating access to the internet and social media is important to maintaining social networks and remote communication while in quarantine. However, media exposure should be monitored, as too much exposure and exposure to unreliable sources can increase stress.

5. **Take care of yourself.** Healthcare providers are also vulnerable to experiencing the psychological effects of quarantine, and this can be compounded by the stress of caring for sick and distressed patients. Make sure your own basic needs are met, including: eating, drinking, and sleeping; taking breaks at predetermined intervals; checking in with colleagues and loved ones; and ensuring that your family and organization are safe and have a plan in place for possible quarantine. If you are likely to work with infected individuals, have frank discussions with your family about the risk to you and to them and steps being taken to minimize that risk. Plan for the possibility that you may be quarantined separately from them if they are not exposed.

6. **Keep quarantine as short as possible.** When advising patients on length of time in quarantine, restrict the length to what is scientifically reasonable and take care not to adopt an overly cautious approach. In addition, do not extend quarantine length unless absolutely necessary, and if this occurs, provide patients with up-to-date information as soon as possible.

**Resources**


Helping Homebound Children during the COVID-19 Outbreak

Emergency measures, such as requiring that children remain at home are critical methods to limit the spread of infection from the coronavirus (COVID-19) outbreak. Despite its positive public health benefits, for an individual child, being homebound can serve as an opportunity to spend time with family, but also can result in insufficient physical activity, irregular sleep patterns, weight gain, and decreased fitness. As many parents know, boredom and frustration are common during time required to be home and inside. The lifestyle changes may also contribute to social isolation from peers and teachers, anxiety, and tension among family members due to a lack of personal space at home. Importantly, public fear about COVID-19 that stigmatizes and scapegoats specific populations can further increase a child’s and family’s sense of isolation. Clinicians and parents can consider the following approaches to better manage homebound periods for children and families.

Support the Family Structure while Homebound

To prepare, families can develop plans of action together. When appropriate, include children in the family planning and preventive behaviors to help support their sense of agency and control.

- Plan physical activities that can be done while homebound
- Maintain a healthy diet, good sleeping habits, and proper hygiene practices (e.g., regularly washing hands, covering mouths when coughing and sneezing, avoiding contact with face).
- Maintain routines related to bedtimes, meals, and exercise.
- Ensure basic supplies (e.g., food, water, soap, first aid provisions) and medications are readily available while homebound.
- Encourage children's participation in household chores to facilitate their sense of accomplishment.
- Plan enjoyable family activities, such as games, movies, and exercise.
- Maintain a positive mood.
- Practice patience and tolerance, which can be difficult during this time and model healthy habits for the entire household.
- Engage in relaxation techniques to reduce stress.
- Avoid increased use of alcohol or tobacco.
- If a usual family activity, consider attending religious services online.

Communicate Openly

During times of uncertainty, open communication is critical to helping children feel safe and secure.

- Stay informed.
- Explain COVID-19 and the purpose of being homebound in an age-appropriate and positive manner to children. Parents must gauge what their children can understand.
- Create an environment where children feel comfortable expressing their concerns and asking questions.
- Remind children that being homebound is temporary.
- Promote children’s sense of goodness, or “altruism”, by explaining that being homebound helps to keep other members of their community safe.
- Reassure children they will receive appropriate medical care if they become ill.
- Check in with children frequently to address newly emerging fears and misconceptions.
- Limit and closely monitor children’s use of media to reduce potential confusion, worry, and fear.
- Address misconceptions regarding stigma. For example, avoid terms other than “coronavirus,” such as “Chinese virus,” as these increase stigma and perpetuate misconceptions about the disease.
- Clarify what is known and what is unknown to prevent the spread of misinformation.
Connect to Helpful Support

During periods of physical isolation, connect to important sources of social support to help alleviate stress. Families may also benefit from services provided by local community organizations and mental health professionals.

- Develop plans for maintaining children's connections to friends and other family members via phone and/or internet.
- Ensure your child's medical team is involved to help monitor any pre-existing conditions.
- Utilize available homeschool or distance learning opportunities that combine the educational needs of children with their physical and mental health needs.
- Contact a mental health professional if you notice signs of anxiety and depression in children including changes in appetite, sleep disruptions, aggression, irritability, and fears of being alone or withdrawn.

Resources

General:
CDC: www.cdc.gov
Red Cross: www.redcross.org
WHO: www.who.int/en

Infectious disease information specific to children:
CDC: www.cdc.gov/childrenindisasters/index.html
FEELING STRESSED OR ANXIOUS ABOUT THE ONGOING COVID-19 OUTBREAK AND NEED SOMEONE TO TALK TO?

THERE ARE SEVERAL COUNSELING OPTIONS TO ASSIST WITH THE STRESS AND OTHER RELATED ISSUES.

MILITARY ONESOURCE
Military Crisis Line 800-273-8255, then press 1 or access online chat by texting 838255

The Fleet & Family Support Center
Naval Medical Center–Portsmouth (757) 953-7801

Northwest Annex (757) 421-8770

Connect with a Chaplain
NSA HR Chaplain (757) 421-8205 or (479) 409-1377

To Stay Up to Date on COVID-19
Visit www.cdc.gov/covid19
Feeling stressed or anxious about the ongoing COVID-19 outbreak can be overwhelming for both adults and children. Use the following to help support yourself and the ones you care about.

- **Take breaks** from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.

- **Take care of your body.** Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.

- **Make time to unwind.** Try to do some other activities you enjoy.

- **Connect with others.** Talk with people you trust about your concerns and how you are feeling.

- **Reduce stress in yourself** and others, by sharing the facts about COVID-19 and understanding the actual risk to yourself and the people you care about can make an outbreak less stressful.

- **When you share** accurate information about COVID-19 you help make people feel less stressed and it allows for you to connect with them.

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If you and your family are experiencing challenges, there are a number of services to help you take control and minimize financial distress.

- **The Personal Financial Management Program**
  Offers information and referral, education and training, as well as financial counseling to address the financial education needs of Sailors and their families. You can arrange to speak with a PFM Counselor by contacting your local Fleet and Family Support or Military and Family Support centers.

- **Military OneSource**
  Provides confidential, short-term counseling to address financial issues such as basic budgeting, money management and debt.

- **Navy Marine Corps Society**
  When you have urgent financial needs, our Quick Assist Loans can help. There’s no application fee or appointment needed to get interest-free loans of up to $500. Visit [https://www.nmcrs.org/pages/quick-assist-loan-qal](https://www.nmcrs.org/pages/quick-assist-loan-qal) to see if you qualify.

- **Federal Employee Education and Assistance Fund (FEEA)**
  The only independent, nonprofit 501c3 organization devoted solely to providing emergency financial assistance and scholarships to our dedicated civilian federal and postal public servants and their families.
  For more information visit [https://feea.org/our-programs/](https://feea.org/our-programs/)

- **The Office of Financial Readiness**
  Support a mission ready force through policy, programs and advocacy:
  For more information call 1-833-200-0035 or email support@usalearning.net

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If you and your family are experiencing challenges, there are a number of services to help you take control and minimize financial distress. Here are some things you can do to support yourself.

- **Consider Instituting an Emergency Budget**
  Focus on essentials, leave out or minimize discretionary spending.

- **Manage Expenses**
  Figure out what you can cut and then divert that money to savings. Consider if you can cut subscriptions, have a cheaper phone, cable or internet plan. Limit spending.

- **Avoid High Costs**
  If things do get rough, avoid high-cost alternatives to get cash. (High interest credit cards, pay day loans or withdrawing retirement funds) You may also reach out to your service specific relief society for assistance.

- **Contact your Lenders and Loan Servicers**
  Financial regulators have encouraged financial institutions to work with their customers to meet their community needs. Your lender may have options that will help.

- **Ask for Help**
  If you are already feeling the pinch financially, ask for help. You can arrange to speak with a Personal Financial Management Specialist by contacting your local Fleet and Family Support or Military and Family Support centers.

- **Check your Credit Reports**
  Your credit reports and scores play an important role in your future financial opportunities.

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Visit www.cdc.gov/covid19