

Mission Behavioral Health Sciences for Self-Care in the Time of Pandemic, a Live VIDEO Webinar Event, April 21, 2020.

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Three of the people on the call are in different locations doing what we can to keep ourselves safe and healthy. And hopefully you're doing the same for the call today. And for the webinar all lines will be needed.

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00:00:14.755 --> 00:00:26.605

But as it says here, make sure that we're using that chat function, we want to hear from you, we want this to be interactive and really wanna be able to respond to the needs questions and concerns that you have. So please use that function.

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My name is Rob DuPont and the vice president of behavioral health at Mission health and our panelists today are Dr Ricks in the medical director for behavioral health admission,

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help and Don clog the president and CEO of the employee assistance network and we'll get to them in a moment before we do that I just want to reflect on what bring us together today and what we wanna talk about the current

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00:00:50.155 --> 00:00:55.314

virus has impacted everyone of us in multiple ways schools,

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employment,

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just our daily routines in every aspect of life.

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And for me, I think.

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00:01:02.335 --> 00:01:11.575

Some of it's not just the changes that have occurred, but how how fast all of those did occur. Some of that has settled in. Warren was coming into a new routine.

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And while the initial focus had to be on physical health, making sure that we were identifying the virus, keeping people from getting the virus, keeping everybody physically healthy. That's vitally important.

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00:01:26.545 --> 00:01:38.185

Now, I think it's really important that we also take time for our emotional and our mental health. It's hard to have good physical health without mental health. And mental health is physical health. So, our time today is to really reflect some on that.

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00:01:38.995 --> 00:01:52.644

Where are we currently what are the struggles and concerns that we have for our current state and as things transition? What is that going to look like when we come out of this? What is that new normal going to be? And how do we get back into the routines that we want?

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So, with that, I want to give our panelists an interest opportunity to introduce themselves. So I wanna hand it over to Dr Rick present.

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Thanks Rob and I, I couldn't agree more that right now, with with our physical health issues, you know, most of us have been able to stay safe. It's actually been quite impressive.

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I think the response on a local level, national level, and even global level in terms of how seriously everybody is taking it. And that's that's really to everyone's credit.

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00:02:28.735 --> 00:02:38.365

But one of the one of the hidden problems that that maybe don't it doesn't get discussed enough is the mental health complications so, of going through the process that we've been going through.

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00:02:39.055 --> 00:02:51.085

I think it's, it really makes sense for us to talk a little bit about how best to code during these very stressful time. Anxiety is also one of the new normal that go along with with what we're dealing with right now.

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00:02:53.995 --> 00:03:06.534

Well, thank you for that. And Don wanna give you the same opportunity to introduce yourself and have some opening thoughts. Right? Thank you. So much I'm done and president of employee assistance network.

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I've been working and the employee assistance field for over twenty years now and we've helped a lot of people through a lot of crises and dilemmas in their lives. But this is unprecedented.

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And I think the thing that is impacting us, the most is the uncertainty and the unknown that ramps up anxiety for anyone, that lack of knowing what's going to happen next or what to expect.

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So, if you, even if you've never had anxiety before, it's very common for people to be experiencing that anxiety now and that, that unknown that not knowing what to expect what's gonna happen. When are things gonna go back to normal.

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00:03:45.175 --> 00:03:57.564

What will normal look like all of those things are the things that we're all grappling with and so as communities we're really having to look at and phase, how do we manage that anxiety?

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And I think people are really looking for ways to help themselves through this crisis and looking for new and different ways in which, to, to move into this uncertainty.

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So I'm hoping we'll be able to help people with that today. Thank you John. And I think that can be a good place to start.

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How do people identify what is the normal response of anxiety related to COVID-19 and what would be more of a concerning response.

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So, Rob is a psychiatrist. I, I help people deal with anxiety all the time.

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You know, anxiety and fear are related to the same type of physiologic, physiologic responses that we, that we have fears in response to a direct threat.

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You know, if, if we had somebody a tiger jumping at us back, when, when we were cave people, it would be a natural reaction for our bodies to get wrapped up and to be able to go into a fight or flight mode.

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00:05:01.824 --> 00:05:15.475

Anxiety is, is a, it's the same physiologic response, but there's, there's no direct threat. It's more of a, a perceived threat in the future and that can be trickier because it's still there. It's still valid.

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We're still feeling that way, but it can be hard to deal with, with code that it's a little bit of a mixture of both. And we, we've seen the effect that this virus is very serious.

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So there is a real threat there, but the worry about whether we'll get it or not and the what, if, you know, kind of go along with anxiety and in this case is it's it's normal to be anxious about about that's thread.

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So, that's that's a normal response where it starts getting problematic is if the anxiety is is something that dominates our life, if we can't go about our routine, we can't work.

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If we can't parents, if we can't have relationships with others, or if it's really interfering with our ability to do those things, that's when it starts to become a problem.

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If we find that it's intruding into into every aspect of our lives, if we just can't get it off our mind.

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00:06:09.595 --> 00:06:15.235

That's when it may go from kind of a normal level of anxiety is something that that really can become more problematic.

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00:06:21.779 --> 00:06:30.115

Great, well, thank you for that and along those lines as well. So we've talked about one of the things you mentioned being socially connected.

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So, social isolation has been a major part of our life for the several weeks. The challenge of staying connected while being socially isolated. It is certainly something that we're dealing with.

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How do people continue to stay connected while still being social with isolated actors then I'll jump in here if that's okay, sure.

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I think people need to be willing to experiment and try different things.

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You know,

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I'm a lot more people are using platforms like we're on today that have never used them before and I think that willingness to engage with people in new ways we have a lot of technology and

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our access that is really helpful and Calc can help us stay engaged and be able to have communication with others.

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I think the social distancing reference is it's unfortunate because it's not really social distancing. It's physical distancing.

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It's about having physical space, but not necessarily just engaging with people in a social way.

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So one of the things that I think is important is that we need to be willing to create a ways in which connecting using the apps that help us to be able to communicate reaching out on the telephone and old fashion.

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Telephone calls are becoming much more popular again, those kinds of things that really allow people to do it differently. It's not about not being socially connected. It's just about doing it a different way.

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00:08:16.314 --> 00:08:28.225

I mean, sure, yeah, I would, I would I thanks on it. I agree with those those aspects for some of us that are are relatively averse to social media.

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You know, it's an opportunity to learn that that actually these are these are tools that can really help us social connectedness, rather than keeping us socially distant. We have to be careful how we use it and make sure we're using it in a productive way.

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00:08:41.485 --> 00:08:55.495

Cause there can be some negativity and, you know, in certain certain groups. So, making sure that you're using it positively is important. I think all of us are gonna be changed in terms of our use of video conferencing, as we're doing is, we're doing right now and and learning that.

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Actually, this could be a great tool. This is also it's an opportunity for us to make connections with people that maybe we haven't connected with in a long time.

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You know, I've had some video chats with some friends that I, I hadn't talked within a while recently, partly because I've had the time to do that. And because that's become that's become our way of socializing now.

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00:09:18.024 --> 00:09:24.804

So so there are opportunities there and with those that were socially isolated with, at least much of the time.

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00:09:25.225 --> 00:09:39.804

Our friends, our family that we're, we're directly with, it gives us an opportunity to to maybe look at at the nature of our relationships there and to have, you know, have deeper conversations, get to know each other on, on different levels.

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00:09:40.259 --> 00:09:44.695

So, there are some real opportunities here also, by, by being in a position where we.

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00:09:44.940 --> 00:09:53.725

Our social social isolating together, and they may provide the opportunity to to repair some, some relationships that have been afraid.

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00:09:53.725 --> 00:10:07.674

If if nothing else, this helps us put things in perspective, dealing with a crisis like this, there are things bigger than us that, that that that we have to deal some time. Well, great. Thank you.

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00:10:07.674 --> 00:10:21.475

Both for those thoughts on that, and the mention of technology, and the use of that also brings to mind some of the rapid changes. That have actually been beneficial in making sure that people are going to have to stay further apart.

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But how do we maintain access and so telehealth Tele,

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psychiatry,

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00:10:26.245 --> 00:10:29.184

which certainly impacts on the work that we do,

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00:10:29.394 --> 00:10:43.014

and certainly has impacted on other aspects of healthcare as well but knowing from a local regional and state level from what was the state of North Carolina has done and in conversations with the department health and Human Services of really.

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00:10:43.860 --> 00:10:58.735

Concerted fast efforts to create avenues to access telehealth in a way that has never been available before. And so, as we talk about access and services, and that will be certainly one of the topics that we touch on.

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00:10:59.095 --> 00:11:05.485

I think one thing that is a positive is there are ways to access services in different ways,

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00:11:05.485 --> 00:11:20.424

and we can still be in our home in this sort of set up where we are all in different locations but still have the services that we need knowing that mental health doesn't take a sick day and emergencies can happen at anytime and whether that's around a mental

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00:11:20.424 --> 00:11:23.335

health crisis or any other health crisis as well.

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So definitely some, I'd say eight one positive changes come out of everything here. So I'm done one question.

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00:11:34.615 --> 00:11:45.054

Here's what I wanna stay informed about what's going on, but watching the news is making me more depressed. What are some fits around? How do we balance that in our lives?

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00:11:45.924 --> 00:12:00.654

Yeah that's always one of my first questions when somebody starts talking to me about feeling overwhelmed. Is that how much news are you listening to? And maybe it's time to turn it off you know, there's a balance in there between wanting to be informed, but being overloaded.

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00:12:01.105 --> 00:12:01.434

And,

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00:12:01.495 --> 00:12:01.735

you know,

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00:12:01.735 --> 00:12:04.914

what I usually recommend to people is that you pick a time,

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00:12:04.914 --> 00:12:06.475
maybe in the beginning of the day,

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in the end of the day to check in listen to a brief news report to,

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with an organization that you feel trustworthy that you feel is I'm giving
you accurate information and maybe tune in twice a day for a brief amount of
time and maybe even have an entire day where you don't listen to the news at
all or

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00:12:26.875 --> 00:12:28.434
you take a complete respite from.

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It can really be a benefit, but having the news on all day long, and a
continuous feed is not healthy for us, especially hearing things over and
over and over again.

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00:12:41.335 --> 00:12:44.394
So we really need to limit the access for that.

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And again,

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00:12:45.955 --> 00:12:54.715
choosing one or two news sources that you feel are really reputable that you
can trust would be really helpful,

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but you don't need to read every single thing that's coming through social
media or every single article that someone is sending,

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00:13:02.125 --> 00:13:02.424
you know,

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00:13:02.965 --> 00:13:05.065
it's okay to to choose,

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00:13:05.065 --> 00:13:06.745
not to look at every headline.

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00:13:12.985 --> 00:13:15.325

Well, thank you. Dr, any thoughts on that question.

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00:13:16.105 --> 00:13:16.254

I,

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00:13:16.254 --> 00:13:16.284

I,

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00:13:16.284 --> 00:13:17.335

I agree a hundred percent,

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00:13:18.325 --> 00:13:26.455

I think limiting it scheduling it at certain times and really planning on not not having it be,

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00:13:26.759 --> 00:13:27.174

you know,

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00:13:27.174 --> 00:13:27.384

a,

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00:13:27.504 --> 00:13:32.065

and a continuous type of type of thing is is great.

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00:13:32.154 --> 00:13:42.865

Yeah. I know my phone reminds me of news breaking all the time, and even even that, you know, just just gets to be intrusive. So really being able to able to deliberately shut shut that off is important.

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00:13:44.845 --> 00:13:58.884

Well, thank you and then I'll stay with you for a moment here. A question that came through is or a comment. But also a question with that, if dealing with all the stress and anxiety around covet is particularly hard for people who have had other traumatic experiences.

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00:13:58.884 --> 00:14:01.914

And and things in their past, can you touch on how how those can be related?

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00:15:32.215 --> 00:15:43.524

So, it would be important to to stay with your Madison and talk with your provider about that. Make sure. That the, that you keep keeping in contact about that aspect in case. There. There's any adjustment.

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00:15:46.585 --> 00:15:51.115

So, those are those are just, some, some things. I would mentioned if you're finding that you're more depressed.

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00:15:52.794 --> 00:16:06.534

Some of the the, the issues that would lead lead me to think that maybe it's getting a little more serious is if somebody starts developing thoughts that life isn't worth living anymore.

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00:16:07.735 --> 00:16:21.144

That's that's a symptom of depression. So, it's not uncommon for people who are, who are depressed to have the spot, but if they're becoming more frequent, more intense, more intrusive, and it's important to be able to talk to your provider about that.

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00:16:22.164 --> 00:16:34.705

And if it's urgent, then there are hotlines, and there are our means of getting care urgently emergency rooms are still open. And so it is possible to get help, urgently in that situation.

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00:16:38.634 --> 00:16:42.865

Well, great, thank you for all that information done any other thoughts on on that topic.

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00:16:44.304 --> 00:16:49.764

Yeah, I think, you know, reaching out and identifying that.

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00:16:50.904 --> 00:17:05.394

Like, any other chronic mental health issue that you might have there are times when it's gonna be a little harder to manage in there. The things that you do to manage depression or anxiety under normal circumstances.

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00:17:05.394 --> 00:17:11.545

Probably just need to be increase. They probably need to be ramped up the things that you would normally do.

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So if you're somebody who exercise helps, you manage your mood, then you probably need to be exercising a little bit more not less.

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00:17:22.015 --> 00:17:33.234

If you're somebody who needs time for reflection and meditation or prayer, then you probably need to build in a little bit more time for that during your day.

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00:17:33.835 --> 00:17:44.394

All of the things that you have already built into your self care plan. No, not only do. They need to be continued, but they also probably need to be increased.

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00:17:44.845 --> 00:17:59.664

And one of the mistakes that we attend to make is when there's a time of stress, we do less of the things that help us, rather than doing more, which is what we need to be doing. So, I, I would really encourage you to build in that schedule.

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One of the things for many people who are not currently going to work. Even people who are working from home are really struggling with that lack of structure on that.

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00:18:11.275 --> 00:18:17.664

Lack of this is when I do this thing and so building and some structure into your day.

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00:18:18.000 --> 00:18:28.914

So, that the self care is a part of your already scheduled events. This is the time of day that I do this thing that helps me, maybe it's go for run or a walk.

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Maybe it's do some mindfulness exercises and some meditation or some journaling. What whatever those things are that you already know, help you build them into your schedule and do them more not less.

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00:18:43.224 --> 00:18:56.694

Well, great, thank you. Don and staying sort of, on the theme we're talking about self care and I think it's also important. We have maybe elderly family members or kids, and so some of it, we need to be able to take care of ourselves before we can take care of others.

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00:18:56.694 --> 00:19:10.585

But can you speak to how do we address that? If we have other other family members that are maybe are harder for us to get access to, like, maybe an elderly family member that doesn't live with us or maybe how we're gonna support our kids through this as well.

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Yeah, absolutely I, I think that is doctors I mentioned earlier now is the time to reach out more and people are connecting into people that they haven't talked to in a long time building.

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And if you have somebody who's at a distance, and who you can't physically be around building and times to how do I check in with that person how do I communicate with them?

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The regular phone calls that the digital meetings, like we're doing right now.

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Also, if you have the ability to have somebody who's nearby, that is able to drop things off for that person is able to make deliveries.

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If they need that, you know, having a safety net of someone who is there, whether it be an individual, or organizations can be really helpful to one one.

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00:20:10.224 --> 00:20:24.474

And most communities is a really good resource for things like that. You know, what are the resources that might be able to help somebody who's elderly or, you know, somebody who isn't able to get out on their own to take care of their needs?

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00:20:25.164 --> 00:20:30.144

How do I build a safety structure around this person can be can be really helpful.

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00:20:31.619 --> 00:20:32.424

It's really about, right.

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00:20:35.789 --> 00:20:48.954

Dr. Zen, you have thoughts on that topic I do and and I'm talking a little bit about our children. You know, our children really pick up on how how we're acting and feeling.

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So, if we're feeling very anxious, they're likely to be anxious to certainly, you know, acknowledging that we're anxious is important. We don't, you know, that we're, we're experiencing that.

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00:21:02.005 --> 00:21:06.295

So there's no reason to high the fact that we're feeling anxious about the whole situation,

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00:21:06.295 --> 00:21:11.815

but having a sense that we can cope and and deal with that is important in order to help them get through this,

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00:21:11.815 --> 00:21:12.115

too,

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00:21:12.714 --> 00:21:14.664

that idea of routines instructions,

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I think is really important our lives have been disrupted so much,

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and our children's lives have been disrupted with classes now,

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taking place online not being,

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00:21:24.750 --> 00:21:25.255

you know,

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00:21:25.494 --> 00:21:27.684

expected to get to school at the same time.

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00:21:27.684 --> 00:21:35.904

Not having all the after school activities that they they usually have, there's quite a change, but there's opportunity there too.

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00:21:36.025 --> 00:21:50.484

So there's opportunity to do other things to to structure structure days, and other types of ways, to spend time together to read together to work on a project together to exercise together.

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00:21:50.515 --> 00:22:00.234

So there are things that that that can be a benefit. Now, in terms of the relationship with our children that maybe we didn't have the time or the opportunity to do before.

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00:22:00.779 --> 00:22:08.664

So, being able to, to, to fall into those routines, maybe develop some rituals that are that are healthy. You know.

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00:22:10.164 --> 00:22:22.944

That time rituals, or, you know, or certain, certain times of day where you, you, you planted activity together can be meaningful and we can provide some structure to our, our kids lab.

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00:22:25.464 --> 00:22:36.835

Oh, thank you. And Here's what we're talking about. The need for some social isolation. Of course, we also need to be going out in public and and so, similar theme. But more specific question around.

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00:22:37.464 --> 00:22:46.285

If we have a family member who is anxious about loved ones dying, because they need to still go to work or that. They still need to go to the grocery store and out.

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00:22:46.464 --> 00:22:55.765

They feel like that's putting them a risk and that anxiety that comes up around that knowing there still are centralize things that we need to do how we support a family member through that.

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It's a very good question. It's it's hard, you know, because if somebody is, is concerned about us is understanding that they would understandable that they would want to that they might worry about what else.

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So, I think one thing is to reassure with with statistics and, you know, to be able to say, you know, the, the incidences of new cases is dropping.

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So,

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00:23:24.954 --> 00:23:27.384

as long as we maintain our social distancing,

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00:23:28.825 --> 00:23:31.134

follow the recommendations guidelines,

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and and keep our distance down going to the store doing some of these functions,

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00:23:38.154 --> 00:23:39.055

that are essential,

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00:23:39.714 --> 00:23:42.355

our are safe Lisa save as can be.

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00:23:43.555 --> 00:23:54.325

I think sometimes there's an issue of control that occurs that, you know, people may want to control variables. That really are a bit beyond our control.

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00:23:54.474 --> 00:24:07.494

So we can control to a degree our exposure, but we can't control every exposure. So being able being mindful of that, being able to kind of frame it that way, that when people are anxious, they may try to control more.

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00:24:08.125 --> 00:24:14.904

And then they verbalize that try to control inter. Personally, by saying, don't go out. You know, I, I don't I don't want you to to, to do this.

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00:24:16.109 --> 00:24:22.464

So, being able to reassure that that we understand that their anxious, but the certain things are essential.

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Definitely, a balance of supporting in and acknowledging and but also being able to continue to work through it. Thank you. Both for the feedback on that done.

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I have a question here that I think is more in your area and then certainly have doctors that has thoughts on it as well after. But if I'm an employer, what can I do for my employees right now to support their wellbeing? Yeah, this is a big one.

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A lot of employers are facing and there's kind of the two issues that we hear from employers. And what they're dealing with one is we have central workers. We need people who have to come to work and yes, they are potentially being exposed.

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So well, how do we manage that? And, of course, there's, you know, making sure that you have the, the personal, physical equipment that you can to protect them. I'm doing everything.

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00:26:38.694 --> 00:26:52.795

You can create safety for them also to express any of their fears or concerns that they have allow them to bring them to you as an employer.

158

00:26:52.795 --> 00:27:02.994

It's really helpful. If you can be the voice of call. And again, if you can be that person who can help with, okay, here's how we've problem solved around the concerns.

159

00:27:02.994 --> 00:27:08.484

And here's everything that we're doing to help make sure that we're being a safe as we possibly can.

160

00:27:10.644 --> 00:27:17.605

So that that's an important piece if you're an employer who has not been able to maintain people at work,

161

00:27:17.605 --> 00:27:20.214

if you've had to close due to the restrictions,

162

00:27:21.595 --> 00:27:24.055

and people may be furloughed or laid off,

163

00:27:24.535 --> 00:27:29.065

it is also really helpful to be able to check in with those employees,

164

00:27:29.065 --> 00:27:30.654

even when they're when they're off,

165

00:27:31.164 --> 00:27:31.974

how are you doing?

166

00:27:31.974 --> 00:27:34.255

Are you okay? Do you have everything that you need?

167

00:27:35.125 --> 00:27:35.365

You know,

168

00:27:35.365 --> 00:27:50.095

those kinds of things of just making sure that your employees know that you're still there and that you do care about them and that you do have whatever your intention might be in regards to the ability to reopen or or to

169

00:27:50.095 --> 00:27:54.265

not to communicate with employees as much as you possibly can.

170

00:27:57.505 --> 00:28:04.434

Well, thank you don, and it's certainly the employment issue in that topic is a huge one right now and, and.

171

00:28:05.875 --> 00:28:13.375

Whether you are considered an essential worker, and the challenges, the anxiety about going into work and leaving the house, and then even more.

172

00:28:13.375 --> 00:28:22.734

So, on the side, if you've been furloughed, and just for what your job is is currently not available right now and creates a a huge bit of uncertainty for us right now.

173

00:28:22.734 --> 00:28:28.615

And so thank you for touching on that one in depth present any other thoughts related to that from an employer standpoint.

174

00:28:31.224 --> 00:28:36.595

But I think having employee assistance available, you know, is is really it's really crucial.

175

00:28:36.625 --> 00:28:36.984

So,

176

00:28:36.984 --> 00:28:37.974

having people like John,

177

00:28:37.974 --> 00:28:38.125

who,

178

00:28:38.125 --> 00:28:38.904

you know,

179

00:28:39.325 --> 00:28:42.384

who are so in tune to what employees need is,

180

00:28:42.384 --> 00:28:44.755

is is really crucial and for smaller businesses,

181

00:28:46.674 --> 00:28:47.335

having,

182

00:28:47.365 --> 00:28:47.545

you know,

183

00:28:47.545 --> 00:28:50.005

developing some resources to be able to,

184

00:28:51.299 --> 00:28:52.525

to have employees,

185

00:28:53.275 --> 00:28:54.684
have access to support.

186

00:28:55.799 --> 00:29:09.805
Thank you and I will mention that most of the time of an employer has a benefit, like an employee assistance program, even during a furlough or lay off that that benefit should still be available to those employees.

187

00:29:10.255 --> 00:29:23.035
So that's an important question to be asking. If you're an employee, do we still have access? What benefits do we have access to? So, that that can be an important question a very important point as well.

188

00:29:23.035 --> 00:29:36.984
And certainly, as we mentioned access to resources and having the ability to continue to access that it is is huge. We are getting questions coming through the chatline. I appreciate everyone's sending those in. And I have one here.

189

00:29:36.984 --> 00:29:48.444
That is, I'm gonna say, it's a challenging question. And very, very important for where we are here in the area. And so this question is, there's a digital divide. It's very pronounced in western North Carolina.

190

00:29:48.474 --> 00:29:59.184
Many people don't have access to Internet are eliminated with data in phone minutes, and have a lack of transportation. We have this opportunity to be on the, and certainly we are privileged to to be able to do that.

191

00:29:59.579 --> 00:30:04.224
Can each of us speak to how we're reaching out to those who are not connected as you are?

192

00:30:04.734 --> 00:30:17.365
And I'll touch on this briefly, and one thing that we're doing is making sure that we're staying connected with all other agencies that are in the community and to make sure that.

193

00:30:18.204 --> 00:30:21.924
Those topics are being covered as much as possible, so we can get resources in the right. Places.

194

00:30:22.285 --> 00:30:36.025
And those topics are housing and around homelessness and access to continue medication and therapy and other mental health services and certainly the hospital side for emergency services.

195

00:30:36.025 --> 00:30:43.704

And what is the safest and best access for people to continue to do that? I know via.

196

00:30:45.924 --> 00:30:55.795

Step back think that the state has made it available for via to make other resources available for our region as well. And I know that they've been very active in that.

197

00:30:56.035 --> 00:31:10.525

And I think one resource I was hearing about even just this week was access to phones and and try to make sure that people have might not have access before have access to those resources to be able to stay connected and make sure that they're getting the help that they need

198

00:31:12.025 --> 00:31:12.565

done.

199

00:31:12.984 --> 00:31:25.615

Can you speak to that one at all? Yeah, I, you know, I think that if they do have a phone, good old fashioned phone calls are one of the, the best ways to reach out to somebody, and to be able to communicate with them.

200

00:31:26.244 --> 00:31:38.394

And again, it's important to remember that we're talking about physical Instancy, not social distancing. I have a good friend whose parents are physically compromised and they really need to be careful.

201

00:31:39.325 --> 00:31:52.944

So she goes to their house and parks in their driveway and they come out on there. They have a little patio balcony. They come out and sit on the patio balcony and she sits by her car and they have a conversation well, over six feet away from each other.

202

00:31:53.724 --> 00:32:04.134

But they're still able to talk to each other. And they're still able to see each other. So, if you can do that, if you can, you know, walk across the street and talk to your elderly neighbor in the yard.

203

00:32:04.944 --> 00:32:17.065

Just to check in and say, hey, do you have everything? Do you need? I'm gonna go to the grocery store. Can I get something for you? You know, those kinda things can go a long way as much as we can really try to look out for one another.

204

00:32:17.394 --> 00:32:29.845

And if you know that person who might not be connected in that way, whatever you can do to reach out to them in a safe way, can be really helpful and make a big difference. Most for most people.

205

00:32:31.285 --> 00:32:33.744

Well, the physical safety is important.

206

00:32:34.589 --> 00:32:42.234

The idea of knowing that there was somebody who cared enough to reach out for me to check on me to go out of their way to say if I was okay,

207

00:32:42.234 --> 00:32:49.315

today really can make a tremendous difference in morale and how we feel about life and about the world,

208

00:32:50.095 --> 00:32:51.414

so anything you can do to,

209

00:32:51.474 --> 00:32:55.644

to go a little bit of the extra distance in a safe way can be really helpful.

210

00:32:57.805 --> 00:33:06.204

Just just to add to that done, not only is that good for the, the people that were reaching out to it's actually good for us when we do that.

211

00:33:06.654 --> 00:33:07.224

You know,

212

00:33:07.404 --> 00:33:14.515

so so one of the things that can help us during this difficult time is is for us to actually,

213

00:33:15.115 --> 00:33:19.434

as much as possible to to try to volunteer to,

214

00:33:19.464 --> 00:33:19.825

you know,

215

00:33:19.825 --> 00:33:24.924

to show compassion and and and help others during this time.

216

00:33:24.954 --> 00:33:27.204

You know, we, we gain from that too.

217

00:33:27.779 --> 00:33:29.785
So I think that's that's really,

218
00:33:30.055 --> 00:33:30.565
you know,

219
00:33:30.839 --> 00:33:31.140
that,

220
00:33:31.134 --> 00:33:32.154
that that's an effort,

221
00:33:32.154 --> 00:33:33.625
whether it's your church or through,

222
00:33:33.654 --> 00:33:34.015
you know,

223
00:33:34.410 --> 00:33:34.704
you know,

224
00:33:34.704 --> 00:33:36.174
through other organizations,

225
00:33:36.174 --> 00:33:37.015
being able to,

226
00:33:37.045 --> 00:33:38.184
to reach out to those,

227
00:33:38.184 --> 00:33:46.914
that that maybe suffering a little bit more with isolation can be helpful in
whatever means possible if they have the technology means that's great.

228
00:33:46.914 --> 00:33:47.634
If they don't,

229
00:33:47.940 --> 00:33:52.615
then maybe doing some of the things that you talked about and Rob just to
follow up on something you said,

230
00:33:52.950 --> 00:33:53.424
you know,

231

00:33:53.515 --> 00:34:07.944

no services are essential services and though we're converting most of our services and most providers are trying to convert to to online types of means and virtual means

232

00:34:08.635 --> 00:34:14.065

there's still are the capabilities of some in person services for people that just don't have those capabilities.

233

00:34:14.815 --> 00:34:20.815

So, you know, using appropriate social distance. So that that's important for people to know.

234

00:34:23.574 --> 00:34:27.565

And that's a very good point and great reminder that it is, there's hybrid. Right?

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00:34:27.565 --> 00:34:30.684

So we're using the virtual capabilities as much as possible,

236

00:34:30.684 --> 00:34:31.675

and trying to promote that,

237

00:34:31.914 --> 00:34:34.764

but those in person services while maintaining it in the safe way,

238

00:34:34.914 --> 00:34:37.105

I can still be available and also,

239

00:34:37.224 --> 00:34:42.175

thank you for mentioning the essential services before early on,

240

00:34:42.175 --> 00:34:42.534

in this,

241

00:34:43.135 --> 00:34:43.375

you know,

242

00:34:43.405 --> 00:34:46.195

essential services could stay open and so there was that question of well,

243

00:34:46.195 --> 00:34:47.994

what exactly is it an essential service and,

244

00:34:48.175 --> 00:34:49.255
and certainly we all know,

245

00:34:49.255 --> 00:34:56.875
and believe mental health is an essential service and so those do continue on another work related question that's come up done.

246

00:34:56.875 --> 00:35:06.505
If you want to start on this one, if it's your job to update your agency corporation on the effects of Coby, nineteen, how and when do I find a break from all that virus input?

247

00:35:08.815 --> 00:35:22.195
Yeah, that's it that's a hard one. I've actually talked to several people who that was their role and their role is to stay informed. They have to keep the news on all day long and that's that's an important role to play.

248

00:35:22.974 --> 00:35:30.385
I do think that if you can take some time in your day to disconnect can be really,

249

00:35:30.385 --> 00:35:31.224
really helpful,

250

00:35:32.244 --> 00:35:34.014
you know let's you know,

251

00:35:34.164 --> 00:35:40.614
during your lunch hour your thirty minutes lunchtime make sure that you are completely disconnected.

252

00:35:40.614 --> 00:35:40.945
And I,

253

00:35:40.974 --> 00:35:42.804
I would include leaving your phone,

254

00:35:42.835 --> 00:35:44.034
or if it is,

255

00:35:44.034 --> 00:35:45.355
if you are using your phone,

256

00:35:45.355 --> 00:35:46.945

have it be for something social,

257

00:35:46.974 --> 00:36:01.434

have it before a way to connect to positive people in your life and not not to this to the news of what's happening and finding other ways of having pressure valve,

258

00:36:01.704 --> 00:36:13.914

so that you can release some of that tension and the pressure that hearing all of that all day long we'll build out and and that's different for everyone as long as it's a healthy coping mechanism.

259

00:36:13.945 --> 00:36:19.045

That's the piece that's so important. So, again, maybe it's exercising. Maybe it's going for a walk.

260

00:36:19.105 --> 00:36:29.815

Maybe it's sitting in your garden and looking at the beautiful spring cut flowers right now, or taking a mindfulness app and practicing some mindfulness activities.

261

00:36:31.014 --> 00:36:34.675

Making sure again that you're building in more of those.

262

00:36:34.920 --> 00:36:40.315

Pressure valves for yourself, so that you can release some of that pressure and not less than them.

263

00:36:47.815 --> 00:37:02.574

Thanks so I, I agree with that. And maybe, I would add one more thing is to find some time or opportunities for gratitude, you know, for us to, to be able to, to remember what we're grateful for in our lives.

264

00:37:02.635 --> 00:37:12.175

You know right now is such a tough time. But it it does give us the opportunity to reflect and and remember the things that we are grateful for.

265

00:37:15.804 --> 00:37:19.764

Great Thank you again. I think that.

266

00:37:22.135 --> 00:37:24.925

Challenge of getting a break from it. If it really is required is.

267

00:37:26.425 --> 00:37:27.985

As an added challenge for sure.

268

00:37:27.985 --> 00:37:32.574

And we're seeing that for if it's their their duty to report on it,

269

00:37:32.574 --> 00:37:32.724

like,

270

00:37:32.724 --> 00:37:33.144

you mentioned,

271

00:37:33.144 --> 00:37:44.574

done or giving support for people who maybe infected or have anxiety about that potential and providing that support any it's kinda the topic.

272

00:37:44.574 --> 00:37:57.804

We're, we're on that provider, burn out that that can happen and and managing our own thoughts and feelings that are natural reaction of anxiety to this and not getting burned out and trying to care for others.

273

00:37:58.795 --> 00:38:08.065

Any any other thoughts? Yeah. Compassion fatigue is a very real thing. It's a real thing and normal regular times.

274

00:38:08.369 --> 00:38:18.985

So, you know, it can only increase during this time and knowing that we're all potentially vulnerable to compassion fatigue. If you work in a helping profession.

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00:38:18.985 --> 00:38:26.005

Long enough, you're going to experience compassion fatigue at sometime during your career. That's just a reality of it.

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00:38:27.235 --> 00:38:27.684

So,

277

00:38:27.715 --> 00:38:30.324

acknowledging knowing the red flags for you,

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00:38:30.324 --> 00:38:37.014

knowing the symptoms of when you're starting to feel that burn out and you're starting to feel that fatigue and again,

279

00:38:37.494 --> 00:38:37.735

the,

280

00:38:37.824 --> 00:38:41.574
the best thing for to come back compassion,

281
00:38:41.574 --> 00:38:43.795
fatigue and burnout itself care.

282
00:38:44.190 --> 00:38:53.844
So, what do I need to do in order to take care of myself? What do I need?
What are the things that I need to be doing more of and not less of and can I
take a day off?

283
00:38:54.835 --> 00:38:55.704
Do I can I,

284
00:38:56.010 --> 00:39:07.255
I have time available to be able to take the day off if you have that ability
making sure that you are using that I've talked to several people who have
said things to me,

285
00:39:07.255 --> 00:39:07.405
like,

286
00:39:07.405 --> 00:39:07.525
well,

287
00:39:07.525 --> 00:39:09.864
I don't think I should be taking time off right now,

288
00:39:10.284 --> 00:39:13.405
because I don't want to use my vacation time to sit my house,

289
00:39:13.735 --> 00:39:14.695
or I don't,

290
00:39:14.784 --> 00:39:19.614
I don't feel like I can leave my coworkers right now and reality is,

291
00:39:19.614 --> 00:39:24.385
is that you would probably be better off and helping those around you more.

292
00:39:24.809 --> 00:39:34.824
If you take a day or two to help yourself, you know, refuel and re, energize,
then if you push through this and continue to burn out.

293

00:39:35.635 --> 00:39:44.094

So really thinking about the long hall and reminding yourself that, you know, if you're not refueling yourself, you're not going to be able to help them.

294

00:39:45.655 --> 00:39:57.085

So, it's really, you know, that reminder of I, I need to put the oxygen mask on myself first and then I can put it on someone else. Yes, absolutely.

295

00:39:57.085 --> 00:40:12.054

And great point adopters then any other thoughts on that part too. I was just gonna use that analogy. Don't you think it's true? We, we, we have to be able to take care of ourselves, take care of our loved one and in order to to care for others.

296

00:40:12.054 --> 00:40:17.695

So, using the self care principles, we've described important one thing. We haven't mentioned that.

297

00:40:17.695 --> 00:40:18.144

I think we,

298

00:40:18.175 --> 00:40:18.925

we should too,

299

00:40:18.925 --> 00:40:22.824

is it's easy during these times to maybe take an extra drink,

300

00:40:23.304 --> 00:40:23.934

you know,

301

00:40:24.505 --> 00:40:34.434

or you get caught up in stuff that is less less productive other other drugs that that aren't really for therapeutic reasons.

302

00:40:35.425 --> 00:40:40.465

So, that's something also be mindful of. We're all vulnerable to that during these stressful times.

303

00:40:40.769 --> 00:40:51.925

So, being able to recognize that, that may be a symptom of what we're experiencing and it may be a coping mechanism that that ultimately isn't gonna be so effective along with.

304

00:40:53.574 --> 00:41:06.925

And if we're finding that's happening, whether it's for ourselves or from a loved one, being able to sometimes gently address that. Yes. And in great point. And thank you for bringing that up as well.

305

00:41:10.704 --> 00:41:12.114

So, I think we've covered.

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00:41:14.425 --> 00:41:22.855

A lot on on the self care in some of the symptoms transitioning some and it doesn't mean we can't talk about those other topics more,

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00:41:22.855 --> 00:41:23.965

but one one thought,

308

00:41:24.594 --> 00:41:31.434

how can we adjust to the reality of the new world as we emerge from social isolation and move to the next phase of this,

309

00:41:32.635 --> 00:41:36.264

I think that's gonna be its own challenge and present and you want to start us off on that.

310

00:41:36.324 --> 00:41:38.335

How do we make that adjust to new reality?

311

00:41:41.425 --> 00:41:50.454

I think that's a, that's a great question. Rob, you know, one of one of the things that many of us have found comfort in, with all of this is we're doing this all together.

312

00:41:50.664 --> 00:42:02.784

You know, we were all social distancing, you know, we're, we're all feeling anxious about about the situation with the, with the virus itself. We're all trying to avoid getting sick physically.

313

00:42:02.784 --> 00:42:16.434

I mean, that's that's that's been our job right now for the past. Gosh, how long is it then feels like it's been forever past seven weeks that that's what we've been busy doing as we emerge from this.

314

00:42:17.394 --> 00:42:19.105

It's not gonna be as clear cut,

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00:42:19.885 --> 00:42:20.275

you know,

316

00:42:20.905 --> 00:42:23.215
an end of time as the beginning was,

317

00:42:23.364 --> 00:42:23.605
you know,

318

00:42:23.605 --> 00:42:26.275
we all kinda went into social isolation pretty quickly,

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00:42:27.505 --> 00:42:31.614
but we're gonna emerge out of this more slowly and gradually and,

320

00:42:32.244 --> 00:42:33.565
and part of the problem with that is,

321

00:42:33.565 --> 00:42:43.224
there's gonna be a lot of uncertainty and ambiguity about about what safe
what can we do what can't we do There'll be a lot of different opinions.

322

00:42:43.465 --> 00:42:52.704
We can anticipate that now with some ceiling. Now that things are are safe to
go ahead and do and others being more tentative about that.

323

00:42:52.795 --> 00:43:07.164
And no, one of the things I would I would think of is, you know, those, that
are rapid adapters to new technology. And those that are slower, there are
gonna be rapid adapters to, you know, trying to to get back to normal. And
others are gonna be slower about that. So that's that's normal. We can
expect.

324

00:43:07.164 --> 00:43:07.824
That would be the case.

325

00:43:08.309 --> 00:43:15.925
One thing that will be there I think still for, for most everybody is is
anxiety, you know, as we as we try to reemerge from the effects desires.

326

00:43:18.264 --> 00:43:32.364
I think, you know, that that issue of control is important, being being
careful to control the things that we can like our own reactions as best. We
can but not expecting that. We can control others.

327

00:43:32.730 --> 00:43:46.824
So so easily being able to separate that out may become crucial as we move
forward. So that different people are reacting if people are reacting

differently from, from, from us. That's okay. You know, to, to be able to expect that. That would be the case.

328

00:43:48.835 --> 00:43:58.559

I think some of the same self care thing that we talked about hold as we emerge, you know, how can we take some of what we've learned from this experience experience?

329

00:43:59.155 --> 00:44:12.385

For as we, as we, as we hopefully emerge into to something resembling a more a more normal situation in the future. So so learning from this, I think is very, very important.

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00:44:16.525 --> 00:44:28.405

Great point. Thank you had done to share your thoughts on that one. Yeah, I, you know, I've read an article recently that I thought it was very, very eloquently that people have been saying that we're all on the same boat together.

331

00:44:29.184 --> 00:44:41.215

And in reality, we're not, we're on the same storm, but we're all in different boats, and we're all experiencing things having different sets of resources and different things that are in our boats.

332

00:44:41.784 --> 00:44:56.065

And so what might be best for you may not be best for your next door neighbor, or your, or your loved one and so really figuring out. What is the best thing for me as I reemerge what's gonna what's gonna be most helpful for me?

333

00:44:57.144 --> 00:45:05.994

Because there are people who are again grappling with economic issues and a financial problems, and need to get back to work.

334

00:45:06.505 --> 00:45:12.445

And so they're willingness to to do some things are to take some risks might be different than yours.

335

00:45:13.045 --> 00:45:27.505

And so understanding that we are, we're in different votes, but we're, we're experiencing the same storm and so we've all got to figure out what's what safest and best for us. And we need to do that as a community.

336

00:45:27.840 --> 00:45:39.114

And we also need to do that as individuals as well, part of the issue with the re, emerging as it's also extremely uncertain and it's street extremely uncertain.

337

00:45:39.144 --> 00:45:46.105

What's gonna happen in relation to that and are we gonna see a second wave of the virus coming through and.

338

00:45:46.465 --> 00:45:51.625

All of those things again our are things we don't have in our control and we don't really know what's going to occur.

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00:45:52.195 --> 00:45:52.704

So,

340

00:45:52.764 --> 00:45:53.844

the best thing is,

341

00:45:53.844 --> 00:46:07.735

is to be to try to stay as clear and his calm and making the decisions that we have to make for ourselves and and recognizing that we also need to be patient with people who may have a priority.

342

00:46:07.735 --> 00:46:10.585

That might seem different or not,

343

00:46:10.885 --> 00:46:19.974

and not in the same line with us and so recognizing that that as a community work I have to figure some things out and that,

344

00:46:19.974 --> 00:46:21.775

even as we reemerge,

345

00:46:22.255 --> 00:46:26.275

there's going to be certain levels of how people go back to work.

346

00:46:26.275 --> 00:46:39.144

And when they go back to work, and safety precautions are still going to have to be in place, we're gonna have to do things differently than we did before. It's not just gonna be. Everybody's gonna open their doors one day. And everybody's gonna go out.

347

00:46:39.144 --> 00:46:49.675

And life's gonna go back the way it was that's not how things are gonna probably fall into place. It's gonna be more of a slower transition and we still need to be cautious.

348

00:46:49.945 --> 00:46:54.445

And we still need to make sure that we're taking as many safety precautions as we possibly can.

349

00:46:57.085 --> 00:47:00.054

And that's true for our physical health, environmental health as well.

350

00:47:02.664 --> 00:47:12.505

Well, thank you, both for your thoughts on that I I think that one is. I know, it's on my mind, I think that that's one that's on everyone's mind is of certainly now we've gotten to this point now, what, and what's next?

351

00:47:12.505 --> 00:47:25.255

And I know there's great discussion going on right now and different thoughts and different states of what's the right timing. And how do we do that? And I do think that that's going to be a big topic going forward. So, appreciate your input on that.

352

00:47:28.465 --> 00:47:42.684

Looking to see if I have any other questions. I I think that we're we've gone through the questions that we have again. I appreciate everyone's input for that. And, as I said, at the beginning, this is really meant to be interactive and really meant to be information.

353

00:47:42.684 --> 00:47:56.545

That can support us all experiencing the same storm and different votes as you put it in. So well done and so before wrapping up, I want to make sure to give a moment for any final thoughts. So so done, we will start with, you.

354

00:47:58.375 --> 00:48:03.264

Any any last thoughts, last words of wisdom for the people who are on a webinar today.

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00:48:04.945 --> 00:48:18.684

Yeah, you know, I really just want to encourage everyone to be patient with themselves and with others. And as much as we can remember that we, we are in the same storm together and we need to look out for one another. We need to do everything.

356

00:48:18.684 --> 00:48:32.724

We can to take care of ourselves and our larger community and I think doctors I made an excellent point that when we are caring for others, we tend to not be so focused on our anxieties and what we're feeling.

357

00:48:33.385 --> 00:48:46.735

So the more that you can do whatever it is, that you can do to help someone else, and that might just be a phone call. I'm just calling to check in on, you know, I was I was wondering how you're doing and how you're managing and I care about you.

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00:48:46.735 --> 00:48:48.954

So I wanted to pick up the phone and call you today.

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00:48:49.614 --> 00:48:55.315

It can be something as simple as that that every day doing things to help,

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00:48:55.315 --> 00:49:05.275

take yourself outside of your own head and focus on something else or someone else can really be helpful and know that,

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00:49:05.304 --> 00:49:05.545

you know,

362

00:49:05.545 --> 00:49:07.855

some things you're gonna try aren't gonna work.

363

00:49:08.005 --> 00:49:14.244

Not. Everything's gonna be helpful, but we keep trying and trying different things can really make a difference.

364

00:49:14.519 --> 00:49:28.105

And when you find something that does work use that he keep doing that and know that there are resources out there, mental health organizations that are still open. We are, we are still here.

365

00:49:29.005 --> 00:49:42.355

And we're available for you, so again, reach out, make those phone calls contact your provider. If you have one make requests for services if you don't have a provider now.

366

00:49:42.355 --> 00:49:55.974

So now is a great time to access one. So, most, you know, there are a lot of providers out there offering telehealth like we're talking right now here today and it, it can have an impact. It does work.

367

00:49:56.844 --> 00:50:05.005

So so don't give up keep trying. Hey, do doctors in.

368

00:50:06.264 --> 00:50:20.695

Yeah, that's that's great. Josh. I, I, I think you really hit on a lot of the major points. There is help out there. No. And mental illness and mental health struggles are something that we know.

369

00:50:21.085 --> 00:50:25.974

People deal with all the time of the incidents and our population is is huge.

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00:50:25.974 --> 00:50:26.784

Depression is,

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00:50:27.324 --> 00:50:27.925

is the,

372

00:50:27.954 --> 00:50:33.324

the number one cause of disability worldwide so this is a problem before
covet,

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00:50:34.585 --> 00:50:38.905

but we also know that code it that is having significant effect on,

374

00:50:39.054 --> 00:50:39.445

on,

375

00:50:40.195 --> 00:50:41.425

on our physical health in our,

376

00:50:41.454 --> 00:50:42.355

in our mental health.

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00:50:42.594 --> 00:50:55.164

And so it's really it's important for us to take care of ourselves to take
care of our loved, loved ones, be mindful about that and to be able to reach
out for help. If you're if you're struggling.

378

00:50:55.375 --> 00:50:57.894

If you're uncertain as to how much you're struggling.

379

00:50:58.974 --> 00:51:10.764

And and whether you're struggles are normal or abnormal, it it really is
reasonable to reach out for help stay connected even though we're, we're more
isolated.

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00:51:10.824 --> 00:51:20.485

And then we had then, and that's likely to remain for a while. It doesn't
mean that we have to be socially, socially dissonant.

381

00:51:20.699 --> 00:51:32.695

We can we can be socially connected in in so many ways. Now that we, that we
didn't have available to us before. It's important. For us to to stay
connected, even more isolated.

382

00:51:35.275 --> 00:51:45.744

Well, great and I, I wanna thank both of you so much for your time today and your insights. I really think it's helpful for everyone on the here to, to hear.

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00:51:47.065 --> 00:51:53.605

Just the support and the empathy and understanding and and insight that you all have to be able to share.

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00:51:53.605 --> 00:52:03.264

I also wanted to make sure we mentioned this today was truly a collaborative effort, put on by mission, health, mission, employer solutions and the employee assistant network.

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00:52:03.264 --> 00:52:09.985

And and we really wanted to make sure that we were capturing the needs of the community as much as possible.

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00:52:09.985 --> 00:52:21.715

And, and appreciate that the questions coming in from our viewers that really helped us to be able to hit on that as much as possible I also want to make sure everyone is taking note of what you see on the screen.

387

00:52:21.744 --> 00:52:34.675

Now, there are plenty of resources available in some that the state of North Carolina has put in place, specifically around covet that hope for you and see helpline which was really is a great resource.

388

00:52:34.824 --> 00:52:39.715

That that put into place to help support and everything. That's there.

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00:52:39.925 --> 00:52:52.014

As has been mentioned essential resources and essential function still open so accessible and want to make sure that people are getting the help that they need and at the same time make sure we're supporting each other.

390

00:52:52.014 --> 00:53:00.025

So, with that want to make sure that everyone is saying safe, saying healthy and have a great rest of your day. Thank you. Thank you.