



Advice and Support for Staff Wellbeing during and beyond COVID-19 issue 2, April 2020

Lakes DHB is committed to the welfare of its staff during this unprecedented period, and you and your colleagues may experience feeling stressed. It is normal to feel this way in the current situation-it's ok to not be ok. Lakes District Health Board recognises the far reaching impact that COVID-19 will have on staff, their whanau and family.

This second version of the handbook is aimed at helping all staff to get through this together, and to make sense of the way you and others might be feeling, to find ways to care for yourself, meet your needs and those of your whanau and families. We will update this handbook regularly with new information as we receive it.

We ask that you remain up to date with current information and guideline from our single source-the Ministry of Health www.health.govt.nz or the whole of government website www.covid19.govt.nz

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What is COVID-19?

COVID-19 is a coronavirus; these are a large family of viruses which may cause illness in animals or humans.

The most recently discovered coronavirus causes coronavirus disease COVID-19. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

How does COVID-19 spread?

COVID-19 is a droplet spread virus, this means that extra attention is required by each of us to minimise its spread through the population.

COVID-19, like the flu, can be spread from person to person.

When a person who has COVID-19 coughs, sneezes or talks, they may **spread droplets** containing the virus a short distance, which quickly settle on surrounding surfaces.

You may get infected by the virus if you touch those surfaces or objects and then touch your mouth, nose or eyes.

Close contact is defined as:

- Direct contact body fluids
- Living in the same household
- Two hours or longer in the same room (such as a waiting room)
- Seated within two rows on a flight, bus, or train for two hours or more
- Within one metre for more than 15 minutes (without PPE)

Symptoms


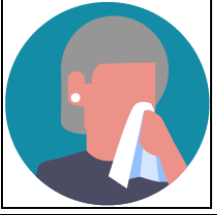
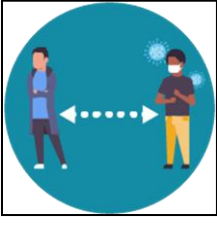





Typically appear 2-10 days after exposure

*These symptoms don't necessarily mean you have COVID-19

Source: Ministry of Health; CDC

What Can You Do To Protect Yourself And Others?

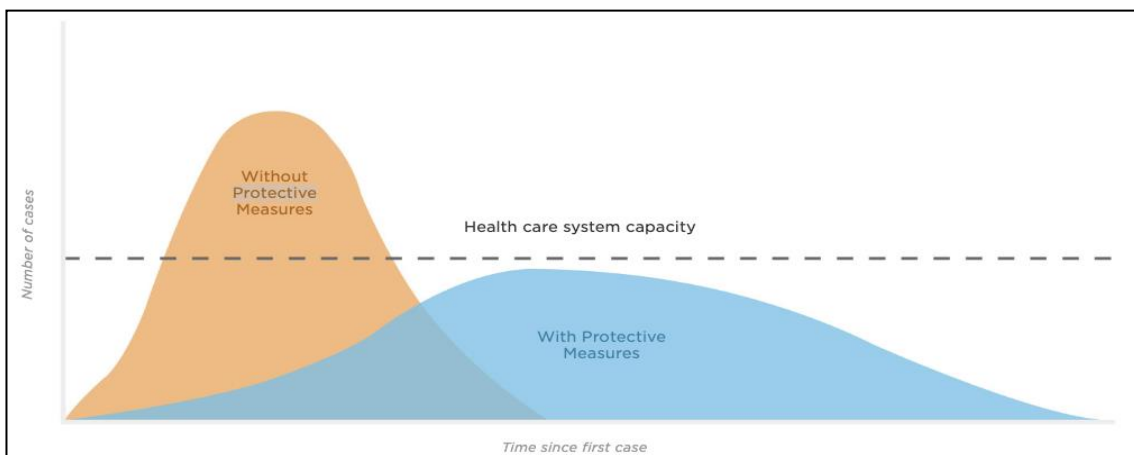
	<p>Wash your hands often. Wash your hands for at least 20 seconds with soap and water. Dry your hands thoroughly. Avoid touching your face</p>
	<p>Good cough/sneeze etiquette Cough/sneeze into a tissue and dispose of immediately Cough/sneeze into elbow</p>
	<p>Avoid crowds and non-essential travel Follow physical distancing guidelines - 2metres distancing Self-isolation guidelines of 14 days if you have returned from overseas in the last 2 weeks. If you have COVID-19 like symptoms call Healthline 0800 358 5453 Stay home and avoid close contact with other people</p>
	<p>Avoid sharing household items Don't share personal household items and wash and dry them after use</p>
	<p>Stay home if you feel unwell If you are not sure ring Healthline 0800 358 5453</p>
	<p>Those most at risk: Age 65+ People who have a compromised immune system Those with long-term conditions Heart disease, Stroke, Diabetes, High blood pressure Chronic Obstructive Pulmonary Disease</p>

Helping the health care system to cope

Washing your hands in soap and water for 20 seconds and drying them properly, ensuring sneeze/cough etiquette; that is cough or sneeze into a tissue and dispose of it or cough/sneeze into your elbow. It is very important to maintain wherever possible a two metre physical distance from others. At this time, that means no handshakes, hongi, hugging or kissing when greeting others socially.

These measures are in place to flatten the curve which will see a reduced number of New Zealanders getting sick, limit the amount of people who come into contact with the virus and slowing its spread.

FLATTENING OF THE CURVE



Source: CDC, Drew Harris
Credit: Connie Hanzhang Jin/NPR

As there is currently no vaccine or specific medication to treat COVID-19, the only way to flatten the curve is through collective action.

By ensuring that we all wash our hands frequently, self-isolate when sick or suspect we might be, follow physical distancing and remain within our 'bubbles'. This has meant the temporary closure of many businesses, non-essential retail outlets, ECE's, schools and universities, this has led to many innovative and new ways of working and living, but most importantly has seen New Zealand flattening the curve.

A Message from our Infection Prevention and Control Team about clothing and uniforms:

If working in clinical areas, we recommend changing out of your uniform at the end of your shift, and into your own clothes. Some people also like to designate a pair of shoes that they only wear at work. Your uniform can be taken home in a plastic bag and washed as usual with your regular laundry detergent. You don't have to wash separate from your other clothes, unless you prefer to. Don't forget there are shower facilities available (at the back of Bridgman South) if you wish to shower before going home. If you are working with possible/confirmed COVID-19 patients, please talk to your line manager about getting access to scrubs. Scrubs don't provide extra protection; they are just for comfort when wearing PPE for prolonged periods.

#Protect Our Whakapapa

If you start to feel any flu like symptoms, particularly shortness of breath, sore throat or fever —

call Healthline on
0800 358 5453



Tikanga

He aha te mea nui ō tēnei āo.

He Tangata, He Tangata,
He Tangata.

Tikanga is about living and we adapt for the context. We must make our tikanga work to help us survive.

At this time we have to be extra vigilant to ensure tapu and noa are upheld so that ora is our primary focus.



Marae

Ko te Marae te panapana o te manawa o te hapū - The Marae is the heartbeat of the hapū.

For many of us the Marae is the hub of our community.

During the Level 4 lockdown, all Marae are closed.

Consider sending a message out about closures and what it will mean for Tangihanga.



Tuku Mauri

Homai to poho hei piringa whānaungatanga mai i tawhiti

We can still keep in contact and show our Aroha from afar.

Ask a younger whānau member to create whānau groups on social media apps to keep up the whanaungatanga.

Stay connected with friends & other whānau by phone or video calling.



Karakia

Karakia is an essential tool to maintain oranga tangata and oranga whānau.

We can continue our practice in our own homes.

We can share karakia and spiritual support to loved ones on social media.

Adapting our Tikanga

Keeping true to our tikanga in changing times



Hui / whānau reunions

All hui / whānau reunions, unveilings, weddings, birthdays etc, must be postponed until the lockdown is over and the restrictions around social distancing removed.

Ignoring this precaution could lead to extended lockdown and an increase in Covid-19 cases.



Tangihanga — straight to urupā

During Alert Level 4, funeral directors are open but there will be no tangihanga on Marae or funeral services.

This is unusual & deeply distressing for Māori, but because of the risks associated with Covid-19 some tūpāpaku will need to be directly cremated or buried without whānau in attendance and a memorial held down the track. If it is medically safe, and if available in your area, the tūpāpaku may be held until the lockdown is over and a service can proceed.

Mā tātau
katoa e
ārai atu te
COVID-19

 <p>eapservices partnering for performance</p>	EAP	EAP- Employee Assistance Programme is available to all Lakes District Health Board staff. EAP provides free, confidential counselling and support. Phone 0800 327 669. www.eapservices.co.nz
 <p>NEED TO TALK? 1737</p>	1737	1737 is a national, free helpline. You can call or text 1737 at anytime night or day and speak to a trained counsellor. This is a free and confidential service.
 <p>HEALTHLINE COVID-19 0800 358 5453</p>	Healthline	Healthline COVID-19 0800 358 5453 Call this number if you are concerned you or one of your family are unwell and you believe it is due to COVID-19 infection. This is a 24/7 helpline for all your COVID-19 concerns.
 <p>LAKES DISTRICT HEALTH BOARD</p>	Staff Helpline	0800 223 647 Staff helpline 08.30-16.30 Monday to Friday Outside of these hours ring the above Healthline number.
 <p>Work and Income Te Hiranga Tangata</p>	WINZ	Work and Income: 0800 559 009 Rotorua: 1207 Pukuatua Street, Taupo Taupo: Ground Floor/77 Heuheu Street, Taupo.
 <p>Neighbourhood Support New Zealand</p>	Neighbourhood Support	Rotorua 07 349 9470 Email: nsrotorua@gmail.com Rotorua Police Station, Fenton Street, Rotorua Taupo 07 376 1601 Email nstaupo@actrix.co.nz Taupo Police Station, Storey Place, Taupo
 <p>Citizens Advice Bureau</p>	Citizens Advice Bureau	Rotorua 07 348 3936 1143 Eruera Street, Rotorua Taupo 07 3784253 107 Tamamutu Street, Taupo
 <p>Te Arawa Whānau Ora</p>		Te Arawa Whanau Ora 07 2131 995 email reception@tearawawhanauora.org 1231 Haupapa Street, Rotorua
 <p>Tuwharetoa Health</p>	Tuwharetoa Whanau Ora	Tuwharetoa Whanau Ora 07 3842882 or 07 3847576 Email tgireception@thct.co.nz 66 Paora Hapi Street, Taupo
 <p>THE SALVATION ARMY</p>	Salvation Army	Salvation Army Rotorua 07 3468077 Salvation Army Taupo 07 3784142
 <p>TE TĀHURU O TE MĀTAURANGA MINISTRY OF EDUCATION</p>	Ministry of Education	Ministry of Education Rotorua 07 349 7399 Level 3/1144 Pukaki Street, Rotorua Ministry of Education Taupo 07 3761870 29 Totara Street, Taupo
 <p>SPCA ROTORUA SPCA TAUPO</p>		SPCA Rotorua 07 349 2955 24 Old Taupo Road, Rotorua SPCA Taupo 07 3784396

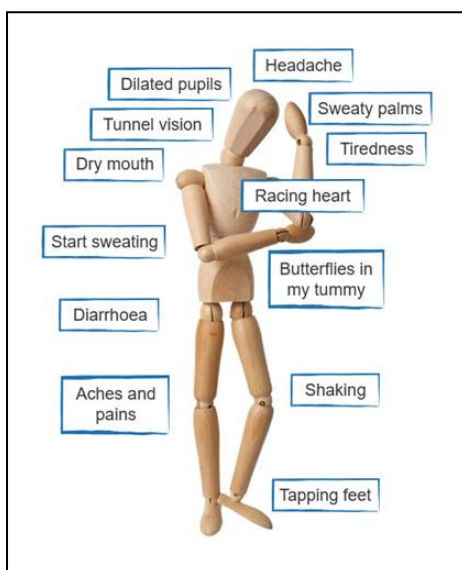
Stress and getting through tough times

Epidemics are historically associated with an increase in anxiety, depression and other common mental health issues. It is important not only to recognise the signs that you, your whanau and family and patients may be struggling with the impact of COVID-19, but also to protect yourself with good wellbeing knowledge and practices alongside the good health practices of hand hygiene, cough/sneeze etiquette, self-isolation and social distancing. As a social mammal the notion of self-isolation can instil much fear and alarm, if we are aware that this is a natural human instinctive response then we can plan for the response and minimise the impact.

Stress is your body's way of responding to any kind of demand or threat, when you feel threatened, your nervous system responds by releasing a flood of stress hormones, including adrenaline and cortisol, which rouse the body for emergency action. Your heart pounds faster, muscles tighten, blood pressure rises, breath quickens, and your senses become sharper. These physical changes increase your strength and stamina, speed your reaction time, and enhance your focus.

Social engagement is our most evolved and most effective method of reducing stress. Neuroscience proves that person to person contact has a calming effect on the brain and can put the brakes on the fight or flight response and allows access to the frontal cortex-the problem solving region of our brains. It is important to still utilise this method of reducing stress by keeping in contact with your support crew.

The “fight or flight” stress response is another way we respond to stress and threat. This is your body's way of protecting you; it helps you stay focused, energetic, and alert. In emergency situations, this response can save your life—giving you extra strength to defend yourself. Beyond your comfort zone, this response stops being helpful and can start causing major damage to your body and your mind. Our autonomic nervous system cannot distinguish between daily stressors and life-threatening events. This means if you're stressed over an argument with a friend, a mountain of bills or the uncertainty around the COVID-19 situation for example, your body can still react as if you're facing a life-or-death situation



If you start to experience these physical symptoms you may well be experiencing the effects of prolonged exposure to stress. Recognising these symptoms and making changes to your life will improve your overall wellbeing. Chronic stress leaves the immune system weakened and you become more vulnerable to ill health.

The next few pages give you some tools to help you and your whanau and family with improving your wellbeing.

Don't Burst Your Bubble

New Zealanders have experienced extreme change during the past few weeks; we have been playing our part to stop the spread of COVID-19 and save lives. You and the members of your 'bubble' may be experiencing a range of emotions during the lockdown period. Feeling worried, irritable and frustrated, potentially even angry are very normal reactions to the abnormal situation we are facing together.

Le Va (www.leva.co.nz) have developed a resource called Trouble in your bubble? #CatchYourself. In this section the Le Va resource, neuroscience and knowledge of predictable human behaviour will be used to look at the emotional consequences of the situation we are facing. Understanding your response to stress and the combination of fear and uncertainty that COVID-19 has brought can help you to make sense of how you are feeling, thinking and behaving, which might not be the way you usually respond.

Being able to influence and organise our world is a normal human behaviour. When we are unable to do this we can become unsettled and lead us to try to control things that we can't change-this then leads to greater levels of distress and possibly to cause 'trouble in the bubble'. Use this information for yourself and your 'bubble' members.

Two really important human instincts to consider are:

Social belonging-our ancestors date back some 6 million years, and modern humans around 200,000 years. That's a long time-meaning primal behavioural responses are inbuilt, in our DNA. Social belonging is one of our strongest instincts. We are a social mammal that has been reliant on others for our very survival. Over time we have moved from group dwellings to smaller family units, it is from these family units that we develop our primary sense of identity. It makes sense then that we protect these family units fearlessly; we will go to extreme lengths, to safeguard and diminish the potential for danger- such as exposure to COVID-19.

Emotions before reason-neuroscience research shows that due to our brain wiring and those instinctive behaviour, human beings will firstly jump to conclusions, and secondly the conclusions we jump to are usually overwhelmingly negative. We will assume the worst in the absence of evidence-and from a survival perspective that's great, better to be safe than sorry-that keeps you out of harms way, safe and alive! Human beings screen for danger, it is a normal human instinct. Humans are primarily emotional creatures; we make sense of our world and create meaning from the emotions we attach to people, places and experiences. Given our current situation it is reasonable to expect people to respond in an anxious and often negative manner to the uncertainty we are facing.

Being aware of these strong instincts can help you to take these four steps to stay calm and prevent things getting out of hand





Catch yourself- know your warning signs-for example
Physically-do you feel tense, is your chest tight, is your jaw clenched?
Thoughts- do you have thoughts of hurting someone, think that someone is being deliberately rude?
Emotions-do you feel frustrated, resentful, scared, rejected.
Behaviour-what are you doing? Are you critical of others, argumentative, withdrawing from others, using substances to cope?



Take a step back-just breathe. Practice a breathing technique to help you to calm down.
 Breathe in through your nose and out through your mouth.
 Breathe in for four seconds, hold for four seconds and breathe out for 8 seconds
 Your breath out needs be slower than your breath in.
 Do this 10 times.



Calm the mind-ask yourself some questions like these:
 Am I angry at the person or how they are behaving?
 What is the bigger picture? What is important?
 Remind yourself that the situation is hard for everyone, I love my bubble.
 We are all in this together, these feelings will pass.

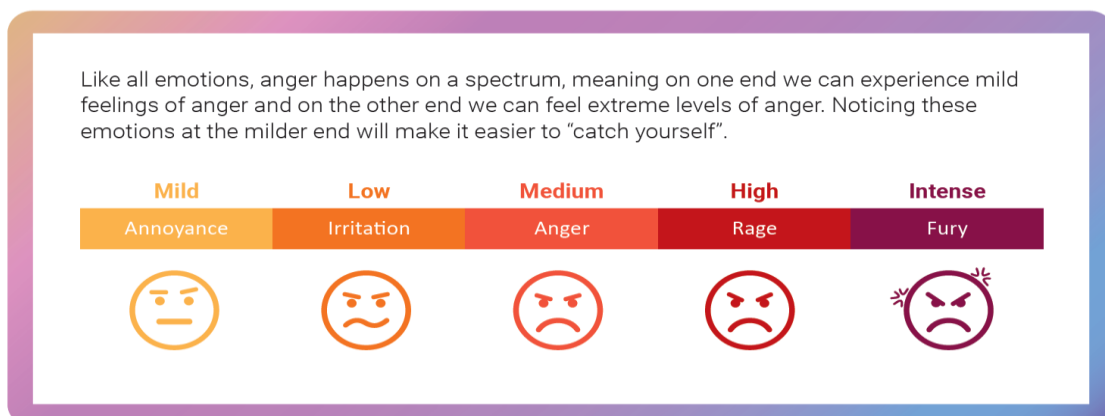


Be kind-act with respect.
 When you have been able to 'catch yourself' and calm down, refocus on maintaining respectful relationships in your bubble.
 Consider the needs of others as well as our own, show your values, keep the positive connections.
 Sometimes we might not be able to 'catch ourselves' in time-if we cause harm within our bubble we need to repair it, you might need to apologise, own the mistake, try to see the other person's perspective.

Managing anger-anger can over take us very quickly leading to us acting so rapidly that we can't think things through. This usually leads to regret and further difficult interactions as a result of losing control, for example shouting, saying hurtful things or lashing out physically.

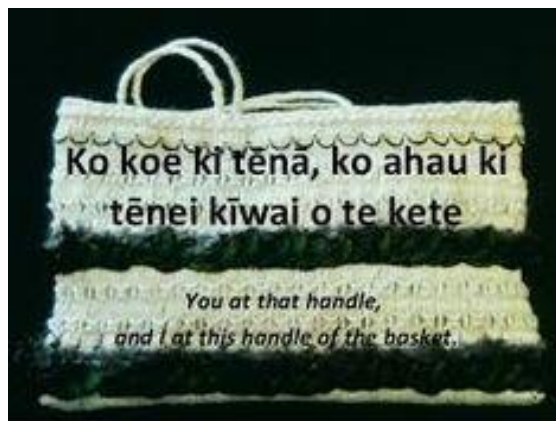
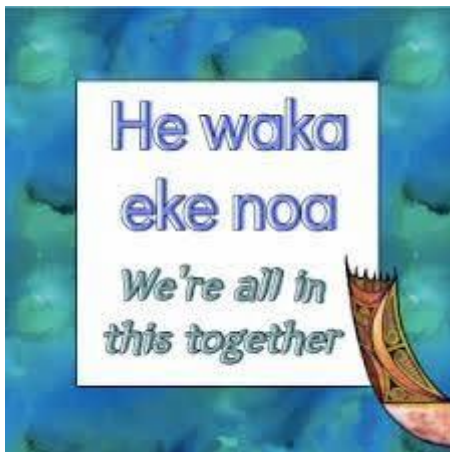
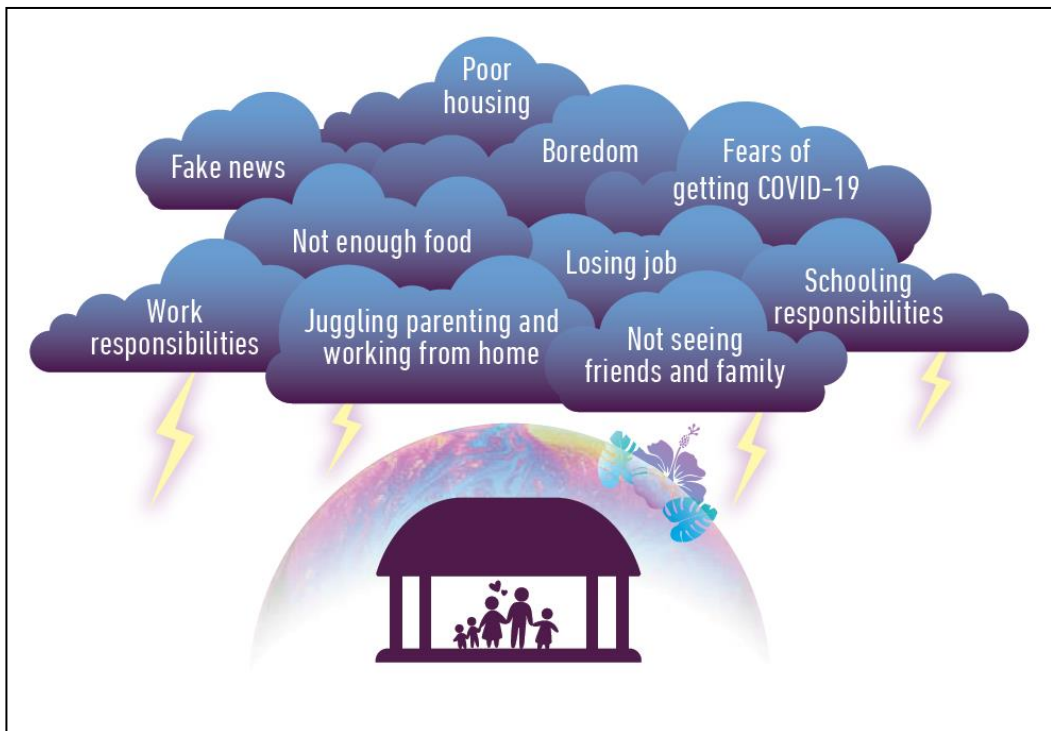
Anger is most often driven by other deeper seated emotions that are hard to process such as fear, helplessness or sadness. Avoiding dealing with these emotions can lead to the issues being expressed as anger.

If you or someone you know struggles with anger this tool from Le Va may be useful:



Be kind to yourself-it is so important that you are kind to yourself during this time. Make time for yourself and ensure that you are able to attend to your own needs-that might be some time out to read a book, talk on the phone or zoom with friends and family, taking up a new or returning to an old hobby or interest. Looking after your own physical and mental health needs as well as those of your home and your work bubbles is vital right now.

Remember to check in on yourself-ask yourself what are you currently contending with, especially if you are beginning to feel the signs stress. The illustration below is a good tool to help you consider what might be contributing. There are lots of supports available to you and a useful list of resources can be found further on in the handbook.



The guest house

This being human is a guest house.
 Every morning a new arrival.
 A joy, a depression, a meanness,
 Some momentary awareness comes
 As an unexpected visitor.
 Welcome and entertain them all!
 Even if they're a crowd of sorrows,
 Who violently sweep your house
 Empty of its furniture,
 Still, treat each guest honorably.
 He may be clearing you out
 For some new delight.
 The dark thought, the shame, the malice,
 Meet them at the door laughing,
 And invite them in.
 Be grateful for whoever comes,
 Because each has been sent,
 As a guide from beyond.

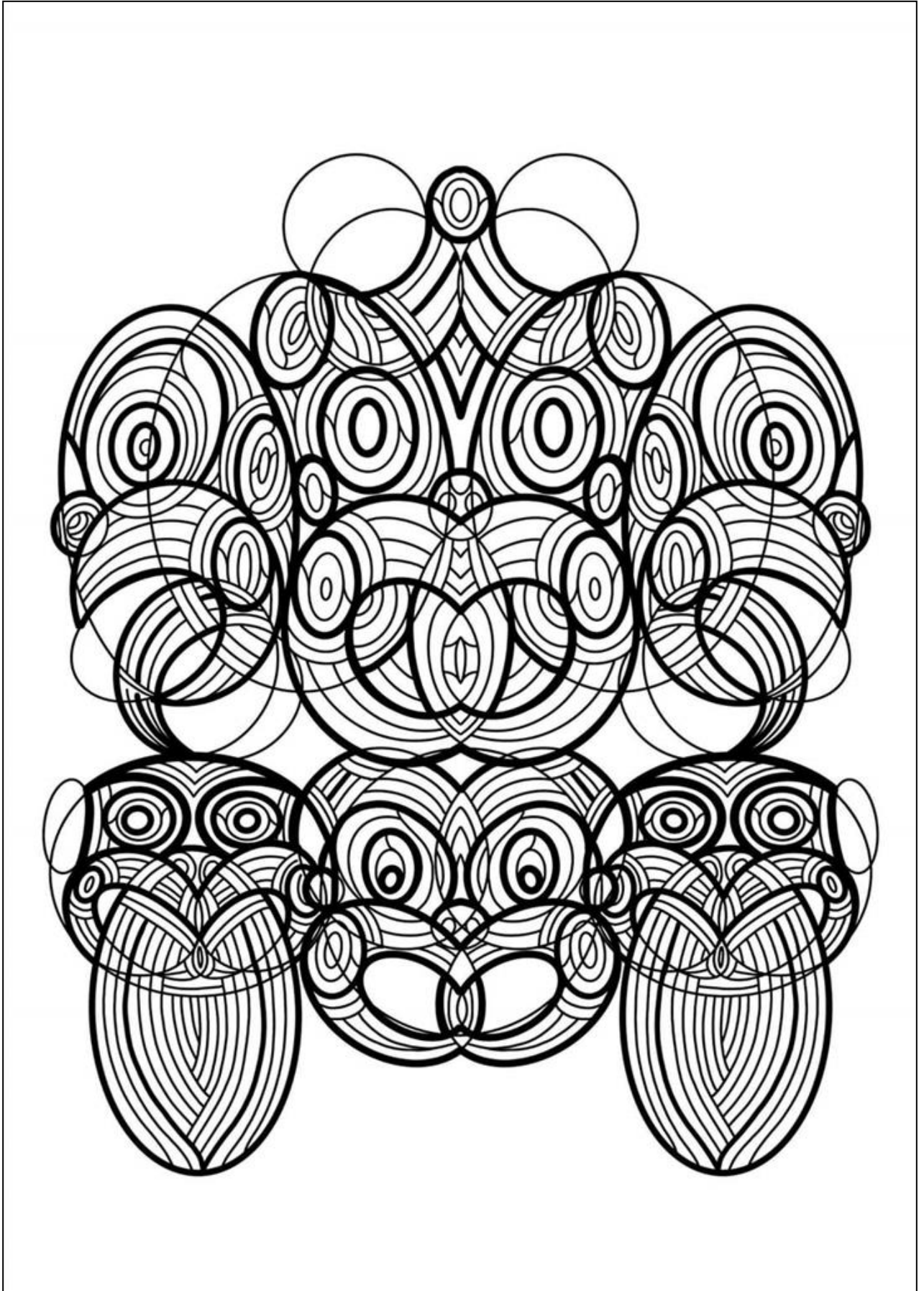
Jalaluddin al-Rumi 13th Century



This is a simple
 mindfulness grounding
 tool, use it to help calm
 your mind and body
 when you feel anxious
 or distressed.

MINDFULNESS COLOURING: Credit Matangireia Yates-Francis





MINDFULNESS COLOURING: Credit Matangireia Yates-Francis

My 5 Minute Wellbeing Planner

.....

My support crew

Work/life balance

My phone a friend list

KEEP ACTIVE CONNECT WITH NATURE

HEALTHY EATING

WARNING SIGNS

Helping Hand

It's good to talk.....

Time Out

Put your worries in a box

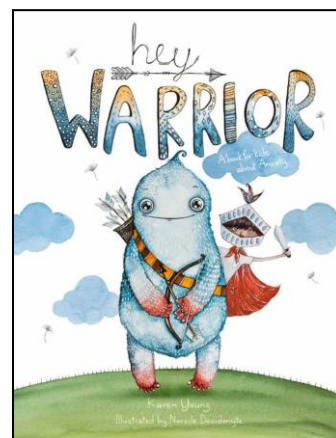
.....take a break...and rest!

TAKE A BREAK

Useful apps



Apps for supporting children and young people



Wellbeing Tips: Five ways to wellbeing

ME WHAKAWHANAUNGA
ME KŌRERO, ME WHAKARONGO,
ME WHAKAWĀTEA I A KOE, ME RONGO I TE
WHANAUNGA TANGA

TUKUA
TE WĀ KI A KOE, Ō
KUPU, KO KOE TONU

ME ARO TONU
ME ARO TONU KI NGĀ
MEĀ MĀMĀ NOĀ, I
NGĀKAU HARIKŌĀ AI KOE

ME KORI TONU
WHĀIA TE MEĀ KA
TĀEA E KOE, KIA
PĀREKAREKA TĀU I
WHĀI AI, KIA PAI AKE
Ō PIROPIRO

ME AKO TONU
AWHITIA TE WHEAKO HOU,
KIMIHA NGĀ ARA HOU, ME
OHORERE KOE I A KOE ANŌ

Ē TAHI ARA E RIMA KI TE NGĀKAU ORA
WHAKATŌKIA NGĀ RAUTAKI MĀMĀ NEI KI TŌ AO KIA RONGO AI KOE I NGĀ PAINGA

TE HEI © MENTAL HEALTH FOUNDATION OF NZ 2018

Mental Health Foundation
mauri tū, mauri ora
www.mentalhealth.org.nz

Give
Your time,
your words,
your presence

BE ACTIVE
DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD

KEEP LEARNING
EMBRACE NEW
EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF

CONNECT
TALK & LISTEN,
BE THERE,
FEEL CONNECTED

TAKE NOTICE
REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY

FIVE WAYS TO WELLBEING
INTRODUCE THESE FIVE SIMPLE STRATEGIES INTO YOUR LIFE AND YOU WILL FEEL THE BENEFITS.

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www.mentalhealth.org.nz

Five Ways to Wellbeing is a framework to help in planning activities that really assist in promoting mental wellbeing. For more information visit www.mentalhealth.org.nz

	Trigger Questions:	Support resources:
Wairua (Spiritual)	Are we spiritually connected so that faith helps to see through adversity and big changes?	Local or online church or interest groups Meditation – connection with Nature https://youtu.be/lviMgV56kng
Whatumana (Emotional/Mental)	Do we have the resilience and emotional strength to walk through times of conflict and challenge?	https://greatergood.berkeley.edu/article/item/how_to_keep_the_greater_good_in_mind_during_the_coronavirus_outbreak https://thriveglobal.com/stories/coronavirus-tips-you-may-not-hear-anywhere-else/
Hinengaro (Knowledge)	Do we have the knowledge about what happens in a pandemic?	NZ: https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus
Tinana (Physical/resources)	What resources do we have to prepare for the unexpected? Food storage, managing turoro, looking after whānau/fanau?	NZ: WINZ - https://www.workandincome.govt.nz/
Te Reo (Communication)	How do we communicate preparedness or resilience in these times?	Songs of resilience or hope – Maybe through YouTube or Tik Tok: https://www.youtube.com/watch?v=LanCLS_h1o4
Whakapapa (Networks)	Do we have networks to neighbouring tribes, agencies, business communities to support you and your whānau/fanau?	Whānau/Aiga networks Local church or interest groups Support within work organisations
Whanaungatanga (Relationships)	Are we making efforts to connect, to check up on others, to ensure that your neighbour is well?	https://www.cnbc.com/2020/03/16/coronavirus-compassion-the-kindness-postcard-and-other-heartwarming-gestures.html

Other useful contacts and resources

Tu Wahine Trust

Call **09 838 8700**
for kaupapa Māori
counselling, therapy and
support for survivors
of sexual harm (mahi
tukino) and violence
within whānau

Women's Refuge

free call **0800 733 843**
(0800 REFUGE) for
24-hour service advocacy
and accommodation for
women and their children
experiencing family
violence

0800 HeyBro

(0800 439 276) - Keeping
Whānau Safe: We're here
to support Men 24/7 to
listen and to help. So give
us a call next time you're
on the edge!

Elder Abuse Helpline

Call **0800 32 668 65**
(0800 EA NOT OK).
24-hour service answered
by registered nurses

Youthline

Call **0800 376 633**,
free text **234**,
or email
talk@youthline.co.nz

Supporting your own mental wellbeing

If you or those around you are concerned about how you're feeling or your wellbeing, there is information and tools available to help you feel mentally well and get through.

Information

- Getting Through Together is a mental wellbeing campaign focused on things we can all do to maintain our mental health and wellbeing during the COVID-19 pandemic (All Right? and the Mental Health Foundation)
- Looking after mental health and wellbeing during COVID-19 advice and information, and useful top tips to get through (Mental Health Foundation)
- Stories of people's journeys to wellness and ideas to help you find your own way to better wellbeing (Depression.org.nz)

Self-help tools

- Melon is an app with a health journal, resources and self-awareness tools to help you manage your emotional wellbeing. You can also join their online community to connect with and support others, and watch daily webinars about health and wellbeing (Melon Health)
- Mentemia is an app that you can use to monitor, manage and improve your mental wellbeing by setting daily goals and tracking your progress (Mentemia)
- Staying on Track is an e-therapy course that teaches you practical strategies to cope with the stress and disruption of day-to-day life (Just a Thought)
- Working through depression is a personalised online programme that focuses on positivity, lifestyle changes and problem solving (The Journal at Depression.org.nz)
- Working through problems with Aunty Dee is a tool to work through problems, generate ideas and find a solution (Le Va)

Self-help tools for young people

- Feeling down, worried or stressed (SPARX)
- Learn more about mental health issues (Mental Wealth)
- Recognising and understanding depression and anxiety (The Lowdown)

My notes page

COPIING CALENDAR: KEEP CALM. STAY WISE. BE KIND

30 actions to look after ourselves and each other as we face this global crisis together. Please use & share

- 1** Make a plan to help you keep calm and stay in contact
- 2** Enjoy washing your hands. Remember all they do for you!
- 3** Write down ten things you feel grateful for in life and why
- 4** Stay hydrated, eat healthy food and boost your immune system
- 5** Get active. Even if you're stuck indoors, move & stretch
- 6** Contact a neighbour or friend and offer to help them
- 7** Share what you are feeling and be willing to ask for help
- 8** Take five minutes to sit still and breathe. Repeat regularly
- 9** Call a loved one to catch up and really listen to them
- 10** Get good sleep. No screens before bed or when waking up
- 11** Notice five things that are beautiful in the world around you
- 12** Immerse yourself in a new book, TV show or podcast
- 13** Respond positively to everyone you interact with
- 14** Play a game that you enjoyed when you were younger
- 15** Make some progress on a project that matters to you
- 16** Rediscover your favourite music that really lifts your spirits
- 17** Learn something new or do something creative
- 18** Find a fun way to do an extra 15 minutes of physical activity
- 19** Do three acts of kindness to help others, however small
- 20** Make time for self-care. Do something kind for yourself
- 21** Send a letter or message to someone you can't be with
- 22** Find positive stories in the news and share these with others
- 23** Have a tech-free day. Stop scrolling and turn off the news
- 24** Put your worries into perspective and try to let them go
- 25** Look for the good in others and notice their strengths
- 26** Take a small step towards an important goal
- 27** Thank three people you're grateful to and tell them why
- 28** Make a plan to meet up with others again later in the year
- 29** Connect with nature. Breathe and notice life continuing
- 30** Remember that all feelings and situations pass in time



“Everything can be taken from us but one thing: the freedom to choose our attitude in any given set of circumstances” ~ Viktor Frankl



ACTION FOR HAPPINESS

www.actionforhappiness.org

Find out more about the Ten Keys to Happier Living, including books, guides, posters and more here: www.actionforhappiness.org/10-keys