

## **Not All Wounds are Visible: A Community Conversation about Mental Health and COVID-19 Attendee Questions/Answers**

- **My sister lives in New York and I think she would really benefit from this talks. How can she access the recorded sessions? For some reason she couldn't get registered.**  
A recording of all three webinars in the series can be found at:  
<https://www.umms.org/coronavirus/message-community/mental-health-conversation>
- **I am a hospital chaplain. Fairfax County is offering chaplain help virtually to anyone. Is this being done in Maryland?**  
We are not aware of anything similar right now in Maryland. Services related to the pandemic are evolving so please feel free to reach out to our pastoral care division at the University of Maryland Medical Center at 410-328-6014 (Monday-Friday from 8 a.m. to 4:30 p.m.) in the coming weeks to see if there is any new information.
- **Would it be possible to post the parent toolkit link please?**  
MSDE Parent Toolkit for information:  
[http://www.marylandpublicschools.org/programs/Documents/ITSLM/ParentResources.pdf?fbclid=IwAR0WdxNFpf7k1OQVr\\_IzBNICDKz2MBUQwvbbadMT6CABEOJCILRdnsJwL48](http://www.marylandpublicschools.org/programs/Documents/ITSLM/ParentResources.pdf?fbclid=IwAR0WdxNFpf7k1OQVr_IzBNICDKz2MBUQwvbbadMT6CABEOJCILRdnsJwL48)
- **Have you found (or developed) any good resources on establishing good norms/etiquette for all of these online environments? We found ourselves in a major learning moment on a social Zoom last week when one of the other children made some bold remarks.**  
Yes- below are two on-line resources that may be of assistance:  
Safe online teaching resource: <https://www.d2l.org/safe-digital-learning-plans/>  
  
Safe online training for children and youth from NetSmart:  
<https://www.missingkids.org/netsmartz/home>
- **How do you handle the bully and/or unkind behavior on Zoom? It's amazing how readily the behaviors transferred to this virtual environment.**  
Online safety is an important issue and negative interactions online can negatively affect children's mental health and ability to cope during difficult times. Communicating with school personnel and connecting your parent teacher association to highlight concerns are effective pathways to ensure safety for all students. These free online course can be a helpful resource to teach online safety:  
**Real World Safety: Protecting You Online & Off**  
A Bullying, Cyberbullying and Digital Safety Course  
<https://www.mbfpreventioneducation.org/learn-more/online-training/>

Safe online teaching resource: <https://www.d2l.org/safe-digital-learning-plans/>

Safe online training for children and youth from NetSmart:  
<https://www.missingkids.org/netsmartz/home>

- **Are the meals distributed only to public school students?**

No, meals are available to any school-aged student. There are also many community food offerings that are available to everyone. As an additional resource, the Maryland Food Bank ([www.mdfoodbank.org](http://www.mdfoodbank.org)) offers a find food map on their website that displays county and city specific food distribution locations and details.

- **Can you send out the slides so will have all those numbers?**

A recording of all three webinars in the series (which includes all of the slides shown) can be found at:

<https://www.umms.org/coronavirus/message-community/mental-health-conversation>

- **Have you found contacting clients in these times challenging? What have you done to combat those challenges?**

Providers from all sectors are learning about the benefits and challenges of phone and telehealth work. There are range of practical reasons that patients are not available (e.g. limited minutes on phone plans, no access to smartphone or computer or internet) as well as family situations that make it difficult to have space and privacy needed for sensitive or personal discussions. One of the strategies that our team is using is to ask parents if we can send notes and stickers or coloring pages to children. We offering regular phone check-ins to offer support and help to problem solve resource related issues. Families that have consented to and have the technology to receive telehealth sessions give positive feedback about receiving help through telehealth services. Check out the resources our National Center for School Mental Health have compiled for providers offering telehealth services: <http://www.schoolmentalhealth.org/COVID-19-Resources/>

- **I am a mental health clinician. Working with various parents and clients who do not have many resources at home due to finances/limited access to stores. Aside from mindfulness/relaxation techniques, do you have recommendations of coping techniques to do?**

One resource to highlight is a five-hour interactive online course designed for providers to help survivors gain skills to manage distress and cope with post-disaster stress and adversity. Visit <https://learn.nctsn.org/enrol/index.php?id=535> to learn more.

For more free online mental health related trainings for children from infancy to young adults visit <https://www.childrensmentalhealthmatters.org/files/2019/11/Free-Professional-Development-Guide.pdf>

- **Do you have suggestions regarding mental health during this pandemic that may be different for males versus females or different age groups?**

We don't yet have research on gender related issues and impact of COVID-19. Gender Spectrum has resources to create gender sensitive spaces for children and teens. The link focuses on COVID specific considerations:

<https://www.genderspectrum.org/blog/resources-for-challenging-times/>

There is an early childhood resource that helps with talking with young children about the COVID-19 outbreak for young children: **Fighting the Big Virus: Trinka, Sam, and Littletown Work Together**

This story was developed in collaboration with the National Child Traumatic Stress Network to help young children and families talk about their experiences and feelings related to COVID-19 and the need to stay inside. In the story, the virus has spread to Littletown causing changes in everyone's lives. The story opens doors to conversations about family and community strengths, challenges and feelings related to COVID-19, ways grown-ups help children keep safe, and our gratitude for frontline workers. In addition to the story, which also serves as a coloring book, there is a booklet of common questions children may ask, a parent guide, and a feeling poster. The book and booklet can either be read to children or, parents may select specific pages for their children to color and talk about. These all can all be freely downloaded from <http://piploproductions.com/trinka-and-sam-virus/> as well as from <https://nctsn.org>.

- **How do I motivate myself to do anything?**

Stay connected to people who care about you and share your feelings and frustrations. We are all in the same boat and no one is expected to be positive all the time. In fact you can learn a lot about yourself and what is getting in the way of reaching your goals if you explore all of your feelings. Feelings are internal signals meant to be shared so that you can better understand and accept them. There are some apps that can also help you practice mindfulness and wellness being including: Virtual Hope Box, PTSD Coach, COVID Coach and MySpace.

- **I have an existing medical condition. Is it normal to be anxious because of the idea that all doctors are preoccupied with the virus and ERs are the only means of reaching out?**

Many physicians are utilizing telemedicine to communicate with their patients during this time. Please contact the provider that is treating your medical condition to inquire about options. Hospital emergency departments are always an option should you need them. All hospitals are taking all necessary precautions to prevent the spread of COVID-19 within their facilities.

- **Do you have resources in Spanish?**

We are currently working on having key COVID-19 resource materials translated into Spanish.