

2020

April

Making Quality A Habit

Putting Person Centered Practices to Work

Resource Notes

On the Ground with the Pandemic **A provider perspective**

Someone we support went to the emergency room with a fever, shortness of breath and aches and pains. She was tested for the flu and virus and diagnosed with pneumonia. The test results won't be back for 3-10 days. In the mean time, we have staffed her with one brave person who will stay until we get the test results. The hospital considered admitting her but they "want to save the bed for the spike of cases coming" for people who need a respirator and who don't have anyone at home to care for them. They said her symptoms are consistent with the virus. We plan to insist on hospital admittance (we will be telling them we are not medically trained, etc) if her fever goes back up or she has difficulty breathing. She has asthma so she is at high risk.

It's a domino effect too because she has another staff person who works on other teams. We sent that person home from the person she was supporting, and will keep her off work until the test results come back.

Trying to navigate all of the employee assistance programs, unemployment and paid sick leave, is crazy with so many unknowns and questions not yet answered.

We finally have masks and gloves but as you know toilet paper and any cleaning disinfectant products and hand sanitizers are in short supply. A staff person has been assigned to shopping far and wide for products to keep people safe. We distributed gift bags to everyone (staff included) last week. The bags included hand sanitizer, mask, gift certificate and a thank you card. We are doing something every week for our staff. Next week we are putting together stay at home activity bags for each person we support based on things they like to do and have. We have staff shopping for most people so they can limit their exposure.....on and on...whew.

Mathew Johnson suggests these additional mental health resources:

[Mental Health America COVID-19 Resources](#)

[When Managing Stress Is Hard](#)

[Closed Captioned Video on Dealing With Anxiety – What is Anxiety?](#)

[2020 Mental Health Awareness Toolkit Sign Up](#)

When you sign up for this resource...it has several really great infographics/worksheets about Dealing With Change, Healthy Routines, Owning Your Feelings, and Connecting With Others.