

How to Build Resilience and Adaptive Skills During Uncertain Times

Please stand by for realtime captions.

Welcome to today's webinar, how to build resilience and adaptive skills during the pandemic. My name is Amanda Ramsey and I will be one of your moderators along with Courtney, Melody and Jeannie. Dr. Caroline Carney will be our guest speaker today. Before we begin I'd like to go over a few tips for those of you who are unfamiliar with our webinar platform. Let's see, below the PowerPoint you will see captioning for persons with hearing impairments and the captioning will be available throughout the presentation. Please use the question and answer part on the left for your questions or comments. You can type in the text box and click the button on the right to send your question or comment. Dr. Carney will answer as many questions as time allows today at the end of the presentation, and for those questions we are not able to answer today we will follow up with those answers when we post the recording of the presentation. Below the question and answer section is the handouts pod with a copy of today's presentation which you can download at any time. Note there are several formats for reading with assisted devices. Once you get the handouts you can decide which version is most appropriate for you. To download click on the document to highlight it, then go to the bottom of the pod and click on download files. This will generate a new window to open in your Internet browser which may be minimized and flashing at the bottom of your screen. Simply open that window and follow the directions to download the documents. You can be this presentation in full-screen mode by clicking the full screen button in the upper right-hand corner of your screen. It is the icon with the four arrows. However, while you are in full-screen mode you cannot use the Q&A or participate in poll questions. You need to click the full-screen button again to minimize the screens you can regain those features. This webinar recording will be on the Magellan healthcare COVID-19 response page within 48 hours of the presentation. A link is on the resource light in your handouts. Please stand by while I start the recording and reintroduce myself for the benefit of the recording.

Welcome everyone, thank you for joining today's webinar, how to build resilience and adaptive skills during the pandemic. My name is Amanda Ramsey and I am the marketing director there for Magellan healthcare's employee assistance program. My team is responsible for the emotional health and wellness content that we share with our members. Please note that today's webinar is for educational purposes only and not a substitute for speaking with your doctor. You can find Magellan contact information at magellanhealth.com/contact. If you are in an emergency situation you should do one of the following, call 911, go directly to an emergency room, or call your doctor and therapist for help. Now let's move to the main event. Today's objectives are to discuss reasons we feel stress and panic during the pandemic. Review tips for managing emotions and building resilience during this time. Describe ways to help children cope and thrive. Identify when it is time to seek help for mental health concerns. Fine-tune adaptive skills. And review helpful resources. Now I would like to introduce Dr. Carney. Dr. Caroline Carney is a board-certified internist, and a board certified psychiatrist. She joined Magellan health in 2016 and is the chief medical officer for Magellan Rx management. Her previous experience includes the role of senior vice president and chief medical officer of Magellan specialty help. She served as the regional officer for health plans where she gained experience in Medicare, Medicaid, exchange and commercial population. Prior to that she served as the medical director for the Indian office of Medicare planning. Helping launch the Medicaid expansion project as well as -- the community mental health services. While in Indiana she served on the Governor's mental health commission. Dr. Carney is also a published author and co-author for over 100. And non-peer review publications, focusing on issues surrounding comorbid, mental and behavioral health conditions. She was a tenured professor of internal medicine and psychiatry at Indiana University. She started her career at the University of Iowa where she earned her medical degree as well as a Masters degree and directed the med psych residency program. She continues to engage in regular clinical work supporting the behavioral health team at a qualified health center. Dr. Carney thank you for leading us in today's discussion.

Welcome everyone, and thank you Amanda. While I am so pleased to be part of today's webinar, the topic bringing us all together as one I'm certain no one ever wished or ever thought would come into our lives. As luck would have it, today my allergies have flared a bit due to the beautiful spring flowers, so if I have a sneeze, please bear with me and understand. So let's get started today at the very beginning of COVID to better understand what the virus is all about, and the power it holds. COVID-19 is a Novel Coronavirus that was first identified during an investigation into an outbreak of a febrile respiratory illness and will hunt China. The first reported case was in the United States January 21st. It is called a novel virus because it is one that is new to infecting the human population, and that is much of the strength that it holds over us. On March 11, 2020, the World Health Organization care to rise the spread of COVID-19 as a pandemic. Pandemic is the term for a global outbreak of disease, which typically occurs when the virus spreads between

people sustainably. Because there is no established immunity in people, therefore that word novel becomes very important. You may see different numbers reported on the cases of COVID-19 due to different reporting methods. As of this morning, world Monitor reported over 216,000 cases in the United States, with 5132 deaths. During the winter and spring, it is challenging to know what symptoms are caused by COVID or other conditions like Cold War allergies. COVID-19 typically affects the respiratory system. According to the CDC, symptoms may appear 2-14 days after exposure, meaning that people can be infected with COVID, but be asymptomatic during that time. Asymptomatic people can spread the virus. Most commonly, symptoms include fever, dry cough, and shortness of breath. Some persons report fatigue, and rarely others may have a typical presentation that includes diarrhea. As COVID advances in severity an individual may develop pain in the chest, worsening shortness of breath, and pneumonia. In the most severe cases acute respiratory distress syndrome follows. Organ failure and death Kanin Seo. Recent data speaks to the correlation between the number of chronic conditions and individual may have, and advancing age, as risk factors for death. Because there is no vaccine or antiviral treatment for the virus, the best way to prevent infection is to take every day preventive action, like avoiding close contact with people who are sick and washing your hands often. The evidence has recently been updated regarding the use of masks, which are a necessary preventative measure. The CDC may be reissuing official recommendations regarding the use of masks. Because of the need to reserve masks for the healthcare system, we can all consider making our own. You can find patterns for making masks at home on many online sites. COVID-19 has brought some unfamiliar words into our conversations like mitigation, social distancing, shelter in place, and has made the word quarantine become familiar again. Basic strategies in the control of an outbreak our containment and mitigation. Immunity mitigation is a set of actions that persons in communities can take to help slow the spread of respiratory virus infections. In the case of COVID, mitigation strategies are meant to slow the spread of the virus and prevent the overwhelming use of healthcare services. Communities across the United States have implemented strategies based on assessments of the local characteristics of disease transmission, demographics, and public health and healthcare system capacity. Given the facts and the information I just shared, and the unprecedented nature of this unfolding and evolving pandemic, it is perfectly natural to have concerns regarding your health, and the help of loved ones. Those older than 60 and with pre-existing medical conditions are most at risk. But the virus is also impacted younger people identifying is healthy. This is why many states and cities have imposed social distancing and shelter in place. You may have heard the phrase, flatten the curve. By preventing an excessive persons getting sick at the same time. So let me get back to flattening the curve. So I was saying by preventing an excessive peak in persons getting sick at the same time, flattening the curve means slowing the transmission and spreading out the infection over a longer period of time. Thus, lowering the need for healthcare resources being accessed by all people at the same time. We must treat the potential risk of infection seriously, and that means talking openly about what is happening around us. Some good news is that the majority of those who contract the virus are asymptomatic or have mild symptoms. Those with severe symptoms need immediate medical attention and care, which is why these mitigation strategies are so critical. One of the reasons people are experiencing high degrees of stress is because of social distancing and shelter-in-place mandates imposed in most major cities and states that have widespread community transmission. People are restricted to staying inside, other than to exercise and walk pets, plus prohibitions have been placed on gatherings of more than 10 people, whether social or work-related. While essential functions such as healthcare remain open, schools, restaurants, bars, shops, gyms, and movie theaters are mostly closed. We have lost sporting events and rites of passage like prom or graduation. In short, we have lost our typical way of life. Many of us wonder, how long will this last? When will I be able to go back to work? How will I get my exercise? When will my kids go back to school? And, what about relationships with my family and friends? If able to work from home, people are having to adjust to work in a new setting. Even though working from home has some perks, like avoiding traffic in the morning commute, it comes with challenges. It can be hard to structure one's time and concentrate. It can also feel lonely without colleagues. And there can be a tendency to work beyond the prescribed hours. Those with children are now having to balance work and taking care of kids, and schooling them. Some people who live alone might be feeling very isolated. Others who are under the same roof with a family might really feel a need for some separation. And it is happening to all of us across the country. There really is no place to escape this. These are dramatic changes that hit most of us over the period of the last month. It is no wonder we feel stress and anxiety, we are learning more and more each day. Restrictions change, the numbers keep growing, and advices and always consistent. All of these fact there is equal stress, plus the need for an incredible amount of adaptability. And that is what brings on anxiety. Most struggle with a fear of the unknown, when there is a degree of not knowing and unpredictability this heightens anxiety. When under stress people cope in different ways. Conflicts can emerge regarding how people perceive and handle things. All of these factors heighten tension. In addition to health and social concerns, many have and

will continue to be deeply impacted by the economic fallout of COVID-19. Financial stress is a leading cause of depression and anxiety. Today's news on unemployment was especially sobering. Many people have already lost their means to make a living. Companies have lost millions of dollars in revenue, in addition, the stock market has experienced record lows. City, state, and federal governments are working to put mitigating resources in place for those most impacted by the economic downturn. That these don't make up for that sense of purpose that a job brings. And while social media is terrific for helping to stay connected to family, friends, and the world at large, it can increase a sense of anxiety, depression, and even hopelessness. Especially if the material is overly graphic, divisive, confusing, and consumed in abundance. Wow, that's a lot of really grave material. So I would like to start talking about the good stuff. The ways in which we build resilience, or solutions for helping all of us deal with this better. The first we will talk about is managing emotions. During times of stress it is common to have a wide range of emotions. We might find ourselves feeling atypically anxious, frustrated, angry, or sad. These are normal responses. We are human, we have feelings. It might seem odd that we wouldn't be aware of what we are feeling, but sometimes when we are busy, distracted, or don't have much time to ourselves we are unaware. When this happens our emotions can sneak up on us and take us by surprise. We might snap at a friend or coworker, or suddenly become tearful. To better understand what we are feeling we need to make a little faith for getting in touch with ourselves. We might go for a walk or talk to a friend. In that space we can ask ourselves how am I actually feeling? Am I scared? Irritated? Or perhaps feeling overwhelmed? If we can pinpoint what the exact feeling is, then we can know it. Instead of brushing the feeling under the rug, we can validate that it is okay to feel this way. And recognizing the emotional response we can remember that feelings can, and will, pass through. Once we identify the feeling we can ask ourselves some questions. Why might I be feeling this way? Did something happen? Am I concerned about the unknown? Am I worried about the future? Rather than condemning ourselves for having the feeling, which will only make us feel worse, we can choose to be compassionate towards our self. We can honor that life is hard, and that sometimes we feel challenged by it. Being kind to ourselves and others when having emotional responses provides a soothing quality that puts us back on the road to feeling better. When I am working with a patient I often ask whether being hard on himself or herself makes things better? It doesn't. Even though challenging, learning to express emotions and construct of ways does help. For instance, we might feel angry about something, yet it is inappropriate to take that anger out on someone else in a destructive manner. You might remember from high school psychology courses the term sublimation. This is a positive strategy to redirect strong emotions into Annette to the that is appropriate or safe. Here are some strategies for expressing and managing emotions in a healthy way. First, exercise. Regular exercise releases endorphins which helps improve mood. When we exercise we are less likely to feel anxious or depressed. Right now, we might not be able to engage in our favorite forms of exercise given that gyms, schools and classes are not in operation. Some alternatives are walking, running, riding a bike, or doing a workout routine at home. Online classes and apps are terrific for this. The main thing is to incorporate movement into your daily routine. Various practices like mindfulness and yoga teachers how to witness and emotion while experiencing it. Practices such as these use the breath and certain postures as a way to relax and soothe the nervous system, which then calms the mind. There are many apps and videos that can assist you in learning to develop some of these techniques. Activities such as journaling, painting, singing, and dancing are ways that we can express emotions. When we channel our feelings into a creative act the energy of the emotion has a constructive place to go. Not only do we feel a type of relief, we gain insights and have the joy of making something in the process. We can also be creative and to be such as cooking, gardening, and making crafts. My latest has been playing my favorite music while baking bread. Another great way to manage emotions is to talk to a trusted person, a friend, a coworker, a family member, or a counselor or therapist. When we can share openly about our feelings without being judged, we feel less overwhelmed. Sharing with others increases a sense of support and helps you feel less alone. With therapy we can also learn to problem solve and increase insights. Therapists are offering tele-sessions in lieu of in-person visits, and apps are also available. Studies show sleep and good nutrition improve mood, without regular sound sleep we can feel irritable, sad, and easily overwhelmed. Likewise, what we eat has a direct correlation to our mood as there is a known bidirectional communication between the gut and the brain. When this microbe real and narrow ecosystem is disturbed it can influence our mood and well-being. Another important thing to consider is limiting caffeine and alcohol intake. Caffeine can increase anxiety and interfere with sleep. Alcohol can also interfere with sleep and has a tendency to be overused as a means to cope with stress and manage uncomfortable feelings and emotions. Its addictive properties are well known. How to build resiliency, while it is very important to be informed during a national and international crisis, such as this pandemic, listening to distressing news stories all throughout the day can have anxiety provoking impacts on us. We have access to news all the time. If we choose to tune into it. We can take breaks from hearing updates to give ourselves time to step away from it, or to synthesize the latest

developments. When the crisis first started I was constantly following the trackers. It really only worsened a sense of doom. Now I limit myself to twice a day. None of us can predict what will happen in the future. Scientists, researchers, and medical staff are trying to gauge all areas of COVID-19. This is important in fighting the disease, however, we won't know how all of these measures and strategies will work, and that feeds into the unknown. One way to counter this fear is to focus on the present. To be mindful of today. When we pay attention to what is happening now, we feel more grounded, then if we get caught up worrying about the future. This helps produce anxiety. Focusing on the present can be as simple as noticing the sights and sounds around us. Is the son out? What time is it? Where is my dog sleeping in the house? What is the immediate task at hand? Who am I talking to at this moment? If we take our lives moment by moment, hour by hour, day by day, events become easier to digest. Another way to build resiliency is to practice self-care. When we tend to basic needs like eating a good meal, going to sleep at a decent hour, engaging in relaxing activities, and exercising, we build the foundation of strength that helps us cope with stress. This is the essence of self-care. Taking time to invest in our emotional and physical well-being is not selfish or a waste of time. On the contrary, it is a smart investment of our time. Think of it like filling up the gas tank in an automobile, the car is on empty, the engine won't turn on. We too, need to fuel that self-care. Ask yourself, what steps am I taking to maintain self-care? What can I be doing daily, weekly, and monthly? By doing this for yourself, you are doing it for others around you. During times of stress, it is common to think of our own concerns and situations, that we are not alone in our troubles. Other people feel challenged right now too, and might have a great need for assistance or comfort. Reach out and be of service. It benefits them, and will help you feel connected to others, and less caught up in our own problems. In fact, during this crisis, one positive outcome in a negative situation is that communities often rallied together and grow stronger. Ask yourself, what are ways I can assist others during this time? Help can include any kind of physical, emotional, practical, or financial support. Be creative. Think outside the box. In the recent weeks, the concept of gratitude has been very grounding for me. Studies have shown expressing gratitude helps cultivate a positive attitude and a sense of well-being. When we bring attention to what we are thankful for, it helps counter our thoughts on what is not working, or what is hard in our lives. Focusing on the positives doesn't mean negating serious concerns or invalidating sad or angry emotions. It doesn't mean we adopt a Pollyanna stance and don't acknowledge reality. Gratitude does, however, widen our vantage point. Think of this in cinematic terms. In film, directors use close-ups and wide shots. In times of stress we tend to bring the camera front and center on all the negative things in our lives, and keep the positive things outside the frame. Yet, when we practice gratitude, we close in on the good things too. We also recognize in the wide-angle, that there are many elements in the shot. Positive and negative. How are we to practice gratitude in light of these conditions? Ask yourself, can I be more thankful for -- and is there anything positive emerging in my current situation? Related to cultivating gratitude, we might start to see possibilities despite restrictions and setbacks in our current lives. For instance, I have talked to employees working from home with children who have shared that despite the stress of suddenly having to homeschool their kids and juggle their own work with these tasks, they are relearning how to communicate with their kids and developing a much deeper appreciation for teachers, and school systems. See if you can identify any silver linings. I have three kids spanning different age groups, and during this pandemic, much of our normal life, like yours, has been disrupted. Children can no longer physically go to school, out on play dates, to their sports practices, or other activities. Everything has changed for them too. Humans need a sense of stability despite so much of life not being stable. Therefore, the more you can provide a sense of structure and routine for kids, they will feel less anxious. This isn't the time to let all rules and responsibilities go completely out the window. While certain things might get relaxed due to the ever shifting nature of these events, it's important that children can turn to you to maintain boundaries and rules. This helps them feel safe, and like their world hasn't turned completely upside down. Keep meals, bedtimes, wake times, chores, and play times on a schedule. Let them know that during these tough times he might rely on them for a little extra help. This will allow them to feel some control and that they are contributing in a positive way. This can be a phenomenal time for kids to grow and develop resiliency. Sometimes adults want to keep information from children because they feel it will worry them. Other times, adults lack a filter and over share with their children, giving them too many details of events that are not necessary or appropriate for their developmental level. Keep in mind children will worry whether you share with them or not. No matter their age they are perceptive and tend to know when something is happening in their environment or the world at large. By discussing things with them, you can help them better absorb what is occurring, and ease their anxiety. Just be mindful of how much to share. Another thing to consider is your own emotional reactions to events. It is fine, two children, that adults have feelings too. However, you don't want to vent and unload to a child that the way you might to an adult. This puts unnecessary burdens on children, and can cause stress. As you give children information, be reassuring, as much as you can be. Children look to adults in their world for stability, safety, guidance and support. This

is a wonderful opportunity to teach children, although there are changes in life, that humans have a tremendous capacity to adapt and to overcome. This is a unique opportunity to teach kids about coping skills and overcoming obstacles. If children have been seeing the news, they might be worried that their family members could die, or that even they could die. Help them understand that not everyone who gets the coronavirus gets critically ill. I encourage you to seek available age-appropriate educational resources to help with these discussions. There are numerous articles and videos easily accessible online, including Magellan zone webpages and the CDC website. As you discuss the current events with children, let them share how they are feeling. It is important for them to know they can talk about their feelings and questions. When children get the message that it is not okay to have sad, hurt, or angry feelings, they start to suppress their emotions, which is not healthy. It's also okay for them to be happy, and to still have fun being children. Another thing to keep in mind is that sometimes children don't want to share about their feelings. We can encourage them, but we should not force them to talk. Likewise, they may express their feelings nonverbally. They might communicate in their artwork, their body language, and/or their behavior. While people are forced to spend more time at home and not go out except to approved destinations, you and your kids will be sharing air 24 seven. To help alleviate boredom and utilize the time in constructive ways, involve the kids and household projects. If they do chores, have them keep doing them. If they don't do chores, this is a great time to start. Let them help with cleaning, laundry, and cooking. This gives kids purposeful activities and foster self-esteem, pride, and personal responsibility. It will serve them as they transition into adulthood, and it will give you a little break too. Keep in mind that any time kids learn something new, like how to cook, it might be messy, and it might take longer than if you did it yourself. Resist the urge to take over, they will develop lifelong skills. As a health professional I want to share more about when it may be time to seek help. During times of hardship it is natural to have higher degrees of stress. This is quite normal and understandable. However, how do we know when something is developing into a more serious concern? When under stress, sleep often becomes compromised. We might struggle to fall asleep due to racing thoughts, or wake up throughout the night. On the flipside we might feel the desire to sleep all of the time, or wake up early and be unable to fall back asleep. These can be signs of depression. When we are chronically sleep deprived it can be hard to function. We don't think as clearly, we can become irritated, our immune system can become compromise, and our metabolism gets thrown off. Sleep is vital for optimizing physical and emotional help. To help asleep it is important to maintain a regular exercise regime, to limit caffeine intake, and to engage in active practice is to calm the mind before bed. Keeping a consistent bedtime and wake time also helps. Sometimes sleep aids can be prescribed, but should be monitored by a doctor. If waking up in the middle of the night and struggling to go back to sleep, it is best to get out of bed and read and do an activity before bed. This is much better than laying in bed and worrying about not being able to get back to sleep. Eventually, you will get sleep. I recently started using an app to assist in falling asleep. I was able to integrate the practice into my routine, I was pretty stunned because it works. And since -- run high during crisis, with people required to stay inside with their housemates for long periods of time, quarreling at times is to be expected. However, if arguing leads to verbal, emotional, or physical abuse, this is a red flag that there is trouble in how one is functioning, and could be harmful to others. Seek help in these situations. Again, during stressful periods it is only natural that our minds might wander. However, if we find that we are regularly struggling to concentrate this is a sign that anxiety levels are peaking. You might even start to experience panic attacks. Working on stress reduction and talking to a trusted person or mental health affectional can help. The use of alcohol and other substances can increase during times of stress. This morning's news also reported on record high levels of alcohol purchasing in our country. People often turn to alcohol and substances as a form of self medication. This can become problematic if the use increases to the point of disrupting help, relationships, and work. The tolerance for the substance that people can develop a psychological dependence that can lead to addiction. Don't head down this path. Substances only mask symptoms. They don't change anything. When under pressure, our appetite can be impacted. We might forget to eat and skip meals, or we might eat mindlessly when we are not hungry. This is common. Yet, if we develop symptoms such as severely restricting food, binging food, or binging and purging food, this could indicate the development of disordered eating. Like with substance misuse, we can turn to food as a form of coping. That could lead to more serious issues. Experiencing sad and anxious feelings does not necessarily mean that we have a mental illness. Yet, if feelings of sadness or anxiety persist for longer periods of time, and begin to impact our functioning, this might indicate that we need professional help. Feeling suicidal, would be the most significant warning sign and needs immediate professional attention. During the pandemic, communities are practicing social distancing, however, this is not to be confused with social isolation. When we isolate we cut off our contact from other people. We might not pick up the telephone or answer email, we might elect to withdraw deeper into ourselves. A little bit of isolation can be a way to rest or to regroup. Prolonged periods of isolation are unhealthy, and can lead to depression. One of the most

challenging aspects related to COVID-19 is that so much of the situation feels out of control. It is hard to accept what is happening. Yet the more that we can discern what we have control over, and what we don't, it is easier to cope. Learning what we can control is very important. We can control our attitude. We may have no control over external conditions, but we can choose our attitude. Each day represents a new opportunity to adopt a positive mindset to practice gratitude, and to cultivate a sense of hope in ourselves and our loved ones. We can look for solutions to problems, and think outside the box. No matter what is happening in the world, we can be kind to others. We can treat people with compassion and empathy. Now more than ever it is important to get along. We must be careful not to stigmatize others who may have contracted the illness or to ascribe blame. While we can't predict whether we will get sick we can follow precautionary health measures and guidelines recommended by the health professionals. We can maintain social distance wash her hands, wear masks, stay at home if we have symptoms, and be mindful of nutrition, exercise, and sleep. We have to let go what we can't fully control. While we can take all the precautionary health measures in the world, we might still get sick. Likewise, someone we know and care about might develop the virus. Until there is a cure and a vaccine we are all vulnerable. The economy has had an incredible downturn. Many people are without jobs and businesses are struggling. If we have been radically impacted we can look into the federal subsidies and assistance being provided, and pursue other measures for getting help. Look into your own company, your own state, and the federal government for updates on how assistance programs are working. One of the most challenging aspects about this current time is that none of us know how long it will last. The more we can stay in the present, the better, because we don't know when things will turn to some form of life before COVID. Times of crisis can shakeup lives as we have previously known it. Well discombobulated and eventful, it can be opportunity to reassess what our top priorities are. Because COVID-19 impacts the entire world, people are reassessing all dimensions of life. As an individual, ask yourself, what is most important to you? What provides meaning in your life? And who and what do you most care about? Has any good come to you personally in this current situation? Despite its challenges? Think about your most primary relationships, how can you cultivate these even during these periods of social distancing? Is there a way to strengthen core relationships in your life? The coronavirus has hit communities on deep levels. How can we care for those who are vulnerable? How can we stay involved in civic life, despite the vast changes occurring? How can we best support our medical communities, those on the front lines in the pandemic? Our nation has experienced high degrees of polarity and conflict in the last few years. Is there a way the pandemic can help us better collaborate with one another despite political and social differences? Finally, the virus pays no attention to international borders. It invites itself wherever it wants to go. How can we come together as a world community to serve others and combat this illness? During the COVID-19 crisis we are having to make many changes in how we operate. This requires a degree of flexibility. We are all learning new ways to make and adapt to changes. We are having to spend more time at home, and if you have children, your children are now at home during the day instead of going to school. Ask yourself, what adjustments am I making, or might want to make? Be proactive. If we are fortunate enough to have work we are likely working from home if we did not already. We might be having to use new technology or protocols. If we work in essential industries we are probably working longer hours and are taxed more than typical, and if we are on the front lines of healthcare we may be getting exposed to the virus. We might be temporarily out of work. And looking for new employment. Ask yourself, what adjustments am I and will I be experiencing at work? What adjustments do I still need to make? What do I do to look forward to the next steps? Many of our routines and hobbies have been disrupted. Our social activities and exercise routines may all be different now. Ask yourself, how has my leader style changed? How am I spending my free time? What do I want to do more of or less of? What do I want to try? As I conclude, I will turn this back over to Amanda who will be sharing some helpful resources. Amanda.

Thank you Dr. Carney for your thorough and thoughtful presentation. I know that we all very much appreciate this information. And we would also like to share with the group here today some helpful resources. The Magellan healthcare COVID-19 response page is a really great centralized resource for a variety of information. Today's recording will be posted there. There are links to helpful videos and websites like the mental health website for mental health education. There is a list of virtual recovery meetings. There is information on Magellan health products and solutions and updates for our clients and members. The site is updated daily so we encourage you to check back often. We will actually be having more webinars as time goes on, and we will be featuring Dr. Carney in a webinar on April 22nd, so you will be hearing more about that in the future. We would also like to encourage you to check out your work's employee assistance program or EAP if you have one, or perhaps your spouse or partner has one. These are used to provide practical and expert help for emotional mental wellness and health. And can sometimes help with financial resources as well. We talked earlier about accessing therapy and counseling and the EAP is a great way to get started. Reach out to your companies human resources department to find out if you have one. Another

good way to seek help is by contacting your current medical therapist and providers. And luckily, we have some time left today, and we are able to take some questions. Dr. Carney, are you ready to answer some questions from what we have been hearing about in the Q&A today?

I sure am. And one of the questions that has come by frequently is a question about whether or not to wear masks. The CDC website will be your best place to turn to for that information. Sometimes the website may lag behind with the new cycle is telling us. So use that as a guide, talk to your own healthcare professional, and use your own best judgment regarding wearing masks. Another question is, are there single outdoor exercises that should be limited due to COVID-19 airborne properties? Again, I will let the website from the W.H.O. or the CDC are telling us in general as we are learning more about how far the virus travels, and how long it stays in the air. It has never been more important to keep at least that six feet if not more from you and another person. Say on the walking trail, or when biking, or while you are at the grocery store, or pharmacy. This may be the time when masks become more important as we are learning more about the airborne spread of the virus. What you don't want to do however, is limit yourself and going outside. It is really important to get out and to have that exercise, and to move. It is good for your mind and your body. So maintain the social distancing as best you can, and follow the guidelines put out by the CDC. One of the questions is about little children not having interaction with other children during this time. And that is a really important question. The best way right now that we have to get little kids together is through face time or zoom or activities where they can at least look at each other and connect on the screen. You would be surprised how effective 3-year-olds, 4-year-olds can use the smart phone and face time to connect with their friends. Albeit supervised by a mom or dad or grandma or grandpa, but those are really good mechanisms to continue to get those kids together in some way, shape, or form. Let me see, another question is, what app do you recommend for sleep? I thought that might come up. And there are many good apps out there. Calm is one of the apps in the app that I have started to use is one called balance which has a section for kind of winding down before going to bed as well as a session in it for engaging in relaxation techniques to help one fall asleep. Another question is, how can people deal with anticipatory anxiety? So, anticipatory anxiety is that sense of anxiety about fearing something that we think is going to happen. That thing that is coming at us that we know is there, that we are feeling but we can't do anything about it quite yet. It's something that is really important right now, because communities that have not been heavily infected and may be seen and that sense of dread is coming. You cannot control it, and as I said earlier in the talk today, we need to refocus on the here and now, on the things that we can control. And on how to be proactive to help us prevent getting infect did and to ensure that we have all of the rate things in place to support ourselves in our roles as parents, spouses, sisters, brothers, moms, dads, children. And how we support ourselves to do the best job at work, and connect and communicate with those you love and the social support systems that you have. We can't control the spread of the virus right now, other than viewing what we can through social distancing and sheltering in place. So approach those that cavities with a positive attitude, instead of feeling like they are being imposed on you, approach them as they are a tool that you are using to help fight this thing. And if that anxiety continues to creep up, do you seek help. Talk to someone professional about it, or turn to a trusted friend that you can really connect with and discuss those feelings. I think I can take one last question, and it is an important one for all of us who have kids. If school ends up canceled for the remainder of the year, how do we approach discussing the ramifications with our kids? I think the best way to do that is to be honest with them. Share with them what the decision was, how it was made by the school district, and what that means in terms of them doing ongoing schoolwork, and how they will end up still passing through their grade level. It really hurts kids who were saying heading to graduation and may be at risk for not having that kind of ceremony. So in those cases, have those kids focus forward, on what are the next steps? We know we won't have the ceremony, but when we can get together again what kind of gathering what we have to celebrate you and your accomplishments? What are we going to do to get you sent off to your next steps? For kids who are still in school, elementary, junior high, high school age, involve them in putting together a daily curriculum. Help them set aside a place in the house just like you might have set aside workstation, set aside a place for them that is for them to engage in school. If you have the ability to get a desk or move something into a desk like space, do that for them. Let them decorate around it, let them put it together as if it was their own little school space and use that. And the most important thing here is to stay positive and involve them in the process and let them connect with their friends through social media. I don't have time for more questions, but I just wanted to thank everybody and say that this is really a time of balancing anxiety and hope. And we have all tackled really big obstacles together as a country, and we have already made a lot of progress and understanding the virus and are making strides towards finding treatments. Keep your hope. We can adapt to do what is right. We can, and together we will, overcome COVID-19. Thank you so much for your time today.

Thank you, Dr. Carney, again, for presenting such an important and timely topic. And as a reminder we are going to answer your questions and put that information when we post the recording. In the meantime we are going to pull up an exit poll question for you and we would really appreciate it if you could fill that out. It simply says please rate your overall satisfaction with today's webinar. Very satisfied, satisfied, dissatisfied, very dissatisfied or no vote. You can click on the button next to the answer, one time, and that will be recorded. We thank everybody, again, for your time today. For prioritizing your health by attending today's presentation. And with that, this concludes our webinar, thank you.

[Event Concluded]