

**We All Know Someone**  
*We all know someone. Reach out, offer support, and stay connected.*  
**Messaging Toolkit**

<b>MAIN TALKING POINTS</b>		
<b>TALKING POINT</b>	<b>IMPORTANT ASSOCIATED MESSAGES</b>	<b>TANGIBLES</b>
<i>Services are available in the community.</i>	<ul style="list-style-type: none"> <li>• Call local providers in the community for more information. For provider contact information, visit <a href="http://www.hancockhelps.org">www.hancockhelps.org</a> or <a href="http://www.yourpathtohealth.org">www.yourpathtohealth.org</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• Call the agency.</li> <li>• Visit <a href="http://www.hancockhelps.org">www.hancockhelps.org</a> or <a href="http://www.yourpathtohealth.org">www.yourpathtohealth.org</a>.</li> <li>• Crisis Hotline 1-888-936-7116</li> <li>• Crisis Text Line 4Hope to 741741</li> <li>• National Suicide Prevention Lifeline 1-800-273-8255</li> </ul>
<i>Telehealth Services are available when you are not able to meet face to face.</i>	<ul style="list-style-type: none"> <li>• Definition of Telehealth Services               <ul style="list-style-type: none"> <li>○ Mental health and addiction services that are offered through the phone, computer, or other electronic device.</li> </ul> </li> <li>• Benefits of Telehealth Services               <ul style="list-style-type: none"> <li>○ Telehealth Services are not much different than calling a supporter or video chatting with a friend over Facebook.</li> <li>○ Telehealth Services are a very helpful tool and resource.</li> <li>○ Telehealth Services offer more options to connect with providers.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• If an agency provides Telehealth Services, someone will be available to help you get set up.</li> <li>• Telehealth Services may be received <i>without</i> a smart phone.</li> <li>• Testimonials – <i>“I have been using telehealth for over a year and I love it! It’s convenient and flexible because it fits into my schedule and is easy to access from anywhere. Best of all, I was able to find the right provider for me.”</i> – Rachel (from FRC Facebook page)</li> </ul>

	<ul style="list-style-type: none"> <li>○ Online and texting are often preferred by young adults and youth.</li> </ul>	
	<ul style="list-style-type: none"> <li>● <i>Misconceptions</i> of Telehealth Services             <ul style="list-style-type: none"> <li>○ Telehealth Services can only be accessed on a smart phone or computer.</li> <li>○ Telehealth Services are not confidential.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Any communication device (traditional phone, smart phone, tablet, computer) can be used for Telehealth Services.</li> <li>● Telehealth Services may be received <i>without</i> a smart phone, tablet or computer.</li> <li>● Some Telehealth Services delivered electronically are protected through secure platforms. The provider will assist you with understanding which platforms are secure, and which forms require informed consent for use.</li> </ul>
<p><i>Validate your feelings and the feelings of others.</i></p>	<ul style="list-style-type: none"> <li>● Feelings are not right or wrong, they are what they are</li> <li>● Don't tell yourself or others what they should or should not feel</li> <li>● The benefit of validating feelings helps you to work through them, rather than hold on to them.</li> </ul>	<ul style="list-style-type: none"> <li>● "I understand that you are afraid."</li> <li>● "I hear/see that you are angry."</li> <li>● "You're in good company. Lots of people are afraid/angry/sad"</li> <li>● "It does feel scary."</li> <li>● "Being angry is a normal response."</li> </ul>
<p><i>Take inventory of what you can and cannot control.</i></p>	<ul style="list-style-type: none"> <li>● In this environment of COVID-19, there are many things you can control and do to help yourself and others around you.</li> <li>● Those things that are outside of your control, are just that – things you cannot control.</li> <li>● Try to focus on the things that you can do, it will help you remain calm.</li> </ul>	<ul style="list-style-type: none"> <li>● Wash your hands frequently.</li> <li>● Physically distance yourself from others.</li> <li>● Cough in your elbow.</li> <li>● Stay home if you are not feeling well.</li> <li>● Stay home as much as possible.</li> <li>● Limit media consumption and only use trusted sources.</li> <li>● Limit COVID-19 conversations.</li> </ul>

		<ul style="list-style-type: none"> <li>• Give yourself and others grace as we are not functioning at our normal or highest potential.</li> <li>• This is a good time to be creative.</li> </ul>
<i>Maintain and create connections</i>	<ul style="list-style-type: none"> <li>• Make sure that you are physically distancing AND,</li> <li>• Make sure you are socially connected.</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to people – phone, electronically.</li> <li>• When possible, use video conferencing (such as Zoom or Google Hangouts) so you can see faces.</li> <li>• Use online support groups.</li> </ul>
<i>Know how to create calm for yourself.</i>	<ul style="list-style-type: none"> <li>• You can find calm and peace in many different ways.</li> <li>• Find activities that help create balance in a time of unbalance.</li> </ul>	<ul style="list-style-type: none"> <li>• Routine, self-care, time to play, time to read.</li> <li>• Adults and young people – yoga, meditation, walking, deep breathing.</li> <li>• Create a sanctuary (safe space) for yourself and one for your kids – favorite chair, room, candle, book, music.</li> </ul>

## RECOGNIZING THE TRAUMA OF COVID-19/KEEPING CALM IN A CRISIS

MAIN TALKING POINT	IMPORTANT ASSOCIATED MESSAGES	TANGIBLES
<i>COVID-19 is a traumatic event that we are all experiencing together.</i>	<ul style="list-style-type: none"> <li>• The most important thing is to feel safe and supported.</li> </ul>	<ul style="list-style-type: none"> <li>• Reach out if you are not feeling safe or supported.</li> <li>• Connect with someone who can help ground you to feel safe and supported.</li> <li>• If you feel like you do not have someone you can talk to you can call text 4Hope to 741741 or call the crisis hotline at 1-888-936-7116.</li> </ul>
<i>Know the signs for when you or your loved ones are in need of greater help.</i>	<ul style="list-style-type: none"> <li>• There are services available to support you and your family, friends, and neighbors.</li> </ul>	<ul style="list-style-type: none"> <li>• You or your loved ones may be experiencing stress and anxiety at a higher level than ever before in your life.</li> <li>• It is ok to find support.</li> </ul>

		<ul style="list-style-type: none"> <li>• It is ok to ask others (especially professionals) for help or advice.</li> <li>• Professional advice is available 24/7.</li> <li>• Crisis Hotline 1-888-936-7116</li> <li>• Crisis Text Line 4Hope to 741741</li> <li>• National Suicide Prevention Lifeline 1-800-273-8255</li> </ul>
Signs and symptoms of anxiety and depression	<ul style="list-style-type: none"> <li>• You are not alone.</li> <li>• We all know someone. Reach out, offer support, and stay connected.</li> </ul>	<ul style="list-style-type: none"> <li>• Changes in regular behavior – eating more or less, sleeping more or less.</li> <li>• Extreme feelings – extreme anger or sadness, being impulsive, risky behaviors, aggressive, overreactive.</li> </ul>
Signs of suicidal ideation	<ul style="list-style-type: none"> <li>• Know how to offer support to someone with suicidal ideation.</li> <li>• Asking someone if they are thinking about killing themselves is helpful, not hurtful.</li> </ul>	<ul style="list-style-type: none"> <li>• QPR – Question, Persuade, Refer</li> <li>• MHFA/ALGEE – Assess for risk of suicide or harm, Listen nonjudgmentally, Give reassurance and information, Encourage appropriate professional help, Encourage self-help and other support strategies</li> <li>• Crisis Hotline 1-888-936-7116</li> <li>• Crisis Text Line 4Hope to 741741</li> <li>• National Suicide Prevention Lifeline 1-800-273-8255</li> </ul>

## LIVING WITH A COVID-19 DIAGNOSIS

MAIN TALKING POINT	ASSOCIATED MESSAGES	TANGIBLES
<i>Obtain support when faced with a positive COVID-19 case in your home.</i>	<ul style="list-style-type: none"> <li>• It is important to know who will provide medical and emotional support to your household.</li> <li>• It is important to have accurate and current medical information.</li> </ul>	<ul style="list-style-type: none"> <li>• Help is available – through phone lines and telehealth options (this includes medical and emotional help).</li> <li>• Call the Hancock County Resource Call Center 419-424-9999</li> </ul>

		<ul style="list-style-type: none"> <li>• Connection is still important. Reach out to others.</li> <li>• Promote your physical and emotional health.</li> <li>• Follow the instructions from your healthcare provider.</li> </ul>
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<b>DEALING WITH GRIEF</b>		
<b>MAIN MESSAGE</b>	<b>ASSOCIATED MESSAGES</b>	<b>TANGIBLES</b>
<i>Develop ways to process the loss we are experiencing.</i>	<ul style="list-style-type: none"> <li>• We are grieving the loss of routines, social connections, our security, and celebrations.</li> </ul>	<ul style="list-style-type: none"> <li>• Stay connected and talk about how you are feeling, discuss this as a loss, and what struggles you are experiencing.</li> <li>• Find new routines.</li> <li>• Limit media consumption.</li> </ul>
<i>Recognize the loss of a loved one while being physically distant is different than other types of loss.</i>	<ul style="list-style-type: none"> <li>• Know that this grief feels different because it is different. (due to physical distancing).</li> </ul>	<ul style="list-style-type: none"> <li>• Create virtual ways to grieve in ways we are unfamiliar to grieving.               <ul style="list-style-type: none"> <li>○ Zoom with family and friends to tell stories and remember our loved one.</li> <li>○ Ceremonial letting go – create a memory box, or plant a tree or flowers</li> </ul> </li> <li>• Meditate or pray.</li> <li>• Find laughter and joy in your memories of your loved one and in your day.</li> </ul>
<b>GRIEF MESSAGES (Grief Recovery Method/Ginny Williams, MA, LPCC-S)</b>		
The Antidote to Isolation	<ul style="list-style-type: none"> <li>• During this period of social distancing and shelter in place, isolation and loneliness can be a challenge. When we experience any type of loss in our life, we are hardwired to seek connection. It is a myth of loss to <i>grieve alone</i>. Reach out to someone to talk to about your feelings of loneliness and isolation. Whether this is a trusted friend, an online</li> </ul>	

	recovery support network or a mental health professional you do not have to feel alone as we all go through this uncertain time together.
Forget About Being Strong	<ul style="list-style-type: none"> <li>It is ok to identify and acknowledge how you are feeling. It is ok to not be ok right now. Be honest with yourself and with those around you with how you are feeling. This is a positive coping strategy and one that will help your overall mental health.</li> </ul>
Grief is an Emotional Experience	<ul style="list-style-type: none"> <li>Grief is the normal and natural reaction to loss. The feelings of sadness, disappointment, frustration or even anger about what is happening in our world right now is totally normal. We don't have to be ashamed of those feelings or avoid acknowledging them.</li> </ul>
Loss and Grief	<ul style="list-style-type: none"> <li>Grief is the conflicting feelings caused by the end of or change in a familiar pattern of behavior. Right now, everything familiar to us has changed. It is normal and natural to have a wide range of emotions associated with that change.</li> </ul>
Grieving People	<ul style="list-style-type: none"> <li>Sometimes we just need to talk, vent or share our story and what we are experiencing. Sometimes the best thing we can do for someone is acknowledge we hear their pain and we are here to listen, sit while they cry, or even just be in the same place with them. We don't have to have any magical answers.</li> </ul>
In Order to be Helpful	<ul style="list-style-type: none"> <li>During this time of uncertainty, stress, anxiety and fear we are often depleted ourselves. We have to practice our own self-care in order to be present and available for all those around us.</li> </ul>

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## **SELF CARE (*Tips for Returning to Normal Life During COVID-19, Ohio Suicide Prevention Foundation*)**

MAIN MESSAGE	ASSOCIATED MESSAGE	TANGIBLES
<i>Try not to overbook yourself.</i>	You may have lots of people to see and places to go but give yourself time to relax and adjust. Ease back into the routines and give yourself a break if it doesn't all feel comfortable. You are transitioning from simplicity to complexity. Remember, health and safety are a priority.	
<i>Allow yourself to feel all kinds of emotions.</i>	Give yourself permission to feel the way you feel, even if it's uncomfortable. You may need some time to settle into your life and sort out emotions. Go easy on yourself and give it time. Remember, you can't help others deal with COVID-19 stress if you are not addressing your own emotions.	<ul style="list-style-type: none"> <li>• It is ok to ask others (especially professionals) for help or advice.</li> <li>• Professional advice is available 24/7.</li> <li>• Crisis Hotline 1-888-936-7116</li> <li>• Crisis Text Line 4Hope to 741741</li> <li>• National Suicide Prevention Lifeline 1-800-273-8255</li> </ul>
<i>Talk about how you're feeling.</i>	Give yourself an opportunity to address how you're feeling and encourage family, friends, and coworkers to do the same. Take the initiative to show them it's ok to discuss it.	<ul style="list-style-type: none"> <li>• It is ok to ask others (especially professionals) for help or advice.</li> <li>• Professional advice is available 24/7.</li> <li>• Crisis Hotline 1-888-936-7116</li> <li>• Crisis Text Line 4Hope to 741741</li> <li>• National Suicide Prevention Lifeline 1-800-273-8255</li> </ul>
<i>Be patient.</i>	You may feel out of sync with your coworkers, students, teachers, and peers. Going back to work during a global pandemic isn't just an adjustment for you – it's an adjustment for everyone around you. If you have children, be prepared for them to have outbursts of emotions or give you some	

	attitude. Maintain effective communication and be patient with yourself and with loved ones.	
<i>Focus on the positive.</i>	Individually, tell your family members, coworkers, and peers you are proud of them, and you appreciate their dedication to safety. If possible, dedicate some time to reflect on what you're grateful for in your life.	<ul style="list-style-type: none"> <li>● Practice mindfulness. The four qualities of mindfulness include: <ul style="list-style-type: none"> <li>○ Presence – undistracted, focused, attentive</li> <li>○ Awareness – vivid, clear, awake, noticing, checking, open</li> <li>○ Kindness – non-judgemental, non-striving, acceptance</li> <li>○ Relaxation – easy, being, patient, letting go</li> </ul> </li> </ul>
<i>Limit your use of alcohol.</i>	Drinking too much or using recreational drugs can confuse your thinking and cloud your judgement, so do your best to limit your consumption.	<ul style="list-style-type: none"> <li>● Standard drinking guidelines: 0 drinks if you are underage, pregnant, or struggle with an alcohol use disorder</li> <li>● No more than 1 standard drink per day for females, no more than 2 standard drinks per day for males (CDC Guidelines)</li> <li>● Standard drink: 12oz. beer; 5 oz. wine, 1.5 oz. distilled spirits or liquor</li> </ul>
<i>Watch your spending.</i>	You may find it tempting to celebrate returning to normal life with a shopping spree, but it's more important to stay within your means. Try creating a budget to get you through the first six months.	<ul style="list-style-type: none"> <li>● National Problem Gambling Helpline 1-800-522-4700</li> </ul>
<i>Know when to seek help.</i>	If you are feeling the signs of stress – either physical or emotional – seek expert help as soon as possible.	<ul style="list-style-type: none"> <li>● It is ok to ask others (especially professionals) for help or advice.</li> <li>● Professional advice is available 24/7.</li> <li>● Crisis Hotline 1-888-936-7116</li> <li>● Crisis Text Line 4Hope to 741741</li> <li>● National Suicide Prevention Lifeline 1-800-273-8255</li> </ul>



## **COVID-19 STRESS and RELATED ISSUES** (*Ohio Department of Mental Health and Addition Services*)

Signs and symptoms for concern:

- *Fear and worry about your own health and the health of your loved ones*
- *Changes in sleep or eating patterns*
- *Difficulty sleeping or concentrating*
- *Worsening of chronic health problem*
- *Increased use of alcohol, tobacco, or other drugs*
- *Physical reactions, such as headaches, body pains, stomach problems, and skin rashes*
- *Anger or short temper*

MAIN MESSAGE	ASSOCIATED MESSAGE	TANGIBLES
<i>Managing Stress – Care Providers</i>		<ul style="list-style-type: none"> <li>• Take care of your body. Take deep breaths, stretch, or medicate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.</li> <li>• Make time to unwind. Try to do some other activities you enjoy.</li> <li>• Connect with others. Talk with people you trust about your concerns and how you are feeling.</li> </ul>

## PREVENTION & RESILIENCY

MAIN MESSAGE	ASSOCIATED MESSAGE	TANGIBLES
<p><i>Delay the onset of substance use.</i></p>	<p>The average age of first use is 13. The earlier someone uses substances, there is a greater chance of developing a substance use disorder or addiction. The later in life someone first uses a substance, there is a significant decrease in the likelihood of developing a substance use disorder or addiction.</p>	<ul style="list-style-type: none"> <li>• Provide pro-social opportunities for youth and young adults</li> <li>• Prosocial opportunities are activities that help to create healthy behaviors, individuals, and communities by               <ul style="list-style-type: none"> <li>○ Reinforcing clear standards and expectations</li> <li>○ Promoting bonding with others</li> <li>○ Offering opportunities, skills, and recognition for healthy behaviors</li> <li>○ Nurturing individual characteristics of others</li> </ul> </li> </ul>
<p><i>Protect the brain.</i></p>	<p>Scientific evidence shows that brain structure and function is physically altered by drug use. These brain changes can result in diminished capacity for executive brain function such as emotional regulation and decision making. It is critical that young brains be protected to allow for proper development.</p>	<ul style="list-style-type: none"> <li>• Support social-emotional learning competencies (self-management, self-awareness, responsible decision making, relationship skills, social-awareness)</li> <li>• Support protective and promotive factors: youth resilience; social connections; knowledge of adolescent development; concrete support in time of need; cognitive and social emotional competence</li> <li>• “Cupcake” analogy</li> <li>• Build resiliency by supporting sleep, exercise, nutrition, mindfulness, mental health, and healthy relationships (Nadine Burke Harris)</li> </ul>
<p><i>Identify risk and respond appropriately.</i></p>	<p>The earlier risk is identified, the greater chance communities have to intervene to provide appropriate supports to youth. Risks</p>	<ul style="list-style-type: none"> <li>• Implement universal screening</li> <li>• Provide appropriate connects/warm-hand offs to higher level of care (e.g.</li> </ul>

	can exist within families, among peers, and in school and the community. Evidence shows that when risk is minimized and protective factors are reinforced, youth can build resilience and become healthy adults.	referral to counselors, youth services agencies)
<i>Provide support to the entire family.</i>	A person with a substance use disorder is often shamed and blamed for their disease. As a result, they may live in isolation and lack important relationships with others. Strong, healthy, and supported relationships are key in helping a person with a substance use disorder get treatment and sustain recovery. Building a family’s resiliency through effective supports will foster healthy relationships and bonding, provide opportunities, skills, and recognition, all of which lead to healthy and young adults.	<ul style="list-style-type: none"> <li>● Provide pro-social opportunities for families</li> <li>● Prosocial opportunities are activities that help to create healthy behaviors, individuals, and communities by <ul style="list-style-type: none"> <li>○ Reinforcing clear standards and expectations</li> <li>○ Promoting bonding with others</li> <li>○ Offering opportunities, skills, and recognition for healthy behaviors</li> <li>○ Nurturing individual characteristics of others</li> </ul> </li> </ul>
<i>Provide support in the community.</i>	True prevention, intervention, treatment, and recovery takes place within in a community, rather than in a clinical setting. In order to be most effective and create the most positive outcomes, our efforts must take place in all sectors of the community – from supporting an individual to community-based pro-social opportunities.	<ul style="list-style-type: none"> <li>● Provide pro-social opportunities in the community</li> <li>● Prosocial opportunities are activities that help to create healthy behaviors, individuals, and communities by <ul style="list-style-type: none"> <li>○ Reinforcing clear standards and expectations</li> <li>○ Promoting bonding with others</li> <li>○ Offering opportunities, skills, and recognition for healthy behaviors</li> <li>○ Nurturing individual characteristics of others</li> </ul> </li> </ul>
<i>A Community Position on Legal Substances</i> a. Alcohol b. Tobacco c. CBD	Refer to document, <i>A Community Position on Legal Substances</i> , for additional messages and guidance.	Refer to document, <i>A Community Position on Legal Substances</i> , for additional messages and guidance.

d. Medical Marijuana		
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<b>HARM REDUCTION</b>		
<b>MAIN MESSAGE</b>	<b>ASSOCIATED MESSAGE</b>	<b>TANGIBLES</b>
<i>Properly dispose of unused medications.</i>	Removing unused medications from your home is something that you can do today to help reduce the risk of misuse of medications.	<ul style="list-style-type: none"> <li>• Participate in Community Medication Collection drives</li> <li>• Deposit unused medications, 24/7, at the permanent medication collection boxes at the Hancock County Sheriff's Office or the Findlay Municipal Building</li> <li>• Dispose of unused medications at home using a Detera Pouch, available from Hancock County Public Health.</li> </ul>
<i>Get medication disposal pouches (Detera) from Hancock Public Health.</i>	Removing unused medications from your home is something that you can do today to help reduce the risk of misuse of medications.	<ul style="list-style-type: none"> <li>• Contact Hancock Public Health 567-250-5151</li> </ul>
<i>Get naloxone (Narcan) from Hancock Public Health.</i>	Naloxone is a life-saving medication that should be a component of any first-aid kit.	<ul style="list-style-type: none"> <li>• Project DAWN (Deaths Avoided with Naloxone) are available free of charge from Hancock Public Health.</li> <li>• Contact Hancock Public Health 567-250-5151</li> </ul>