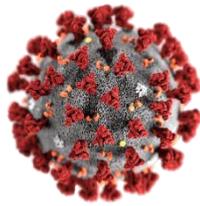


NMCAL's Role in Supporting Calls Regarding COVID-19



New Mexico Crisis and Access Line and Peer to Peer Warmline call takers are here to support people's mental health concerns during this challenging time brought on by the recent COVID-19 concerns. The impact of news related to the illness is making the value of that support clear. While we aren't expecting a large number of calls as a result of this pandemic, we want to take this opportunity to highlight the skills we already have in our toolbox and tips for supporting callers.

Our Role is Simple

- Refer Callers to medical professionals when they are seeking advice or medical info
- Support the emotion behind the concern including validation, normalizing and psychoeducation
- Provide Solution-Focused Interventions to identify supports and coping strategies
- Monitor your own reactions for countertransference

Common Symptoms and Concerns

- Uncertainty or frustration about how long the situation will continue and the future
- Loneliness/Isolation associated with feeling cut off from the world and from loved ones.
- Anger if you think you were exposed to the disease.
- Symptoms of post-traumatic stress disorder (PTSD), such as intrusive distressing memories, flashbacks (reliving the event), nightmares, changes in thoughts and mood, and being easily startled.
- An increase or decrease in your energy and activity levels

- An increase in your alcohol, tobacco use, or use of illegal drugs
- An increase in irritability, with outbursts of anger and frequent arguing
- Having trouble relaxing or sleeping
- Crying frequently
- Worrying excessively
- Blaming other people for everything
- Having difficulty communicating or listening
- Having difficulty giving or accepting help
- Inability to feel pleasure or have fun
- Physical symptoms such as stomach aches, diarrhea, headaches, changes in appetite

Ways to Support Oneself

- **Understand Your Risk**-Seek information from healthcare providers regarding your specific risk factors and prevention
- **Avoid Unhelpful Sources of Information**-find the news source that you trust and avoid monitoring it 24/7 as this can increase anxiety
- **Seek connection with family and friends**-If you're not comfortable with face to face contact, utilize any technology available to prevent isolation and maintain perspective
- **Take Care of Your Basic Needs**-solicit coping skills from the caller



Sources for Reliable Outbreak-Related Information

Centers for Disease Control and Prevention 1-800-CDC-INFO (1-800-232-4636) <http://www.cdc.gov>

World Health Organization 202-974-3000 <http://www.who.int/en>

For questions about COVID-19, please call the NM DOH Coronavirus Hotline at #855-600-3453