Coronavirus COVID-19:

MANAGING THE STRESS OF UNCERTAINTY BY TAKING CARE OF YOU

March 30, 2020
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Director
Office of Correctional Health &
International Initiatives
American Correctional Association
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Use the Q&A Box on your screen for questions. Do not use the Chat Box.
Acknowledgments

This presentation is sponsored by the Coalition of Correctional Health Authorities (CCHA)
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Objectives

**Provide**
- strategies for identifying and managing stress during a pandemic outbreak.

**Review**
- the impact of secondary traumatic stress on corrections professionals.

**Review**
- resources to assist the field to cope with increased stress in a corrections workplace and home environment.
Stress and Its Impact On Your Health

Jerome Greenfield, MD, DFAPA
Health Authority
Iowa Department of Corrections
What is Stress?

- Normal reaction for the body
- Psychological, biological and social components
- Genetically modified
- Fight or flight
- Hypothalamic-Pituitary-Adrenal axis
- May be beneficial or destructive
Stress Overload

- Disturbed sleep
- Irritability
- Poor concentration and worry
- Muscle tension and headache
- Avoidance
<table>
<thead>
<tr>
<th><strong>Stress Management Details</strong></th>
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<tbody>
<tr>
<td>Time Management with detailed structured schedule</td>
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<tr>
<td>“Just say no” Listen to gut feeling</td>
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<tr>
<td>Use family and close friends to confide worries and fears</td>
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<tr>
<td>“Feeling Good” David Burns: Read about cognitive traps and distortions</td>
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<tr>
<td>Careful with the caffeine</td>
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<tr>
<td>Leisure, fun, humor</td>
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<td>Sleep, exercise, nutrition, meditation</td>
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</table>
When is it Beyond Normal Stress?

- Major Depression may effect close to 7% of the adult population per year
- Genetics/Family history combine with stress may precipitate an episode
- Biological and psychological causes
- Effective treatments are available
- Seek medical and psychological help
Depression Symptoms

- Impaired sleep
- Poor interest
- Excessive guilt
- Poor energy and concentration
- Altered appetite
- Psychomotor slowing
- Suicidal thoughts/ideation
- Two weeks of symptoms to make the diagnosis
<table>
<thead>
<tr>
<th>Mental Health Treatment</th>
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<tr>
<td><strong>Antidepressants and some anti anxiety medications are non addictive</strong></td>
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<td><strong>Most take a few weeks to have full effect</strong></td>
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<tr>
<td><strong>A combination of medication and cognitive-behavioral therapy is most effective for more severe mood and anxiety disorders</strong></td>
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</table>
Improved Sleep Hygiene

- Turn off devices 30 minutes before sleep
- Avoid evening caffeine
- Alcohol may worsen sleep
- Sunlight exposure during the day
- Guided imagery to help fall asleep
Correctional Management Recognizing Increases in Staff Anxiety

Robert Lampert, CCE
Director
Wyoming Department of Corrections

Tony M. Wilkes
Chief of Corrections
Davidson County Sheriff’s Office
Considerations During the COVID-19 Pandemic

- Focus on long term rather than short-term crisis responses
- Good communication and **accurate** information
- If possible, allow flexible schedules for workers who are directly impacted or have a family member impacted by a stressful event.
Ensure staff are aware of where they can access behavioral health services.

Managers and team leaders need to remember that they are also facing similar stressors as their staff.
Recruitment and Retention

- ONBOARDING
- TRAINING
- GRADUATIONS AND RECOGNITIONS
Increased Use of Leave

- Fear of the Unknown
- Fluidity of Information creates Self – Defining Criteria
- Staff Reallocation
- Co-Habitation and Ride Shares
Use of Behavioral Health and Chaplain Services
Health Care Staff Stress During an Infectious Disease Outbreak

Gerald Jorgenson, BSN, MBA
Director of Health Care Compliance
Kansas Department of Corrections
No known cases of COVID-19 in Kansas Correctional Facilities

Kansas Department of Corrections
- Increasing number of positive COVID-19 cases in Kansas communities
- Largest county jails are in COVID-19 affected counties
- Quarantining new intakes is difficult because of lack of space
- Lack of PPE supplies
Line Staff Expectations (Medical & Security)

- Staff want to stop all intakes
- Staff fear coming to work
- Staff lack understanding of conservation measures required to preserve supplies
- Staff have **unrealistic** expectations regarding PPE required when dealing with asymptomatic individuals
Three-party leadership structure can result in miscommunication
- Staff perceive a lack of communication from site leaders
- Nursing misperceptions lead to security officer misperceptions
- Leadership must communicate with multiple people to discover truth when problem-solving
Leadership presenting a united front

Joint communication and meeting with health care provider and DOC

Constant information sharing regarding supply allocation between leadership, security/medical staff, and sites
Recognizing You Have Stress

Kristen Dauss, MD
Chief Medical Officer
Indiana Department of Correction
Things to Remember When Talking to Juveniles About COVID-19

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<td>1</td>
<td>Reinforce Healthy Habits</td>
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<td>2</td>
<td>Stay Calm</td>
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<td>3</td>
<td>Be Honest &amp; Simple</td>
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<td>4</td>
<td>Be Open to Questions and Dialogue</td>
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<tr>
<td>5</td>
<td>Support Yourself</td>
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Burnout & Secondary Trauma (STS)

- Burnout – feelings of extreme exhaustion or feelings of overwhelm
- Secondary Trauma – stress reactions and symptoms resulting from exposure to another’s traumatic experiences
Burnout vs. Secondary Traumatic Stress

**Signs Of Burnout:**
- Sadness, depression, or apathy
- Easily frustrated
- Blaming of others, irritability
- Lacking feelings, indifferent
- Isolation or disconnection from others
- Poor self-care (hygiene)
- Tired, exhausted or overwhelmed

**Signs of Secondary Traumatic Stress**
- Excessively worry or fear about something bad happening
- Easily startled, or “on guard” all of the time
- Physical signs of stress (e.g. racing heart)
- Nightmares or recurrent thoughts about the traumatic situation
- The feeling that others’ trauma is yours
Coping Techniques

- Taking Breaks
- Exercise
- Buddy System
- Recognize the signs of burnout and STS

Centers For Disease Control and Prevention
Things You Can Do To Support Yourself

Dean Aufderheide, PhD
Director of Mental Health
Florida Department of Corrections
According to psychologists, anxiety is a natural response to the unknown, so it's normal to feel unsettled since much about the virus is unknown, even to experts.

It's mother nature's way of trying to protect us by pushing us to resolve uncertainty, deal with the unknown and figure out a solution.

Uncertainty makes your brain yield control to the limbic system. You must engage your rational “brain” to keep yourself on track.
Limit your media exposure and access reliable sources only.

Do what you can to protect yourself and your family, including excellent hygiene and social distancing practices.
Do your part in protecting your community, whether by helping more vulnerable neighbors with groceries or staying home even if restaurants or other public places are open.

Try to focus on gratitude
SEEK VIRTUAL HELP FROM MENTAL HEALTH PROFESSIONALS OR DOWNLOAD A DE-STRESSING APP.

TAKE CONTROL WITH BEHAVIORAL MEDICINE
<table>
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<tr>
<th>Attempt</th>
<th>Eat</th>
<th>Stay</th>
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<td>Attempt to maintain a routine.</td>
<td>Eat healthy, exercise and don’t forget how to laugh.</td>
<td>Stay connected and reach out if you need more support</td>
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Conclusion
Please type your questions for the presenters into the Q&A box on your screen
SAMHSA Disaster Distress Helpline
https://www.samhsa.gov/find-help/disaster-distress-helpline

ACA’s Coronavirus COVID-19: Corrections Resource Webpage
http://www.aca.org/ACA_Prod_IMIS/ACA_Member/Healthcare_Professional_Interest_Section/Copy_of_Coronavirus_COVID.aspx

Centers for Disease Control and Prevention (CDC)
Coronavirus Disease 2019 (COVID-19)

World Health Organization
https://www.who.int/health-topics/coronavirus

If you are worried about how you feel, get support 24/7 by calling 1-800-985-5990 or text TalkWithUs to 66746.
To receive CE nursing credits, CME credits for physicians and mid-levels, APA CEU credits, or a certificate of training hours for other corrections professionals (security, administrators, program staffs, etc.), you must complete the survey that appears following the completion of this broadcast.

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If you require assistance, please contact Simone Bernateau at simoneb@aca.org or (703) 224-0192.
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Questions or Assistance Needs?
703-224-0000 or 1-800-222-5646
and select the Department you need!
Jerome ‘Jerry’ Greenfield, M.D.
After graduating from Drake University and the University of Iowa College of Medicine, Dr. Greenfield completed his psychiatry residency at Kansas University Medical Center. Dr. Greenfield is Board Certified through the American Board of Psychiatry and Neurology and is a Distinguished Fellow. In 2014, after 25 years as a hospital-based psychiatrist, he joined the Iowa Department of Corrections medical staff. He has since been promoted to the position of Health Services Administrator, where he oversees the medical, psychiatric and dental care of Iowa’s 8,300 offenders. Dr. Greenfield is a past president of the Iowa Psychiatric Society and a member of the American Psychiatric Association. He was voted top Des Moines Psychiatrist by medical peers in DSM Magazine and is a past recipient of “Exemplary Psychiatrist of the Year” by NAMI.

Robert ‘Bob’ Lampert, J.D., CCE
Director Lampert is a Marine Corps veteran with more than 45 years of correctional experience, including military and state service. He began his career as a correctional officer in Texas and retired from there in 1998 as a senior warden. He also worked for the Oregon DOC for five and a half years before going to Wyoming as Director in November 2003, giving him the distinction of being the most tenured single jurisdiction director in the country at this time. He holds Bachelor’s and Master’s degrees in criminology and corrections, as well as a master’s of business administration and doctorate of jurisprudence degree. Director Lampert is active in both the Correctional Leaders Association and the American Correctional Association.

Tony M. Wilkes
Tony M. Wilkes is ACA’s Vice President for 2019-2021. Wilkes is the chief of corrections for Davidson County Sheriff’s Office (DCSO). He began his career in 1987 as a correctional officer at the Jerry Newson Center. He transferred to the Criminal Justice Center (CJC) as the master control operator in 1991. Wilkes was promoted to administrative services officer at the CJC and became the CJC chief of security. He transferred to the Correctional Development Center as chief of security and was appointed administrator of the institution in 2002. Wilkes became DCSO’s first-ever site administrator for the Sheriff’s Correctional Complex in 2006 and in 2008 was DCSO’S first-ever chief of corrections. Wilkes received a B.S. from the University of Phoenix. He is a member of ACA and served as board of governor for Adult Local Detention, Staff Safety and Security Committee.

Gerald ‘Jerry’ Jorgenson, BSN, MBA
Gerald has 39 years of experience in hospital-based, correctional, and mental health areas of nursing. After earning a BSN from the University of Missouri and an MBA from William Woods University, Gerald has spent 24 years in progressive leadership positions in the Missouri and Arkansas correctional systems, culminating with responsibilities for all medical and mental health care provided in Kansas Department of Corrections through the private health care provider, Corizon. Since 2017, Gerald has provided oversight using CMS and TJC standards at four of Kansas’ state mental hospitals for the Kansas Department of Aging and Disability Services through a contract with the University of Kansas Medical Center. Effective March 18, Gerald added oversight of the KDOC health services contract with Corizon to his list of duties with the University of Kansas Medical Center.
Kristen Dauss, M.D.
Dr. Dauss is currently the Chief Medical Officer for the Indiana Department of Correction. For the last four years Dr. Dauss has worked within the Indiana Department of Corrections, most recently as the Regional Psychiatry Director for Wexford of Indiana while also providing direct patient care to youth within the Division of Youth Services. She earned her medical degree from Morehouse School of Medicine in Atlanta, Georgia. Dr. Dauss completed Triple Board residency in general pediatrics, general psychiatry, and child and adolescent psychiatry at Indiana University School of Medicine. Additional previous experience includes serving as a staff physician at Fairbanks Addictions Center, treating the physical and mental health needs of persons with substance use disorders, working in private practice and teaching learners at Indiana University School of Medicine and Community Health Network, where she is volunteer faculty.

Dean Aufderheide, Ph.D.
Dr. Aufderheide is a licensed clinical and forensic psychologist in the state of Florida. He holds a master’s degree in Theology, a PH.D. in Clinical Psychology and a master’s degree in Public Administration. He has served as past president of the International Association of Correctional and Forensic Psychology and is the ACA’s national Mental Health Consultant. He is a member of the ACA's national Ad-Hoc Standards Committee on Restrictive Housing. For the past ten years, “Dr. Dean” has served as the statewide Director of Mental Health Services for 63 major correctional institutions in the Florida Department of Corrections. Dr. Dean has over twenty years of leadership and management of behavior health care systems in military, government and private care systems. He is the author of numerous professional publications and has conducted over fifty peer-reviewed lectures and keynote presentations at national conferences and international forums. A nationally recognized expert on mental health and suicide prevention in the criminal justice system, he has served as a consultant to state correctional systems and the federal government.

Elizabeth Gondles, PhD, Director, Office of Correctional Health
Dr. Elizabeth Gondles began her 40-year healthcare career as a medical technologist. She rose to the position of Director of the non-clinical criminal justice markets for Hoffmann LaRoche. Dr. Gondles has worked extensively in healthcare performance-based standards and expected practices development both in domestic and international corrections. She served as project director for ACA's first-ever performance-based healthcare standards initiative. She has worked or led various projects with the National Sheriffs’ Association, the Center for Disease Control, the Drug Free Workplace, National Drug Free School Zone, and Vaccine for Children’s Program, Homeland Security, the Department of Defense, the Office of the Surgeon General as well as adult and juvenile county and state correctional agencies. She is a founding member of the ACA’s Coalition of Correctional Health Authorities (CCHA). Dr. Gondles is the Director of the Office of Correctional Health for the American Correctional Association.