

Coping With the Covid-19 Pandemic: A Guide For Providers

COVID 19 FACT LIST TO PROVIDE TO YOUTH

(Information from the CDC - Centers for Disease Control and Prevention)

- Symptoms can appear 2-14 days after exposure.
- Symptoms include Fever, Cough, and Shortness of Breath.
- Call 855-600-3453 if you have the above symptoms. **DO NOT GO TO THE HOSPITAL OR DOCTOR FIRST.** You may spread the virus this way.

SEEK MEDICAL ATTENTION

- If you have any of the following symptoms Trouble Breathing, Persistent pain or pressure in the chest, New Confusion, or inability to focus, bluish lips or Face

HOW IT SPREADS

- The best way to prevent illness is to avoid being exposed.
- Virus is spread mainly from person to person (close contact within 6 feet of each other).
- Spread through respiratory droplets when an infected person coughs or sneezes.

Stay CLEAN

- Don't touch your face! Avoid physical contact when greeting others.
- **WASH YOUR HANDS FOR 20 SECONDS** often.
- Cough into your elbow not your hand.

Stay HOME

- Protect the community by protecting yourself.
- Prevent the spread of this virus to more vulnerable populations, like elderly folk, and those with weak immune systems, those who have pre-existing health conditions.

Be INFORMED

- Visit the CDC and NMDOH pages dedicated to COVID-19 for official and in-depth information. Be wary of online sources that are not credible which spread misinformation.

[COVID-19 Information - CDC](#)

[COVID-19 Information - NMDOH](#)

These are Uncertain Times

This pandemic has brought about significant changes in the way we provide services to our Youth. We have been communicating amongst ourselves via Zoom and GoTo Meeting. However, our Youth may not have access to such teleconferencing services. It is important to further adapt our teleworking capabilities to meet the communication needs of our Youth effectively.

Using Social Media to Communicate with Youth

(Refer to social media dos and don'ts for more in-depth information, tips and tricks). Policies and procedures for telecommunication are changing quickly, so always keep yourself informed as to what apps you can and cannot use as a tool to engage Youth. Youth are understandably under a great deal of stress during this pandemic. Be extra patient and understanding when interacting with our Youth. Adapting to the effects of the COVID-19 at a community level is a challenge, but we are already making necessary changes to keep our communities safe. The way we deliver services and interact with Youth is changing, but the *quality* of care, engagement, and services will not be significantly changed.

Using what the Youth is most comfortable with

Tailor your communication according to your youth. Ask them which platform they would be comfortable using for communication with you. Respect and maintain personal boundaries. For example, if you are not comfortable adding your Youth to your personal Facebook, let them know respectfully. Be patient while communicating; instantaneous communication does not always imply an instantaneous reply. Be present to provide accurate information about the COVID 19 pandemic to the Youth especially about the effects it has on services they are involved in. Now more than ever, it is important to be supportive and listen to the Youth and so, informally engage with them on video chats. Provide a safe and open teleworking environment to engage Youth supportively.

Social Media Platforms as Primary Means of Communication

There is a plethora of social media platforms which may serve as effective methods of primary communication with our Youth. Here are some popular platforms that you can use for conducting business and providing services.

***Whatsapp**: a universal means of communication which allows you to send messages, files and pictures as well as video-chat

***Facebook Messenger**: an instant messaging service provided by Facebook. Can be used for sending messages, pictures, files as well as video-chat.

***Skype**: provides video chat and voice calls between computers, tablets and mobile devices

(These platforms can be used on most operating systems and are free. They also do not use cell phone data when on WiFi.)

Apps to Engage Youth

These are powerful tools that can help you be supportive and engage with the Youth effectively. Learn from your Youth as they are the experts on how best to communicate. Some examples are:

[Facebook](#), [Instagram](#), [Twitter](#), [Snapchat](#), [Tiktok](#), [Reddit](#), [Quora](#), [Pinterest](#), [Youtube](#), [Tumblr](#).

For more information contact Aaron Boswell, Statewide Youth Coordinator. Phone: 505-470-9381. Email: aaron.boswell@state.nm.us

"Even darkness must pass. A new day will come. And when the sun shines it will shine out the clearer." – Samwise Gamgee

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