Finally Friday

Resilience and Well-being
During the Covid-19 Outbreak

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Agenda

• Our emotional reaction during a crisis
• Building our resilience
• Surviving and thriving (with our families) during quarantine and social isolation
• Resources for support
Where’s the silver lining?

- Be tested and prove ourselves
- Slow down, simplify and clean up
- Disconnect and Reconnect
- Try out new ways to work
- Do new things or things you’ve had no time to do
- Help others in need
- Build our resilience— we get stronger after being under pressure

You never let a serious crisis go to waste. And what I mean by that is an opportunity to do things you think you could not do before.

(Rahm Emanuel)
- Overwhelmed / shocked
- Frightened
- Anxious
- Distressed
- Worried
- Confused
- Concern over your own or others' health status
- Anger and irritation directed at the cause for, or response to, the Pandemic
- Embarrassment and stigma of being ill, or being quarantined
- Impatience or anxiety related to health monitoring
- Worry about the impact to your job
- Stress about taking care of basic needs such as shopping, attending class or religious activities or going to medical appointments
- Concern about taking care of children or other family members
- Loneliness or feeling cut off from the rest of the world
- Boredom and restlessness
- The desire to excessively use alcohol or overeat
- Depression, anxiety and fear
- Helpless and powerlessness
- Changes in patterns of sleep and eating (too much or too little)
- Anxiety about travelling, internationally and in our daily routines
- Anxiety being amidst crowds
- Difficulty concentrating, attending to tasks

It is perfectly OK to not be perfectly OK.
The ultimate measure of man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy.

- Dr. Martin Luther King Jr.
“We are vulnerable, but we are not helpless. So let’s help ourselves.”

- Rob Peters
How we want crises to happen.

Real life
Hierarchy of Need

When events occur that destabilize our lives, we fall down the hierarchy and our needs change.

Organizational and Individual Needs
- Information
- Open communication
- Predictability
- Control
- Present focus
- Self care

Self-actualization: achieving one's full potential, including creative activities
Esteem needs: prestige and feeling of accomplishment
Belongingness and love needs: intimate relationships, friends
Safety needs: security, safety
Physiological needs: food, water, warmth, rest

Self-fulfillment needs
Psychological needs
Basic needs
Emotional response to grief, crisis and change

- Denial
  - Avoidance
  - Confusion
  - Elation
  - Shock
  - Fear

- Anger
  - Frustration
  - Irritation
  - Anxiety

- Bargaining
  - Struggle to find meaning
  - Reaching out to others
  - Telling one’s story

- Depression
  - Overwhelmed
  - Helplessness
  - Hostility
  - Flight

- Acceptance
  - Exploring options
  - New plan in place
  - Moving on

Emotional Response

Action / External

Passive / Internal
Physical Symptoms
- Sleep
- Decreased energy
- Appetite changes
- Aches and pains
- Memory and concentration

Behaviors
- Relationship conflict
- Social withdrawal
- Lower productivity
- Lethargy
- Reckless and impulsive behaviors

Thoughts and Feelings
- Sadness and depression
- Anxiety
- Negatively
- Loneliness
• The more we can predict about the future, and the more we can control, the less stress we typically experience.

• But here we are... and some are at more risk than others.

• Building **hardiness** and **resilience** to help cope with stress is essential to our **Total Health**
Hardiness is a protective or preventive factor against stress. How resistant you are to the emotional and physical impact of adverse events. It’s predictive of Resilience.

3 Cs of Hardiness

**Challenge**
Seeing change as an exciting opportunity for growth.

**Control**
A sense of purpose and self-efficacy. Confidence that you can influence outcomes in your life.

**Commitment**
View life as interesting, full of challenges to overcome.
Resilience is the ability—a set of skills—that allow us to effectively cope with, rebound from and even learn from daily stressors, both large and small.
The Fundamentals of Resilience

Healthy Behaviors
...like time management, work-life balance, hobbies, volunteering and taking on new challenges.

Healthy Body
Healthy diet, physical activity, good sleep habits, limiting substance use and regular wellness check-ups.

Stay Connected
Right-size social interactions and having at least 1-2 people who offer regular support. Avoid isolation and social withdrawal during stressful times.

Practice Mindfulness
Understand your motivation and purpose for work. Slow your body down by practicing relaxation and mindfulness.

Positive Outlook
Healthy, rationale interpretations of the world around us. Avoid rigid, inflexible thinking.
Building resilience while we manage through the Covid-19 outbreak
Minimize social media and exposure to the news

- Stay informed in small doses
- Only access reputable sources for Covid-19 information
- Do not engage in arguments or drama on social media
- Limit kids’ exposure to news, social media and adult conversations
Maintain, but be ready to adapt routines and habits

• Routines reduce the energy needed to make many micro decisions each day and help increase a sense of predictability and control.

• Take control over your environment.

• Create a proper workspace at home. Master the technology.

• Keep as much of your routine as you can. Adjust schedules when needed. Lock into new routines.
Set limits and recharge

- You don’t have as much structure. You no longer have tangible work work-life balance.
- “Faux commute” to prepare and then de-stress.
- Set boundaries with work and people. Take regular breaks, including a formal lunch break and time offline during the day.
- Recognize when you are burning out (on people, work, etc.) and step away.
- **Be Mindful:** How do you recharge your batteries? Don’t stop your self-care routines during the chaos.
Make time for hobbies and leisure activities

• Be sure to “turn off” and make time.
• Use the extra time to try new things or restart old hobbies/activities.
• Give back. Donate. Volunteer.
• **Be Mindful:** What do you enjoying doing that is meaningful and gives you a sense of satisfaction and reward?
Find the heaviest thing you can lift and carry it

• No one gets stronger by avoiding challenges and dodging stress.
• New challenges stimulate our minds and create the reward of accomplishment.
• Make a plan everyday that prioritizes your work and personal challenges. Set a daily goal. Take on old projects if you have time.
• Use the time for learning and development.
• **Be Mindful:** What have you been putting off due to a lack of time?
If you find yourself in a hole, stop digging

• We are already being challenged. Don’t add new stress.
• Find productive, helpful ways to regain control.
• Avoid impulsive behaviors:
  • Overspending (hoarding)
  • Overeating
  • Excessive gambling
  • Substance abuse
  • High-risk behaviors
If you are in isolation or quarantine

• Think of it as a different experience in your life- not necessarily a bad one.

• Be prepared:
  - Buy food and supplies.
  - Refill medications.
  - Arrange everything you need to work remotely.

Create a new daily routine that includes:

- Reading
- Games
- Movies
- Exercise
- Learning about a new topic
- Starting a new hobby
- Relaxation
- Time away from others in quarantine
Take care of your body

“I ate a whole bag of cheese popcorn like it was my job.”

- We aren’t as good at doing anything if we don’t have good physical health.
- Avoid emotional eating and using food to de-stress.
- Eat well and hydrate. Unhealthy, processed food can impact our energy levels, ability to thinking sharply, sleep, mood and weight.
- Keep sleep / wake routines and good sleep hygiene.
Get moving

• Build exercise into your daily routine.
• Start a new regimen within safe limits.
• Get out of the house if possible.
• Even small amounts of physical activity can go a long way to impact how we feel physically and emotionally.

• **Be Mindful:** how do you- or how **can you**- get moving?
Manage your health, including chronic conditions

- Keep managing health conditions. Stock up with refills and supplies.
- Wash your hands- a lot.
- Socially distance in public.
- Practice respiratory (cough/sneeze) etiquette.
- Know the signs of Coronavirus infection.
Stay connected

- Use social media strategically to stay connected.
- Pay specific attention to the elderly those living alone. Offer to help.
- Don’t assume that quarantine = connected. Structure family time. Check in with those around you.
- Use your EQ skills to stay tuned into your emotions and those of others.
Keep perspective

• Remember all the times you’ve conquered major challenges.
• Focus on all that you still control.
• Practice mindful relaxation to slow your body down.
• Step away from the people, information and images that increase worry and anxiety.

• **Be Mindful**: What drives you everyday? Don’t lose track of the big picture and the things that are most important.
Control your perception

“Man is affected, not by events, but by the view he takes of them.”
- Epictetus -

A.D. 55 – 135
Control your perception

Recognize that our perception of the events in our world influence our emotional and physical reactions.

- Focus on what you can control
- Avoid:
  - Speculation and making assumptions
  - Catastrophizing
  - Blame
  - Rigid, absolute and black-and-white thinking
  - Perfectionism
  - “What if” thinking: obsessing over the future or past
Supporting your kids and family during the Covid-19 outbreak: Q&A with Jennifer Carlock, LCSW
If you or a family member are struggling, don’t go it alone!

• Trusted doctor
• Clergy member
• Trusted friend or family member who has influence
• Company doctor/nurse
• Private counselor
• Employee Assistance Program (EAP)
Employee Assistance Program or “EAP” is a workplace program that can help you and your dependents with a variety or problems and challenges, before they impact your lives at work or at home.

EAP is available to all regular full- and part-time Caterpillar employees and their eligible family members.*

* Local eligible of family members will vary. Check with your HR representative.
EAP counseling, coaching and consultation

• Short-term, goal-orientated support for work and life issues:
  o Clinical counseling
  o Professional guidance and coaching
  o Information, consultation and referrals for a variety of work-life issues such as legal, financial and help finding child and eldercare

• Appointments are available without delay or wait.

• EAP is confidential. No one will know you have used the EAP.

• There is no cost for using the EAP.

• EAP is available 24/7 by phone, online or through the LifeWorks and My EAP Apps.
Accessing EAP

By Phone
N. America
+1.866.228.0565
+1.309.820.3604
Global access numbers can be found at CaterpillarEAP.com:

Online
CaterpillarEAP.com
Local contact numbers. 27 languages.
Or through our benefits portal EAP.cat.com

MyEAP App*
For iOS, Android and Blackberry
*Lifeworks App coming soon

Onsite
EAP counselors are available onsite in many locations. Learn more at EAP.cat.com.
For more resources on Resilience and coping with the Covid-19 Pandemic, visit: EAP.cat.com

EAP.cat.com > EAP Learning and Development

EAP.cat.com > Covid-19 Resources

Communicate.cat.com
Supporting children and families
Making the Most of Time Together

- Reframe our experience to find the positive
  - Social tone
    - “250+ Ways to Keep Your Family Sane During the COVID-19 Crisis”
    - “Stuck at home with your kids during the Coronavirus pandemic?...Ideas to keep you from driving each other crazy”
  - Social Media Roller Coaster
  - Busy= Successful
  - Communities coming together
  - Value of educators and others in the workforce
Making the Most of Time Together

• Opportunity
  – Play
  – Plan
  – Cook
  – Try
  – Clean
  – Fix
Vulnerability to Stress

• Vulnerable population
  – Children have very limited control
  – Their feelings are more easily dismissed
    ▪ What are behaviors telling us?
    ▪ Empathic responses
  – Their normal stress responses can create stress responses in adults- cyclical

• Limited trusted information sources
  – Adults control information
  – Direct and indirect communication
Vulnerability to Stress

• Learning and taking cues from adults
• Stage of developing coping strategies
  − May not have many skills in their tool box
  − May require cues from adults
• Impact of parent or caregiver response
  − Setting the stage for later in life
  − High levels of childhood stress may increase vulnerability to stress in adulthood
Some Common Signs of Stress in Kids

- Crying
- Irritability
- Worry
- Sadness
- Tantrums
- Acting out behaviors
- Boundary/Limit testing

- School work avoidance
- Concentration and attention
- Decreased interest in activities once enjoyed
- Unexplained headaches
- Unexplained body aches
- Change in appetite
- Disrupted sleep
How to Support Your Kids

• Remember that everyone responds differently to stress

• Keep routines in place
  − Consistency and structure are calming during periods of adjustment
  − Let them know what to expect
  − Plan to be flexible
  − Be reasonable with your expectations

• Limit news and adult conversations
  − Get on the same page with other parent and other caregivers
How to Support Your Kids

• Manage your own feelings
  – Kids take cues from you
  – Inspire a positive response
    ▪ Consider your word choice and tone
  – Take a break when you need it

• Be prepared to talk about fear and worry
  – Check in and help them process
  – Acknowledge grief re: school, social, sports, extracurriculars
How to Support Your Kids

• Encourage creativity
  - Kids (and adults) might not have the words to give meaning to their experience because it’s unprecedented
  - Creative processing helps to get big feelings out of our heads so that we can start to make sense of them

• Involve kids in making plans
  - Control what you can
  - What to cook, play, watch, read, dress, wear

• School’s Out!
  - Let them know what to expect
  - Feels like vacation, but still have to work and keep a schedule

• Pick your battles
E-Learning

- Be a parent first
- Kids need breaks
  - 30 minute increments
- Don’t feel like you have to get it all done
  - Do what you can
  - Its all new to everyone
- No full days
  - Do school work for 4-5 hours MAX

- Essentials vs. Non-Essentials
  - Focus on the basics
- Give yourself time
  - Give it a week, then create a loose schedule
- Technology will get easier
- Update and reach out to the teacher
The Caregiving Team

• Give as much grace as you expect to receive
• Accept the new normal
• Be ready to grant and accept forgiveness
• Validate each other’s feelings
• Use I statements
  - I feel _____ because_______.
  - I feel _____ when ______.
  - What I need is _____.
• Give each other space
• Maintain perspective
Challenges Across the Board

- Maintain routines
- It’s ok to feel your feelings about the impact on your experience
- Practice healthy habits and self-care
- Avoid crowds – but stay connected
- Seek news from reliable sources only, and only in short stints
- Take breaks from work or studying
- Online dating
- Talk/post about something, *anything*, else.