

Strategies for Managing a Pandemic:

1. Practice self-care

- Put your own safety first
- Take breaks
- Reconnect with family/friends
- Recognize your own resiliency
- Recognize how other colleagues are coping
- Support each other

2. Simulate pandemic scenarios regularly in order to:

- Establish relationships
- Build trust
- Build confidence

3. Develop and test communication templates on target audience in order to ensure clarity and a concise and confident tone

4. Provide clear and consistent information regarding personal protective equipment (PPE), including:

- Type of PPE to be worn
- When to wear PPE
- Correct ways to don and doff PPE

5. Develop effective and believable quarantine communications

- Communicate consistent policies and procedures that are appropriate to a population of mixed languages and cultures
- Be clear about what those in quarantine need to do and give them the means to accomplish their tasks
- Provide strategies to assist those dealing with boredom, fear and isolation

6. Train and integrate Team Support Workers or Disaster Psychosocial Workers in Emergency Operations Centres (EOCs). These individuals can:

- Support EOC personnel
- Provide consultation on messaging
- Suggest strategies on psychosocial support for the community

7. Develop protocols to provide support to community responders, and health care workers

- It should be flexible, collegial and non-intrusive
- Examples include drop in support centres, confidential support line and debriefings



Outbreak Orange Training Video Outline



Coping during pandemics or outbreaks of infectious disease

When an outbreak or pandemic occurs, it is important for health care professionals to not only provide for the health needs of individuals, but to also consider psychosocial support for all individuals involved.

What is Psychosocial Support? Psychosocial Support focuses on enhancing individual resiliency and encouraging community recovery and adaptation following an emergency

- Psychosocial support emphasizes 5 key intervention principles:**
- Promote a sense of safety
 - Provide calming
 - Create a sense of self and community worth
 - Promote a sense of connectedness
 - Provide hope



Affected Groups

When a pandemic occurs or an outbreak of an infectious disease occurs many people think only think of the ill person. In reality there are many more groups of people that are affected, such as:

- Promote a sense of safety
- Provide calming
- Create a sense of self and community worth
- Promote a sense of connectedness
- Provide hope

Psychosocial Consequences

Stressors of patients:

- Lack of understanding of the disease
- Changing information about the disease, symptoms and required actions

Stressors of the worried well:

- Concerns about those that are quarantined, loved ones are quarantined
- Concerns about tending to daily routines while

Stressors on health care providers:

- Fear of contracting the disease
- Fear of infecting others with the disease

Stressors of the community based responders:

- Fear of stigmatization from the public because of possible infection
- Isolation from the public

Stressors on government officials:

- Managing fear and uncertainty of the public
- Managing the changing information that comes with a disease

It is important to remember that infectious disease outbreaks are particularly challenging because individuals are less certain about how to respond. Actions are often driven by fear or lack of knowledge



Communication

Communication is a key element. The right communication at the right time a) promotes a sense of safety b) provides calming, c) creates a sense of self and community worth, d) promotes a sense of connectedness and d) provides hope.