

# Tips for Support Teams

*In a time of social distancing*



Support Teams are more important now than ever. Covid-19 has changed the world around us and Support Teams can help in dealing with the changes.



# Think about it!


## Who Benefits

Support Teams not only help the care receivers, they also help give the team members a sense of purpose, an opportunity to make new relationships, and a chance to share what they love doing. The Support Team models are a simple and time-proven way in sharing care and support that helps build strong and connected communities.

## Now and Moving Forward

Covid-19 has brought with it social distancing. This has changed how we communicate with and care for others. It has brought to the forefront the need for each of us to care for ourselves in new and different ways. Our thinking has had to change from looking forward to focusing in the now.



A stylized orange figure with a circular head and flowing, ribbon-like limbs is positioned on the left side of the slide. The figure appears to be in a dynamic, jumping or dancing pose. It is situated on a large, dark green, wavy shape that represents a hill or a wave. The background is a solid light teal color.

How can we provide  
care and support for  
ourselves and  
others?

*Support Teams!*





# Health

At times like these, we have to be more aware of our own health and safety as well as the health and safety of our care receivers.



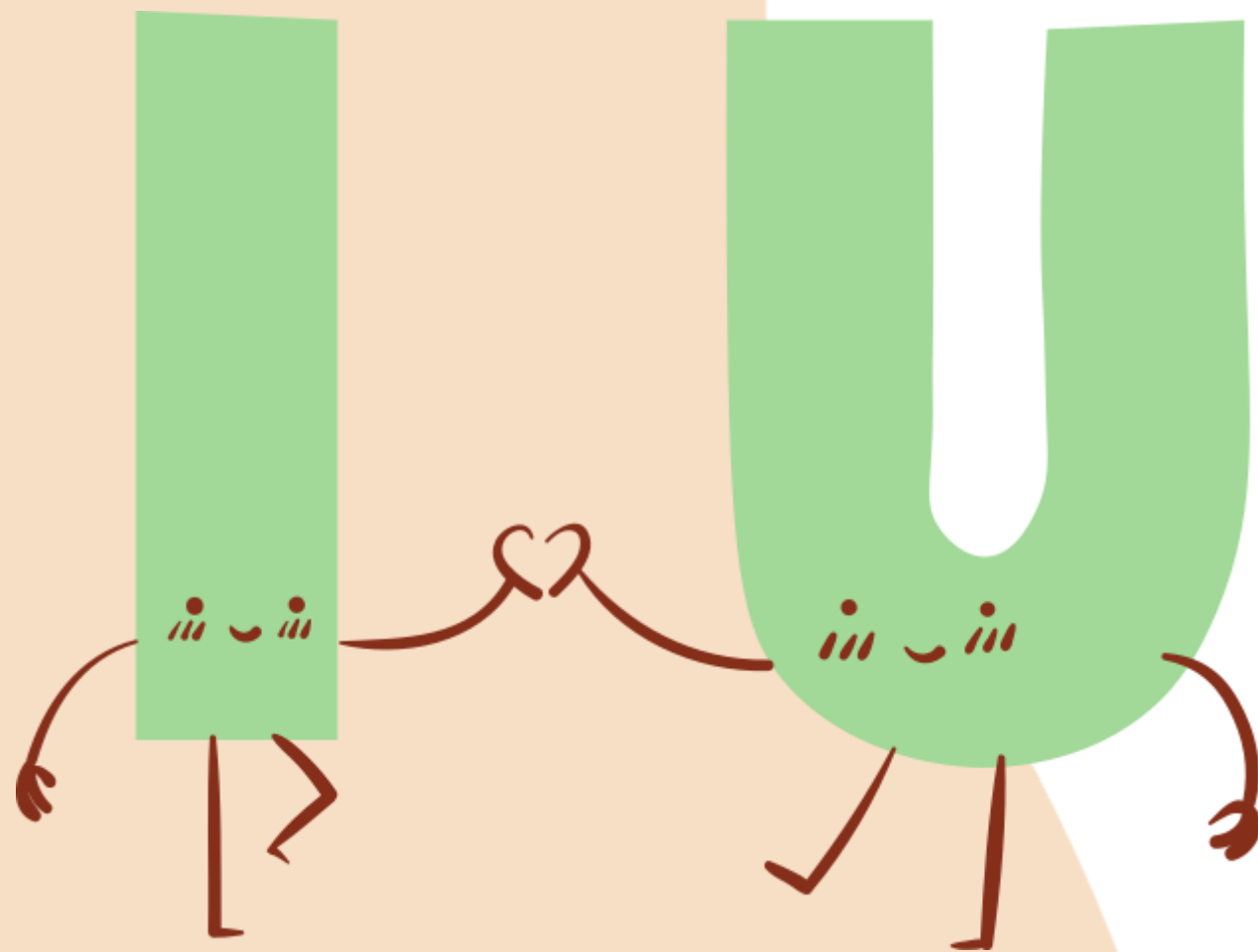
# Safety Protocol

To take care of ourselves and our care receivers, we need to make sure to follow all health and safety protocols provided by the CDC.



# A Little Extra Emotional Support

People are going through a lot of different emotions during these stressful times. Some are grieving the changes in their lives. Many people are experiencing loss, whether of a job, freedom of movement, time with others, or people they care for. Some are just confused and overwhelmed by the situation and its daily changes. The best way to handle the care receiver's feelings and experiences is to be present and listen to their words. Let them know that they are not alone and that you are with them.



# Who Needs Care

Some people who may need care are:

- Elderly in their own homes and those in senior housing and facilities
- People who are dealing with isolation and loneliness, especially those in the 18 to 23 age range, who report the highest level of loneliness
- Families with young children and multi-generational families
- Those with disabilities and special needs
- Those with mental illnesses
- People suffering from long term illnesses
- First responders and their families



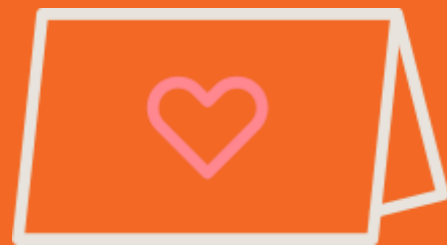
# Some Ways to Care



Virtualy



Phone  
calls



Cards and notes



Walk-bys and  
drive-bys



Shopping



Delivering  
meals

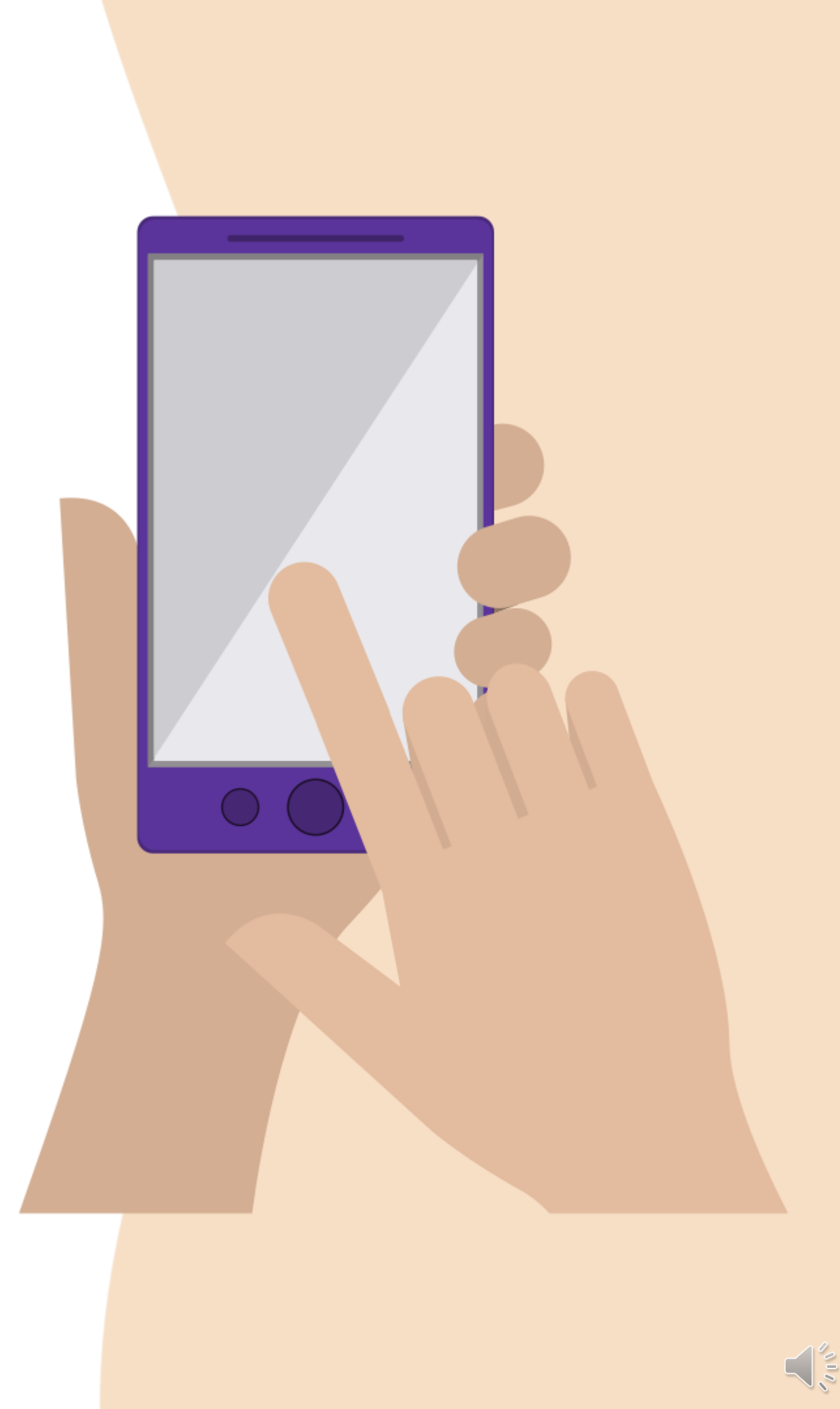




# Virtual Care

There are many ways to connect using computers, tablets, and smart phones. The options change daily as new software and apps become available.

Virtual care will depend on the abilities, equipment, and internet connections that the team members and care receiver have available.



# Tips for Providing Care

- Ask the care receiver how they are most comfortable communicating
- Be adaptable in the care that you provide and how you provide it
- Actively listen – reflect back what you hear, and ask clarifying questions
- Be fully present - Give the care receiver your full attention
- Schedule the care and adhere to the schedule
- Accept and validate the care receiver's emotions - let them know that it is okay to feel what they are feeling



# Be Creative

Spend time with your team brainstorming different ways that you can care for and support others. Look for fun and engaging ways to help the team provide support and care. Make sure to follow the "do what you love to do, when you have the time" rule. Boundaries and self-care are more important now than ever.



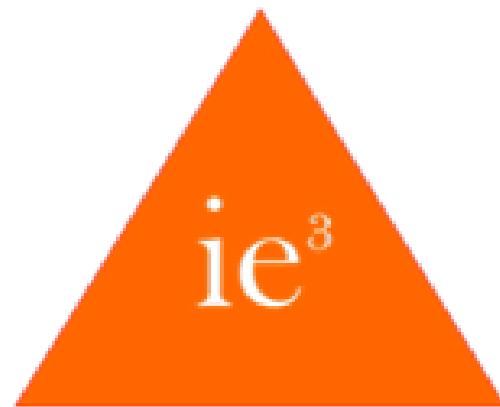
“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.”

- *Margaret Mead*



# For more information on Support Teams, visit:

INTENTIONAL ENERGY 3



[ie3.life](http://ie3.life)

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