Santa Barbara SIPE
Joint Powers Self Insurance

COVID-19 REQUIRED TRAINING INFORMATION FOR EMPLOYEES

Provided by: SBCEO-SIPE Safety

WWW.SBSIPE.ORG

FACTS ON CORONAVIRUS

▶ A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and caused mild illness, like the common cold.

▶ COVID-19 is caused by a coronavirus called SARS-CoV-2. Coronaviruses are a large family of viruses that are common in people and many different species of animals, including camels, cattle, cats, and bats. Rarely, animal coronaviruses can infect people and then spread between people. This occurred with MERS-CoV and SARS-CoV, and now with the virus that causes COVID-19.

PROTECT YOURSELF

Know how it spreads

▶ There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).

▶ The best way to prevent illness is to avoid being exposed to this virus.

▶ The virus is thought to spread mainly from person-to-person.

▶ Between people who are in close contact with one another (within about 6 feet).

▶ Through respiratory droplets produced when an infected person coughs, sneezes or talks.

▶ These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

▶ Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Source: CDC

Steps Everyone Should Take

Wash your hands often

▶ Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.

▶ If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.

▶ Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid close contact

Avoid close contact with people who are sick, even inside your home. If possible, maintain 6 feet between the person who is sick and other household members.

► Put distance between yourself and other people outside of your home.

► Remember that some people without symptoms may be able to spread virus.

► Stay at least 6 feet (about 2 arms' length) from other people.

► Do not gather in groups.

► Stay out of crowded places and avoid mass gatherings.

► Keeping distance from others is especially important for people who are at higher risk of getting very sick.

Cover your mouth and nose with a cloth face cover when around others

You could spread COVID-19 to others even if you do not feel sick.

▶ Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.

▶ Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

▶ The cloth face cover is meant to protect other people in case you are infected.

▶ Do NOT use a facemask meant for a healthcare worker.

▶ Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

Cover coughs and sneezes

▶ If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.

▶ Throw used tissues in the trash.

▶ Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect

CDC/EPA Cleaning & Disinfecting Guidance

▶ Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

▶ If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.

▶ Then, use a household disinfectant. Most common EPA-registered household disinfectants will work.

▶ The Healthy Schools Act requires additional training for all school employees using disinfectants

California Department of Pesticide Regulation (DPR)
Approved HAS training - Training Online – HSA Basic Pest Management in School and Child Care Settings

HOW TO SCREEN YOURSELF FOR SYMPTOMS

What you need to know

▶ Anyone can have mild to severe symptoms.

▶ Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

Source: CDC

Watch for Symptoms

▶ People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

▶ Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

  ▶ Cough

  ▶ Shortness of breath or difficulty breathing

  ▶ Fever

  ▶ Chills

  ▶ Muscle pain

  ▶ Sore throat

  ▶ New loss of taste or smell

  ▶ This list is not all possible symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting, or diarrhea.

When to Seek Emergency Medical Attention

- Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately

  - Trouble breathing

  - Persistent pain or pressure in the chest

  - New confusion

  - Inability to wake or stay awake

  - Bluish lips or face

  - *This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

  - Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.

Caring for yourself or others

▶ [How to protect yourself](#)

▶ [How to care for someone who is sick](#)

▶ [What to do if you are sick](#)

MORE INFORMATION

▶ Older Adults

▶ People at Higher Risk for Severe Illness

Supplemental Training Information

Coping with Stress and De-escalation Techniques for Responding to Others

COPING WITH STRESS FOR WORKERS

▶ Whether you are going into work or working from home, the COVID-19 pandemic has probably changed the way you work.

▶ Fear and anxiety about this new disease and other strong emotions can be overwhelming, and workplace stress can lead to burnout.

▶ How you cope with these emotions and stress can affect your well-being, the well-being of the people you care about, your workplace, and your community.

▶ During this pandemic, it is critical that you recognize what stress looks like, take steps to build your resilience and manage job stress, and know where to go if you need help.

Source: CDC

Recognize the symptoms of stress you may be experiencing.

▶ Feeling irritation, anger, or in denial

▶ Feeling uncertain, nervous, or anxious

▶ Lacking motivation

▶ Feeling tired, overwhelmed, or burned out

▶ Feeling sad or depressed

▶ Having trouble sleeping

▶ Having trouble concentrating

Source: CDC

Know the common work-related factors that can add to stress during a pandemic:

▶ Concern about the risk of being exposed to the virus at work

▶ Taking care of personal and family needs while working

▶ Managing a different workload

▶ Lack of access to the tools and equipment needed to perform your job

▶ Feelings that you are not contributing enough to work or guilt about not being on the frontline

▶ Uncertainty about the future of your workplace and/or employment

▶ Learning new communication tools and dealing with technical difficulties

▶ Adapting to a different workspace and/or work schedule

Source: CDC

Follow these tips to build resilience and manage job stress

- Communicate with your coworkers, supervisors, and employees about job stress while maintaining social distancing (at least 6 feet).

- Identify things that cause stress and work together to identify solutions.

- Talk openly with employers, employees, and unions about how the pandemic is affecting work. Expectations should be communicated clearly by everyone.

Source: CDC

Follow these tips to build resilience and manage job stress

- Ask about how to access mental health resources in your workplace.
- Identify those things which you do not have control over and do the best you can with the resources available to you.
- Increase your sense of control by developing a consistent daily routine when possible — ideally one that is similar to your schedule before the pandemic.
- Keep a regular sleep schedule.
- Take breaks from work to stretch, exercise, or check in with your supportive colleagues, coworkers, family, and friends.
- Spend time outdoors, either being physically active or relaxing.
- If you work from home, set a regular time to end your work for the day, if possible.
- Practice mindfulness techniques.
- Do things you enjoy during non-work hours.

Source: CDC

Follow these tips to build resilience and manage job stress

- Know the facts about COVID-19. Be informed about how to protect yourself and others. Understanding the risk and sharing accurate information with people you care about can reduce stress and help you make a connection with others.

- Remind yourself that each of us has a crucial role in fighting this pandemic.

- Remind yourself that everyone is in an unusual situation with limited resources.

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting and mentally exhausting

Source: CDC

Follow these tips to build resilience and manage job stress

▶ Connect with others. Talk with people you trust about your concerns, how you are feeling, or how the COVID-19 pandemic is affecting you.

▶ Connect with others through phone calls, email, text messages, mailing letters or cards, video chat, and social media.

▶ Check on others. Helping others improves your sense of control, belonging, and self-esteem. Look for safe ways to offer social support to others, especially if they are showing signs of stress, such as depression and anxiety.

▶ If you feel you may be misusing alcohol or other drugs (including prescription drugs) as a means of coping, reach out for help.

▶ If you are being treated for a mental health condition, continue with your treatment and be aware of any new or worsening symptoms.

Source: CDC

Know where to go if you need help or more information

- If you feel you or someone in your household may harm themselves or someone else:

  - National Suicide Prevention Lifeline: Toll-free number 1-800-273-TALK (1-800-273-8255)

  - The Online Lifeline Crisis Chat is free and confidential. You'll be connected to a skilled, trained counselor in your area.

  - National Domestic Violence Hotline: Call 1-800-799-7233 and TTY 1-800-787-3224

- If you are feeling overwhelmed with emotions like sadness, depression, or anxiety:

  - Disaster Distress Helpline: Call 1-800-985-5990 or text TalkWithUs to 66746

  - Check with your employer for information about possible employee assistance program resources

- If you need to find treatment or mental health providers in your area: Substance Abuse and Mental Health Services Administration (SAMHSA) FindTreatment

Source: CDC

Mental Health Resources

▶ [CDC Coronavirus (COVID-19) Stress and Coping](#)

▶ [American Psychological Association](#)

▶ [National Alliance on Mental Illness](#)

COVID-19 Resources

- NIOSH Workplace Safety and Health Topic

- CDC COVID-19

- CDCINFO: 1-800-CDC-INFO (1-800-232-4636) | TTY: 1-888-232-6348 | Website: cdc.gov/info

- [NIOSH Workplace Safety and Health Topic](#)

- [CDC COVID-19](#)

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CONFLICT DE-ESCALATION TECHNIQUES FOR RESPONDING TO OTHERS

▶ First, calm yourself before interacting with the person.

▶ If you're upset, it's only going to escalate the situation. Calm down and then begin to look at the situation and how you can intervene safely.

▶ Take a deep breath.

▶ Use a low, dull tone of voice and don't get defensive even if the insults are directed at you.

Source: https://vividlearningsystems.com/safety-toolbox/conflict-de-escalation-techniques

CONFLICT DE-ESCALATION TECHNIQUES

▶ Becoming aware of your situation is also critically important. This can include:

  ▶ Other people in the room,

  ▶ Objects; such as chairs, tables, items on a table,

  ▶ and the space around you, like exits or openings, and if you are blocking the person so that they are made to feel trapped.

CONFLICT DE-ESCALATION TECHNIQUES

▶ Try to look as non-threatening as possible.

▶ Appear calm and self-assured even if you don't feel it.

▶ Maintain limited eye contact and be at the same eye level. Encourage the customer to be seated, but if he/she needs to stand, stand up also.

▶ Maintain a neutral facial expression.

▶ Place your hands in front of your body in an open and relaxed position.

▶ Don't shrug your shoulders.

▶ Don't point your fingers at the person.

▶ Avoid excessive gesturing, pacing, fidgeting, or weight shifting.

▶ Maintain a public space distance, which is 12 feet or more.

CONFLICT DE-ESCALATION TECHNIQUES

- Make a personal connection. Something as simple as asking, "What's your name?" can diffuse a situation quickly.

- People respond positively to their own name and can make the dialogue more personal.

CONFLICT DE-ESCALATION TECHNIQUES

▶ Listening to the persons concerns. - Acknowledge the otherperson's feelings without passing judgment on them.

▶ Empathy needs to be shown during conflict situations. Even if you do not agree with the person's position, expressing an understanding why that person feels a particular way will help resolve the conflict.

▶ Clarifying, paraphrasing and open-ended questions all help to ensure that the person is aware you have understood their frustrations completely.

▶ Ask to take notes.

▶ Ask for their ideas or solutions.

▶ Help them talk out angry feelings rather than act on them.

CONFLICT DE-ESCALATION TECHNIQUES

▶ Shift the conversation to the future, create hope, and you make yourself less threatening.

▶ Using "what" and "we" helps include the person in those future plans.

▶ Article: 5 Things "Difficult" People Are Really Saying

Be Safe
Be Healthy
Be Well!

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