



WEBINAR SERIES:

Addressing Abuse and Neglect during COVID-19



The Role of Military/Veteran Family Support Professionals

Meeting Goals

1. **Learn** how to address risk for abuse/neglect during the pandemic.
2. **Increase** awareness and understanding of the need for applying reflective practice during COVID-19 restrictions.
3. **Share** information, resources, and practices with professionals supporting children and families.

Community Agreements

- Be conscious of the time
- Speak openly
- Seek to clarify
- Share experience and wisdom
- Be helpful
- Reflect on the content and be aware of your feelings/reactions
- Engage in “wondering”
- Have patience with technology

Reflecting on Reflection

Being emotionally present in the face of physical absence or distance:

- Holding the space
- Co-regulating
- Attending to both concrete and emotional needs
- Holding the other in mind
- Co-creating opportunities for positive play, shared experiences and feelings
- Being a “secure base”
- Nurturing yourself to nurture the staff/caregivers



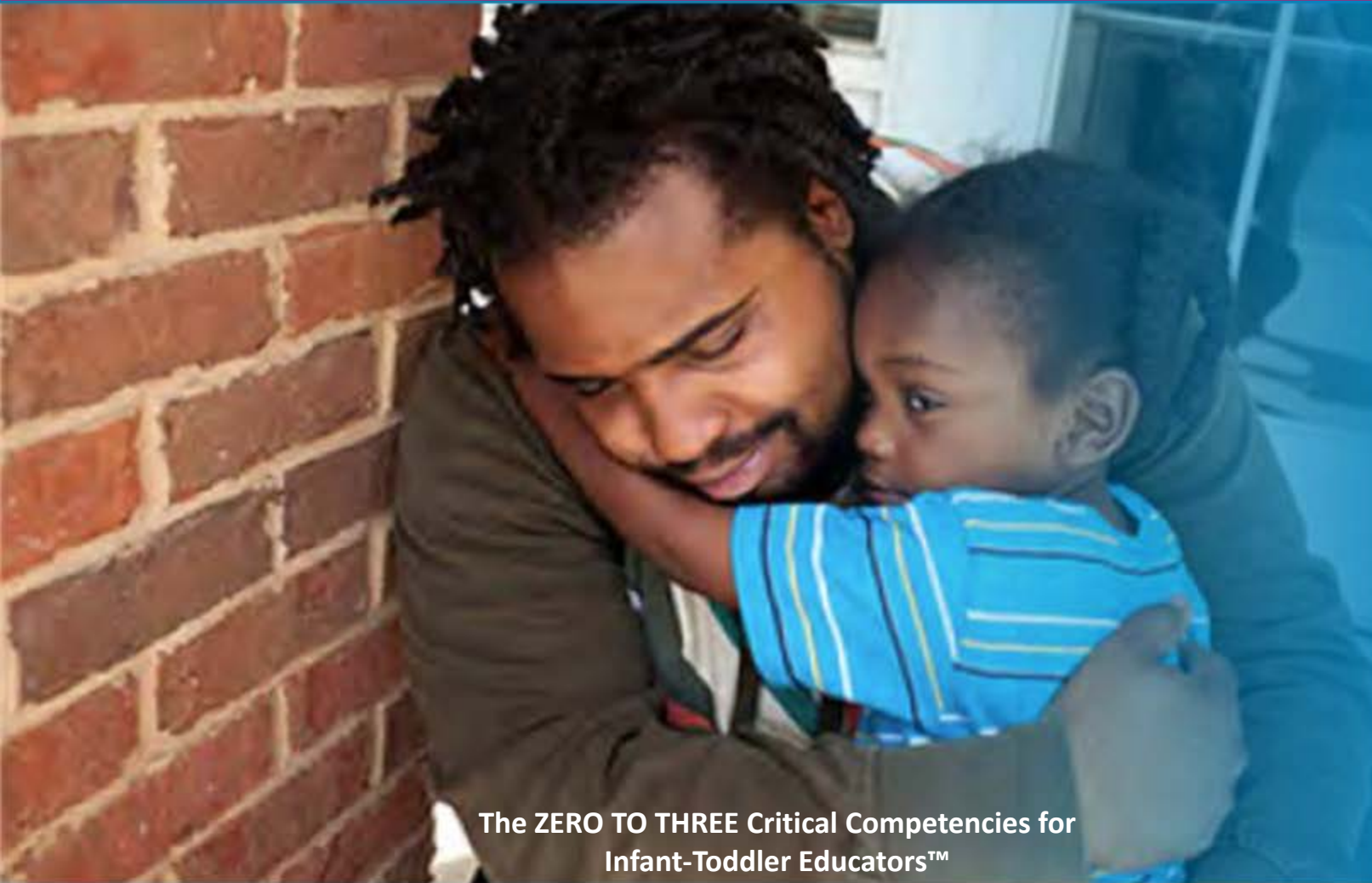
We are in UNCHARTED WATERS

There's a lot of pressure on clinicians during this state of *not knowing and anxiety.*

- Everyday, new information and guidance is released
- ***Not knowing is anxiety*** producing for everyone
- Families and staff are looking to you on how to handle this, just as children are looking to them

Start with what we do know.

“When babies feel secure, safe, and deeply sure their special persons are there for them...



...they move out to explore with vigor, absorbed in play. If they become alarmed or feel abandoned or threatened...they seek proximity to their beacons of safety, their attachment figures, who know so well how to cope and provide the reassurance and soothing they need.”

—Honig, 2002, p. 18–19

**The ZERO TO THREE Critical Competencies for
Infant-Toddler Educators™**

Source: Honig, A. S. (2002). *Secure relationships: Nurturing infant/toddler attachment in early care settings*. Washington, DC: National Association for the Education of Young Children.

Child Risk Factors



- Parent/caregiver mental health challenges
- Child with mental health/developmental disorders
- Parent/caregiver stress
- Poverty/financial insecurity
- Interpersonal violence
- Difficult parent/caregiver--child interactions
- Parent/caregiver substance abuse
- Parent/caregiver's lack of positive social networks
- Parent/caregiver's perceived lack of controllability

Military/Veteran Risk Factors

- Isolation and Frequent moves
- Deployment/Reintegration for Active Duty Military/Ready Reserves
- Being or having been In harm's way
- Parental PTSD ,TBI, and related disorders
- Grief and loss issues
- Financial Insecurity
- Challenges accessing installation and community-based services



Answering Our Nation's Call

DEPARTMENT OF DEFENSE COVID-19 RESPONSE

PROVIDING EMERGENCY STAFF, SITES, SUPPLIES, AND SCIENCE



STAFF

63,000+ DOD PERSONNEL IN SUPPORT OF COVID-19 OPERATIONS



2,600+
MEDICAL PERSONNEL

Doctors, Nurses, Respiratory Therapists, Medical Support Personnel

USACE
(U.S. Army Corps of Engineers)
PERSONNEL

15,000 Engaged
1,200+ Deployed



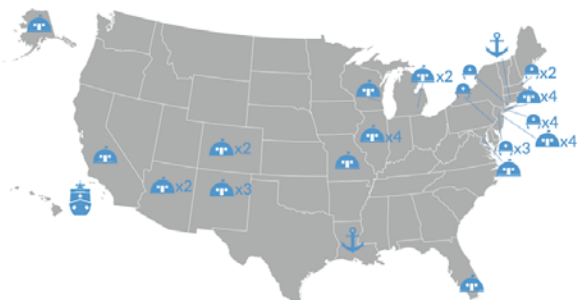
46,600+

Air and Army National Guardsmen activated in all 50 States, 3 Territories and the District of Columbia.

6,400+

Navy, Air Force, and Army Reservists supporting COVID-19 response.

SITES



- Army Urban Augmentation Medical Task Forces
- Navy Expeditionary Medical Facility Detachments
- USACE Alternate Care Facilities

1 U.S. NAVY HOSPITAL SHIP
USNS Mercy

11 ARMY URBAN AUGMENTATION MEDICAL TASK FORCES IN 5 STATES: Connecticut, Massachusetts, New Jersey, New York, and Pennsylvania

1 NAVY EXPEDITIONARY MEDICAL FACILITY DETACHMENT IN 2 STATES: Louisiana and Connecticut

27 USACE ALTERNATE CARE FACILITIES CONSTRUCTED IN 12 STATES AND THE DISTRICT OF COLUMBIA: Alaska, Arizona, California, Colorado, Florida, Illinois, Michigan, Missouri, New Jersey, New Mexico, New York, and Wisconsin

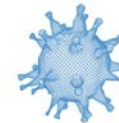
64 FEMA TOTALING **\$1.8B**
MISSION ASSIGNMENTS

SCIENCE

82 DOD LABS PERFORMING CERTIFIED CLINICAL COVID-19 TESTING (57,986 performed to date)



5 DIFFERENT CLINICAL VACCINE TRIALS plus supporting other federal agencies' testing.



\$8.4M+

IN COVID-19 BIOSURVEILLANCE ACTIVITIES conducted in about **400** surveillance sites in **30+** countries to limit disease spread and maintain readiness of military members.

SUPPLIES



2,000 VENTILATORS approved for the Defense Support of Civil Authorities by the Secretary of Defense.



20M N95 MASKS provided to FEMA and HHS.



8M TEST SWABS transported and provided to FEMA and HHS.



\$1.1M IN LABORATORY AND DIAGNOSTIC SUPPLIES provided to **28** partner nations in Africa, Asia, Europe, and South America in support of COVID-19 response efforts.

Challenges Veteran Families May Face

- Loss of esprit de corps
- Caregiving while caring for injured veteran
- Re-traumatization



Photo courtesy of Department of Defense

Impact of Quarantine

Parents → Children

Stressors

Fear of Infection

Frustration

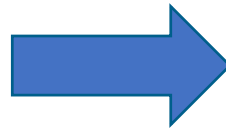
Boredom

Inadequate Supplies

Inadequate Information

Financial Concerns

Stigma



Risks

Child Maltreatment

Neglect

Mistreatment

Gender-based Violence

Exploitation

Social Exclusion

Separation from Caregivers

Impact of Quarantine

Children → Parents

Stress Reactions

Crying, whining, demanding

Increased clinginess or withdrawal

Boredom, confusion or higher levels of activity

Frustration, aggression, defiance

Poor sleep and/or nightmares

Regressions such as asking for bottle, thumb sucking, toileting accidents, wanted to be carried.



Risks

Parental self doubt and feeling inadequate

Feelings of anger, resentment, even rage

Difficulty understanding and empathizing

Trigger parental trauma or stress response

Increasing sense of sadness, depression and lack of control

Withdrawal and shutting down

Sleep deprivation

Impact of Quarantine

Professionals

- Being separated from team/colleagues
- Job insecurity
- Anxiety around crisis and managing work/life balance and needs
- Personal health risks and personal family health concerns
- Personal trauma history/ vicarious traumatization
- Increased job responsibilities with limited supports
- Stigma

The Pros & Cons of Social Distancing

Pros Keep face to face experience

Some semblance of “normal”

Able to focus on parent/child interaction without interruptions

Cons Logistically challenging

Potential disruptions to child relationships and level of engagement

Anxiety regarding possibility of contamination may interfere with quality of interactions and may result in cancellations

The Pros & Cons of Virtual Interventions

Pros

- Keep connection
- Less cancellations
- Look into the home environment
- May be able to “see” and speak with other family members
- Can share screening tools for self report assessments as indicated
- Potential for greater freedom to share information/concerns
- Make brief updates and share resources



The Pros & Cons of Virtual Interventions



Cons

- 2 dimensional, lacking some of the qualities of in-person meeting especially
- Limited visual scope
- Problems in use of and accessibility to technology
- Concerns about confidentiality and HIPAA

Home Visiting Programs

New Parent Support Program

- All branches provide home visiting services to active duty families expecting or with a young child under the age of 3 in the home (some extend to age 6)
- Many installations also offer parenting classes, play groups, and "baby boot camps" for expectant parents
- Work based on family needs assessments



Home Visiting Programs (cont.)

Who Is Involved:

- DoD oversees the Family Advocacy Program (FAP) with NPSP administered independently by each service branch.
- Civilian maternal health registered nurses or licensed social workers/mental health practitioners and/or parent educators



Strategies for Virtual Home Visiting

Best Practices for Active Duty Families May be Limited Due to Security Issues

- Orient families to the experience
- Primarily relying on phone calls only (not FaceTime or video-conferencing)
- Continue to utilize family centered, coaching and teaching skills that are model specific
- Document the frequency and nature of virtual contacts



Assessing and Addressing Risk for Abuse, Neglect, and Domestic Violence

- During crisis, focus on stabilization and regulation
- Promote self regulation, self care, and predictable (not rigid) routines
- Keep regularly scheduled check-ins and plan for intermittent updates using email or texts
- Use virtual contact time to view the home, the household members, and to engage with the caregivers and children
- Create a safety plan, designate a safe word to indicate if a client fears speaking in the presence of another.
- Listen for signs of frustration, anger, and dissociation or fear

Assessing and Addressing Risk for Abuse, Neglect, and Domestic Violence

- Check on status of basic needs/supplies and provide resource information
- Encourage safety planning if there are weapons in the home
- Look for signs of abuse such as cuts, bruises, expressions of pain, traumatic play, lack of personal care, or hunger
- Assess whether children are fearful or “shut down” in the presence of a caregiver



Assessing and Addressing Risk for Abuse, Neglect, and Domestic Violence

- Provide support and resources for families such as:
 - **Military OneSource** <https://www.militaryonesource.mil>
 - National Domestic Violence Hotline
<https://www.thehotline.org>
 - Childhelp National Child Abuse Hotline
<https://www.childhelp.org/hotline>
 - **Local Vet Centers or VA** <https://www.vetcenter.va.gov/>
 - **VA Caregivers** <https://www.caregiver.va.gov>
- Report suspected abuse/neglect
 - State and local welfare agencies

Staying In Touch Without Home Visits

- Use technology approved by FAPM and Branch Manager
- Support parent's reflective practices!
 - Be self-aware
 - Carefully observe
 - Respond contingently
- Keep parent's aware of services and resources available on your installation or in your community

Case Study: Child and Family



- Family referred to NPSP by the FAP after mother left 2 children in a parked car
- Father on a 1 year unaccompanied tour
- Concerns for possible risk of maltreatment, domestic violence, maternal depression
- Change in contact from in person NPSP playgroup to individual virtual contact
- Mother overwhelmed, possibly depressed
- Concerns for maternal mental health and possibility of child maltreatment

Reflective Dialogue

**What were some associations you had to this case?
What feelings or reactions were evoked?
Share some ideas or “wonderings” you have about situations like this?**

Case Study: Professional Stress



- Excessive worry and fear about the family with history of child endangerment
- Instances when mother will only talk by phone- fears she is hiding something
- Identification with military life
- Avoids sharing feelings with supervisor
- Concerns for compassion fatigue or burnout

Reflective Dialogue

**What were some associations you had to this case?
What feelings or reactions were evoked?
Share some ideas or “wonderings” you have about situations like this?**

Moving Forward

1. **Provide** timely, relevant information
2. **Offer contacts** on where to secure basic supplies, support, and other resources for staff and families
3. **Do all you can to ensure** they have appropriate supplies and technologies
4. **Be readily available** to provide additional support
5. **Encourage efforts** that reduce boredom, allow for spontaneous and joyful play, and increase communication
6. **Allow for flexibility** in approach, scheduling, and work-life balance
7. **Prioritize self care** for both physical and mental health
8. **Utilize** trauma-informed practices

Moving Forward (cont.)



9. **Use a strength-based approach to engage military-connected families**
10. **Remember the warrior mentality**
11. **Make the mind-body connection**
12. **Encourage the families you support to connect to their network frequently**
13. **Be sensitive to shared experiences impacting the provider (dual-hatted)**

Learn more at www.zerotothree.org

Sampling of COVID-19 Resources

ZERO TO THREE
Early connections last a lifetime

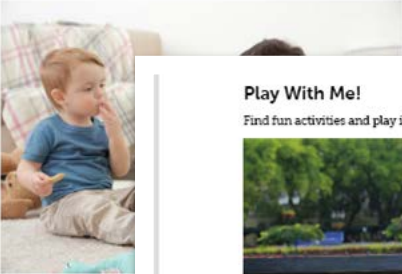
Home • Resources & Services

RESOURCE

Young Children at Home during the COVID-19 Outbreak: The Importance of Self-Care

Mar 16, 2020

Self-care is not selfish or indulgent—it's how we keep ourselves well to ensure we are physically, emotionally, and mentally capable of being there for our young children.



Parenting a young child is all about remembering to take care of yourself for your children and meet their needs. **The Case for Self-Care**

ZERO TO THREE
Early connections last a lifetime

Home • Resources & Services

RESOURCE

Answering Your Young Child's Questions About Coronavirus

Mar 16, 2020

Here are some questions toddlers ask and how to answer them.

ZERO TO THREE
Early connections last a lifetime


Home • Resources & Services

RESOURCE

At-Home Activity Guide

Mar 16, 2020

Play promotes healthy development, even when you're stuck at home.




PARENTING RESOURCE

Why are people wearing masks? Why are people covering their faces?

By Rebecca Parlakian

Sometimes our toddlers ask us questions that are hard to answer—especially when we're not sure what the right answer is, like the situation many communities are facing with COVID-19 (Novel Coronavirus).



For children under three years, it's best to answer their questions simply in language they understand. If children ask about people wearing masks or other face coverings, parents can explain:

- Sometimes people wear masks when they are sick.
- When they are all better, they stop wearing the mask.


WHAT IS MINDFULNESS?

MINDFULNESS IS "PAYING ATTENTION IN A PARTICULAR WAY: ON PURPOSE, IN THE PRESENT MOMENT, NONJUDGMENTALLY."

What this means is that we are *intentionally* paying attention to:

- What is happening around us
- What we are doing
- What is happening inside of us
- How we are doing it


Without judging them. In these experiences, we are becoming overly sensitive and understanding our own feelings. We respond calmly and lovingly around us.



Separated From Your Young Child?

Mar 23, 2020

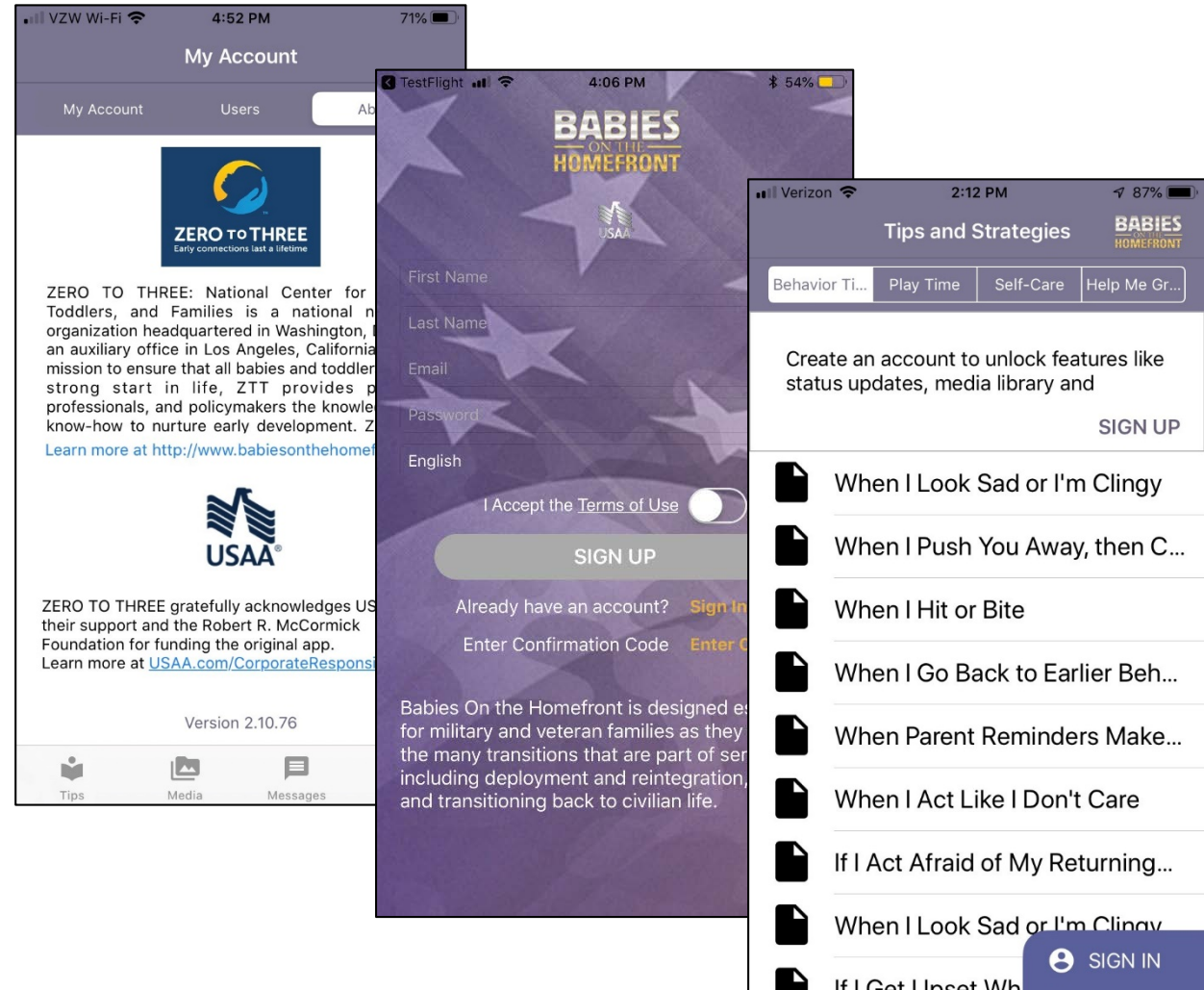
While these days and weeks are filled with more questions than answers, there are still many ways for parents to keep their connection strong with their little ones.



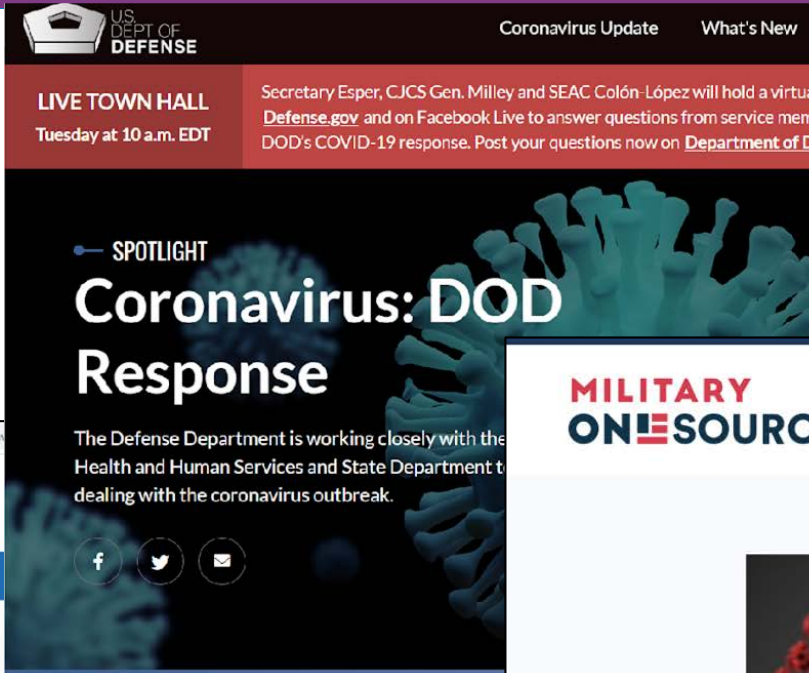
Babies on the Homefront as a Resource

Parents can review challenging behavior tips, self-care tips, and activities on this free app, as well as learn how to support developmental milestones.

<https://babiesonthehomefront.org/>



Resources Available



US DEPT OF DEFENSE
Coronavirus Update What's New

LIVE TOWN HALL
Tuesday at 10 a.m. EDT

Secretary Esper, CJCS Gen. Milley and SEAC Colón-López will hold a virtual town hall on [Defense.gov](https://www.defense.gov) and on Facebook Live to answer questions from service members and families about DOD's COVID-19 response. Post your questions now on [Department of Defense](https://www.defense.gov).

SPOTLIGHT
Coronavirus: DOD Response

The Defense Department is working closely with the Health and Human Services and State Department to coordinate the military's response to the coronavirus outbreak.



Health.mil
The official website of the Military Health System

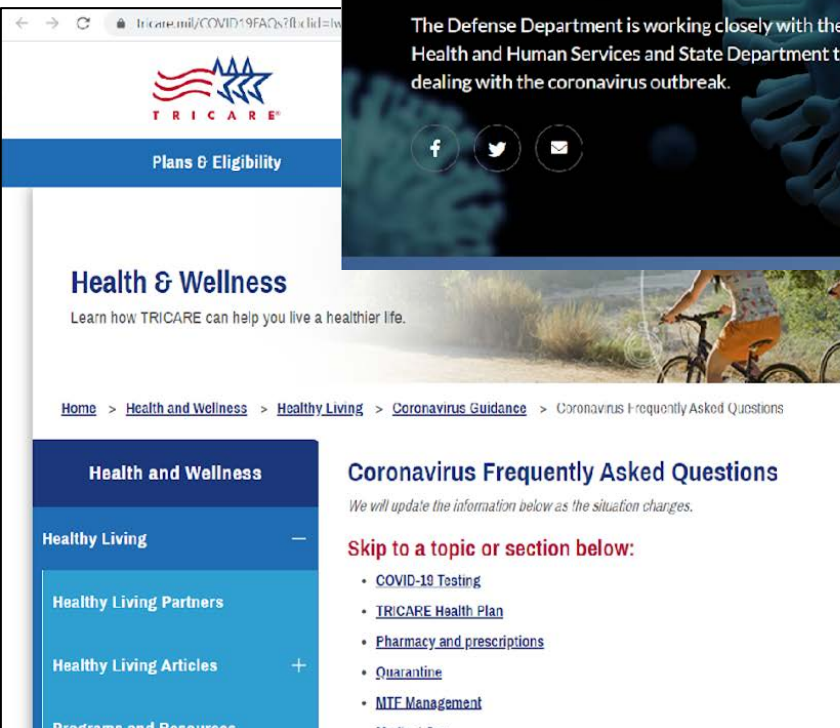
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MHS Home > About the MHS > MHS Toolkits > COVID-19 Toolkit

TRICARE COVID-19 Toolkit

Click here to download a complete PDF version of the toolkit.



TRICARE
Plans & Eligibility

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Learn how TRICARE can help you live a healthier life.

Home > Health and Wellness > Healthy Living > Coronavirus Guidance > Coronavirus Frequently Asked Questions

Health and Wellness

Healthy Living

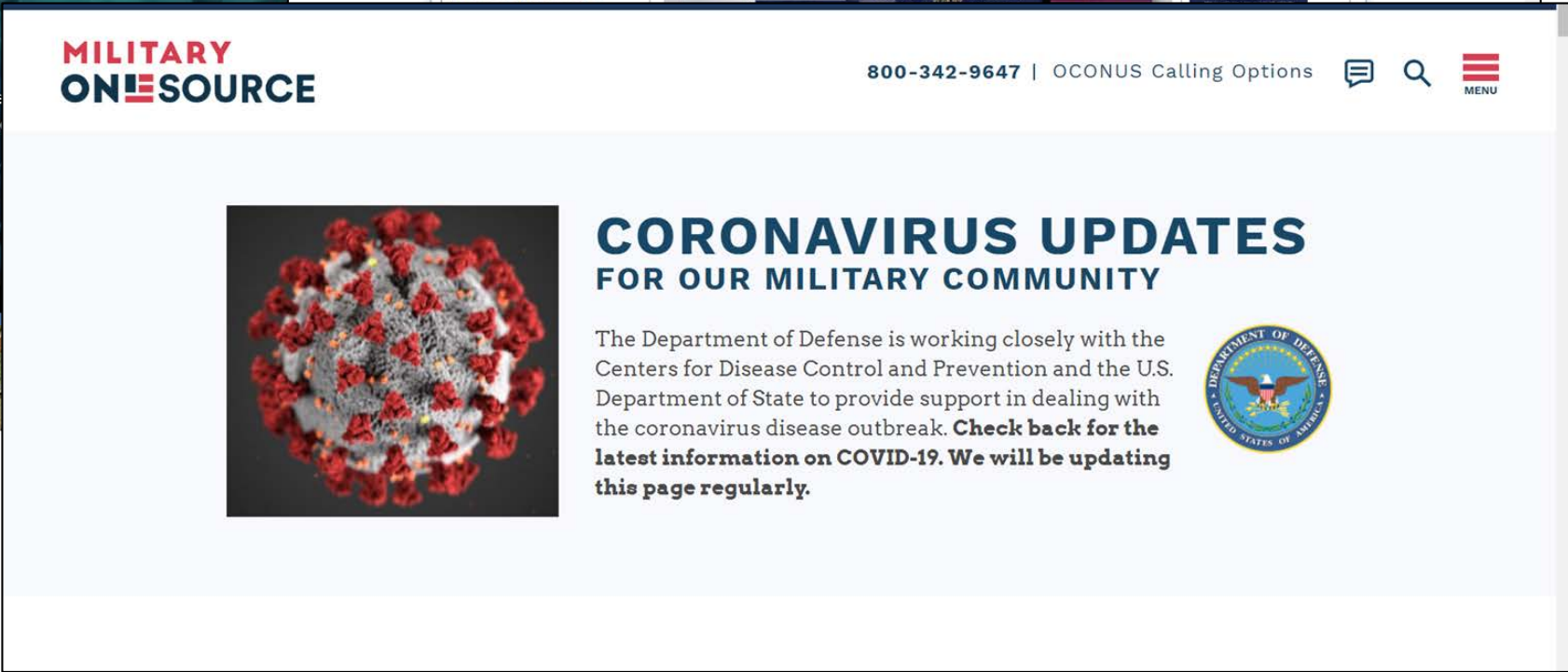
Healthy Living Partners

Healthy Living Articles

Coronavirus Frequently Asked Questions
We will update the information below as the situation changes.

Skip to a topic or section below:

- COVID-19 Testing
- TRICARE Health Plan
- Pharmacy and prescriptions
- Quarantine
- NITF Management



MILITARY ONESOURCE

800-342-9647 | OCONUS Calling Options

CORONAVIRUS UPDATES FOR OUR MILITARY COMMUNITY

The Department of Defense is working closely with the Centers for Disease Control and Prevention and the U.S. Department of State to provide support in dealing with the coronavirus disease outbreak. **Check back for the latest information on COVID-19. We will be updating this page regularly.**

DEPARTMENT OF DEFENSE
UNITED STATES OF AMERICA



THANK YOU!

zerotothree.org/learn

Professional Development & Workforce Innovations Department

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