

NEW YORK STATE RESOURCE GUIDE

For Caregivers

CARING FOR YOUR FAMILY
DURING THE COVID-19 CRISIS



Prevent Child Abuse
New York™

UPDATED New York State Resource Guide for Caregivers in the Time of COVID-19

During this difficult time, we are all facing challenges that seem daunting and that we may feel unprepared for. Being ten months into it, facing a second wave, and having fewer opportunities to get outside depending on the weather have made us all tired. What might have seemed fun ten months ago (endless Zoom calls and events, an overabundance of family time) can be wearing on us now.

This UPDATED Resource Guide is intended to continue to help you to navigate life with children through the pandemic and the days that follow. With the availability of a vaccine, it is possible that there is an end in sight. But that doesn't necessarily change how you might be feeling now. We're hoping these resources can help.

The Five Protective Factors serve to mitigate the negative impacts of trauma. This Guide is organized by each of the Factors:

- **Parental Resilience:** The ability to recover from difficult life experiences, and often to be strengthened by and even transformed by those experiences. Parental Resilience is strengthened by problem-solving and finding ways to alleviate stress (deep breathing, taking a break, going for a walk).
- **Social Connections:** The ability and opportunity to develop positive relationships that lessen stress and isolation and help to build a supportive network. Accessing those people in your lives provides necessary emotional support and helps to alleviate your stress.
- **Concrete Support in Time of Need:** Access to supports and services that reduces stress and helps to make families stronger. Learn who is providing these services in your community and find out how you contact them.
- **Knowledge of Parenting and Child Development:** The ability to exercise effective parenting strategies to guide and know what to expect as children develop in multiple domains (physical, cognitive, language and social and emotional).
- **Social and Emotional Competence of Children:** Family and child interactions that help children develop the ability to communicate clearly, recognize and regulate their emotion and establish and maintain relationships.



Hotlines and Helplines

Child Abuse Reporting Hotline 1-800-342-3720*

Domestic Violence Reporting Hotline 1-800-942-6906

Prevent Child Abuse NY Parent Helpline 1-800-244-5373*

*This is an information and referral line that can help direct you to the services you need. This is NOT the NYS Child Abuse Hotline.

Mental Health Assistance 1-844-863-9314

COVID-19 Websites

NYS Parent Portal: <https://www.nysparenting.org/coronavirus-resources-parents>

NYS Department of Health COVID-19 Information: <https://coronavirus.health.ny.gov/home>

New York City-specific COVID-19 resources: <http://www1.nyc.gov/site/acs/about/covidhelp.page>



Parental Resilience

If you've ever traveled by airplane, you know the drill—in case of emergency, you are advised to put your oxygen mask on before you secure your child's. Caring for yourself during this trying time will help ensure that you can care properly for your family.

Tips:

- **Stick to a routine (such as bedtime) as best as possible, but allow yourself and your children some flexibility.** Maintaining a certain sense of normalcy during uncertainty helps keep you (and your family) on track. That said, grant yourself the grace to do what needs to be done in the moment and don't sweat the small stuff. We are all having to make hard choices and compromise more than ever.
- **Modify daily activities.** Maybe you are working from home, suddenly unemployed, or homeschooling. Adjust your schedule to accommodate this “new normal”. Add a mental health day, “school in pajamas”, or frozen dinners to your routine if necessary.
- **Be gentle with yourself.** What is happening now is unprecedented. You won't have all the right answers, and that's o.k.
- **Take time and space for yourself.** Exercise or meditate, give yourself a facial, read a book, listen to music. Do what works for you.
- **Let yourself off the hook sometimes.** The stress of the pandemic and everything that goes with it is real—for you too, not just your kids. So do cereal for dinner, let your kids off the hook on the baths for one night, or let them have a little extra screen time so you can call a friend or get an extra half hour of rest. It doesn't make you a bad parent.
- **Connect with others, but don't compare yourself to them.** Try not to judge. Everyone will get through this in their own way. But the best way is together.

Self-care Strategies: <https://www.zerotothree.org/resources/3262-young-children-at-home-during-the-covid-19-outbreak-the-importance-of-self-care>

How to Protect Yourself: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

How to Protect Your Family: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/protect-family.html>

How to Protect Your Home: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/protect-home.html>

How to Manage Stress and Anxiety: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/stress-coping/index.html>

Tips for Parents (video): [https://www.youtube.com/watch?](https://www.youtube.com/watch?time_continue=21&v=MdKeau2huT4&feature=emb_logge)

[time_continue=21&v=MdKeau2huT4&feature=emb_logge](https://www.youtube.com/watch?time_continue=21&v=MdKeau2huT4&feature=emb_logge)

Social Connections

Social distancing is really only physical distancing; it does not mean that we have to lose touch with loved ones, colleagues, and community. Here are some tips for enhancing existing connections and creating new ones.

Tips:

- **Reach out to existing friends, family (supports)** - STAY CONNECTED to the people you love (and be innovative about it!).
- **Know who lives in your neighborhood and check in on those who may need your help through notes, phone calls, or texts.** Offer a kind word, share from your mask stash, check on a neighbor who got the vaccine, or have your kids draw pictures or make art projects for neighbors.
- **Create groups on social media or through FaceTime, Zoom, or Skype for your neighborhood, your schools, and your kids' friends.** Set rules for yourself and your children regarding screen time (turn off devices an hour before bed or no phones at the dinner table). But remember that kids, especially teens, are using their devices to connect with friends that they cannot safely see in person. Work with them to determine what's fair. A word about screen time: With online school, maintaining friendships, and more scrolling on social media to cope with boredom and alleviate stress/anxiety, it may seem impossible to limit screen time. However, there are helpful resources about how to break it up to better handle the extra blue light in your day. Follow [this link](#) for more info.
- **If you belong to faith-based or social support organizations such as a church or regularly attend 12-step programs, find those programs online.** Many are offering streaming services or online resources for when people are unable to actually get out.
- **Send a card or a note to brighten someone's day.** Give a shout out to your mail carrier and delivery people, who are working extra hard right now.
- **Get involved in a group or organization that provides advocacy for issues facing children and families.** Bolstering our safety nets and necessary services, like affordable and adequate child care; health care for vulnerable populations; and protections for front-line and essential workers will make our whole state stronger in the event of a future crisis--and make children safer on a daily basis.
- **Re-opening creates new challenges.** As many restaurants and businesses reopen, teenagers may be tempted to make plans to see their friends. Have a conversation with your teen about what reopening means and safe ways to stay connected in yet another new environment we have to navigate

Kinship Navigator Virtual Case Assistance:

<http://www.nysnavigator.org/wp-content/uploads/2015/06/Kinship-Navigator-Flyer-1.pdf>

Alcoholics Anonymous Online Meetings:

https://www.aa.org/pages/en_US/options-for-meeting-online

NAMI-NYS Resources:

<http://events.r20.constantcontact.com/register/event?oeidk=a07egz8q4y72f9585ec&llr=zga6rzjab&showPage=true>

Concrete Support in Times of Need

Everyone needs help sometimes and we are all in this together. You can get and give help! There are many organizations assisting families, here are some resources to help you get started:

Tips:

- **Reach out to others (within social distancing guidelines).**
 - Order grocery deliveries together.
 - Shovel a neighbor's driveway or do some other chore for someone.
 - Create a system of assistance for an elderly or ill neighbor (one green square in the window means everything is alright; a red square means that help is needed.)
- **Reach out for yourself.** It's o.k. to ask for help when you need it. Assisting others makes people feel useful.
- **Donate to local charities and national relief efforts.**
- **Volunteer.** Community organizations like food banks are in need of assistance and have found ways to allow people to help in a safe way.

Whether you find yourself unemployed or in need of food assistance, the following can be of assistance:

New York State United Way: Dial 211

<https://uwnys.org/list-of-united-ways-by-county/>

New York State of Help Open Enrollment Period Extended:

http://www.nysnavigator.org/?page_id=5083

COVID-19 Emergency Paid Sick Leave: Hotline 1-888-364-3065

<https://www.governor.ny.gov/paid-sick-leave-covid-19-impacted-new-yorkers/emergency-covid-19-paid-sick-leave>

New York City DOHMH's COVID-19 information with City-specific resources:

Text COVID to 692-692 to get regular updates

Text COVIDESP to 692-692 for updates in Spanish

<https://www1.nyc.gov/site/doh/health/health-topics/coronavirus.page>

Nutrition Assistance:

www.FoodHelpNY.org and www.WIChelpNY.org

Social Security: <https://www.ssa.gov/coronavirus/>

Child Care: <https://earlycareandlearning.org/our-members/>

Knowledge of Parenting and Child Development

Odds are you are not a teacher, child care provider, or counselor. Yet suddenly you are thrust into that role. If your child has special needs, those needs may be more intense than ever.

Tips:

- **Stick to a routine when possible.**
 - Depending on your school district (and your choice) your child(ren) may be in school, learning virtually from home or some combination of both. Follow educational guidelines as best you can. Remember that children need routines, but they (and you) probably require some flexibility right now, as well. Reach out to teachers and school administrators with any questions/concerns, and don't be afraid to have candid conversations with them about what works best for you and your family.
 - If your child has a therapist or counselor of some sort, take advantage of tele-health opportunities to connect virtually. Have any prescriptions delivered so that there is no gap in medication management.
- **Identify coping strategies that work for you.** If you don't have a plan in place, make one. Discuss what each of you needs to be successful during this difficult time. Keep the lines of communication open.
- **A child's behavior can tell you a lot.** Even the most well-adjusted children and teenagers have their moments. Watch for warning signs. Continue to monitor screen time, but allow for creative ways to connect with friends.

NYS Parent Guide: <https://www.nysparentguide.org/>

How Do I Homeschool?: <https://abetterwaytohomeschool.com/learning-at-home-everything-you-need-in-one-place.html>

Parents' Guide to Google Classroom:

https://docs.google.com/presentation/d/1PDVZvie0DnFbFEVFB8U3j89o1mD5BCUXTE6ymbb9y_k/mobilepresent

Helping Children Cope: <https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/helping-children-cope-with-changes-resulting-from-covid-19>

NYS Parenting Education Partnership (NYSPEP) program database:

https://www.nyspep.org/pcany_programs/search

Children's Trust Fund Alliance parenting resources:

<https://ctfalliance.org/partnering-with-parents/parent-voice/>

Support for Teens and Young Adults:

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/stress-coping/young-adults.html>

Social and Emotional Competencies of Children

Family and child interactions that help children develop the ability to communicate clearly, recognize and regulate their emotion and establish and maintain relationships.

Tips:

- **There are new stressors and uncertainties right now.** Help your child(ren) navigate this new world by working with them to understand and regulate their emotions. Listen to their concerns, provide them with assurance, and be age-appropriately honest with them about how you're feeling.
- **This is an opportunity to help them strengthen problem-solving skills.** Seek their input on how to organize their days, managing school work and chores--and let them weigh in on what is and isn't working well.
- **Encourage and support healthy peer relationships.** Kids (especially teens) miss their friends. Accommodate creative ways to make connections, such as watching a movie together on Netflix Party.
- **Acknowledge a sense of loss.** Some children are missing milestones this year (as others did last year). Sport seasons, proms, and graduations may be canceled. If they're teenagers, they may worry about college acceptance or getting a job in the middle of a pandemic. Listen to children and teens and help them articulate their feelings and their sense of loss. Be creative in marking milestones. They may not be what we (or they) hoped for, but they are important just the same.

NYS Education Department's Social-Emotional Resources List:

<http://www.nysed.gov/common/nysed/files/programs/coronavirus/talking-about-covid-19-memo-3-26-2020.pdf>

Fostering Healthy Development:

<https://talkingisteaching.org/assets/public-files/HHS-SED-Tips-for-Families.pdf>

Ten Things Every Parent Should Know About Play:

<https://www.naeyc.org/our-work/families/10-things-every-parent-play>

Questions & Answers on States' Responsibilities to Children with Special Needs:

<https://sites.ed.gov/idea/files/qa-covid-19-03-12-2020.pdf>

How Teenagers Can Protect Their Mental Health During COVID-19:

<https://www.unicef.org/coronavirus/how-teenagers-can-protect-their-mental-health-during-coronavirus-covid-19>

Helping children cope with stress during the 2019-nCoV outbreak



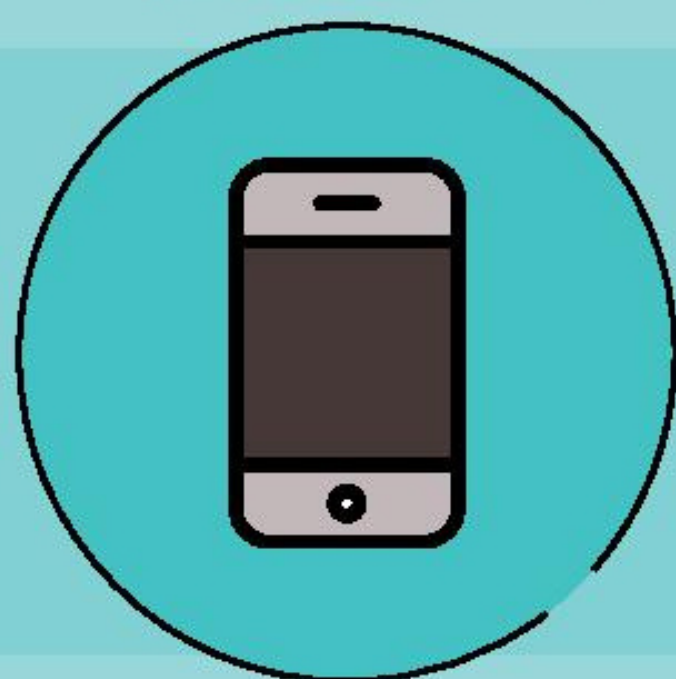
Children may respond to stress in different ways such as being more clingy, anxious, withdrawing, angry or agitated, bedwetting etc.

Respond to your child's reactions in a supportive way, listen to their concerns and give them extra love and attention.

Children need adults' love and attention during difficult times. Give them extra time and attention.

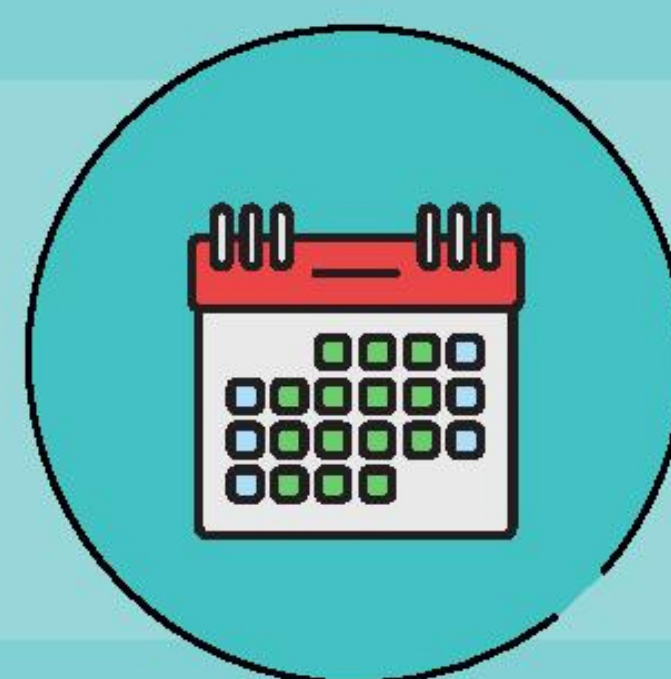
Remember to listen to your children, speak kindly and reassure them.

If possible, make opportunities for the child to play and relax.



Try and keep children close to their parents and family and avoid separating children and their caregivers to the extent possible. If separation occurs (e.g. hospitalization) ensure regular contact (e.g. via phone) and re-assurance.

Keep to regular routines and schedules as much as possible, or help create new ones in a new environment, including school/learning as well as time for safely playing and relaxing.



Provide facts about what has happened, explain what is going on now and give them clear information about how to reduce their risk of being infected by the disease in words that they can understand depending on their age.

This also includes providing information about what could happen in a re-assuring way (e.g. a family member and/or the child may start not feeling well and may have to go to the hospital for some time so doctors can help them feel better).