

Working From Home Resources

Here are resources that you can use while working at home that can help enhance your experience both professionally and personally.

We know many of you have children at home. We have tried to add resources that not only have you in mind but your whole family.

If you come across something that you think others would find helpful, please share with bodean@nhcgov.com and we will add to the list.

Contents

| | |
|---|----|
| NEWS AND COVID-19 UP-TO-DATE | 2 |
| Professional Development..... | 2 |
| Tips for Working at Home | 2 |
| Resiliency Resources and Tips..... | 3 |
| Quality of Life for You and for Kids!..... | 3 |
| NHC Parks and Gardens (adults and children) | 3 |
| Webcams (adults and children) | 3 |
| NHC Cape Fear Museum (adults and children)..... | 3 |
| Library Resources (adults and children)..... | 4 |
| NHC Smart Start (children and caregivers) | 4 |
| Childcare for Essential Workers | 4 |
| Homeschooling | 4 |
| Cameron Art Museum (adults and children) | 5 |
| NHC Fire Services (adults and children) | 5 |
| New Hanover Regional Medical Center (adults)..... | 5 |
| Food Resources..... | 5 |
| CRISIS, VIOLENCE, WELLNESS | 5 |
| Resiliency Skills Posters and Visual Reminders..... | 6 |
| Our Resilient Zone..... | 11 |
| The Community Resilience Model | 12 |
| Skill 1 Tracking..... | 13 |
| Skill 2 Resourcing | 16 |
| Skill 3 Grounding – Skill 5 Help Now! | 17 |

NEWS AND COVID-19 UP-TO-DATE

This site has up-to-date local information on COVID-19, resources and support.

Please check it regularly! [Health.NHCgov.com/Coronavirus](https://www.health.nhc.gov/Coronavirus)

The Coronavirus Call Center is open seven days a week from 7:30 a.m. to 6 p.m. You can call 910-798-6800 to talk to a public health nurse and get information about COVID-19 symptoms, testing, risks, resources and assistance.

Professional Development

- **Skill Soft Courses:** Log in through Shorelines and type in any idea or concept you wish to explore for professional development! Remember that taking these courses not only helps with continuous learning, but also satisfies certification levels in the customer service certification program.
- **Gale Courses** Offered by the NHC Library: there are full, college-level courses offered for free at the NHC Library. Log in to their site and explore, learn, and grow! <https://education.gale.com/-wilm25860/>
- **NHC elibrary:**
 - <https://libguides.nhc.gov/elibrary>
 - <https://libguides.nhc.gov/elibrary/read>
 - <https://libguides.nhc.gov/elibrary/listen>
 - <https://libguides.nhc.gov/elibrary/watch>
- **eBooks from Rowe** <https://www.gorowe.com/resource-library-1>
- **National Association of Counties:** <https://www.naco.org/> New, Information, and Learning Opportunities
- **Harvard Business Review Special Covid-19 Opportunities:** <https://hbr.org/insight-center/coronavirus?ab=subscriptionpage-insightcenter-coronavirus>
- **NHC Professional Development Courses:** On Vimeo, all past customer service and taped professional development trainings are available for you to view or review again. <https://vimeo.com/newhanoverco/human-resources-training>
- **NHC Online Tips of the Week from Information Technology:** <https://nhc.gov.sharepoint.com/sites/shorelines/employee-technology-training/tip-of-the-week>

Tips for Working at Home

- **Safety Ideas:** <https://nhc.gov.sharepoint.com/sites/shorelines/initiatives/safety-committee/useful-links>
- **Working from Home folder** Look at this shorelines folder which contains resources for ergonomics for home, setting up at home, taking care of you at home and much more! (https://nhc.gov.sharepoint.com/:f:/s/shorelines/employee-services/serve/resilience-nhc/EoFBPqrd_gtPivlI83ImnvgByRVdFOnautu0RuNccry_7Q)
- **An at-home Safety checklist:** Great link from your Safety Officer! <https://www.telework.gov/federal-community/telework-employees/safety-checklist/>

Resiliency Resources and Tips

- **Resiliency Resources** and LOTS of it!
<https://nhcgov.sharepoint.com/sites/shorelines/employee-services/serve/resilience-nhc/>
- **NHC Wellness Portal** Offerings
<https://nhcgov.sharepoint.com/sites/shorelines/employee-services/way/helpful-wellness-resources>
- **NHC Resiliency Task Force** (adults and caregivers)
 - Please access the numerous resources and information provided by Task Force
<http://nhcbouncesback.org>
 - Home schooling Facebook Live
<https://www.facebook.com/groups/2534765460175166/wp/262945034713207/>
 - Mini Community Resilience Model Trainings from Facebook Live
<https://www.facebook.com/pg/Resiliency-Task-Force-New-Hanover-County-251536582195701/videos>

Quality of Life for You and for Kids!

NHC Parks and Gardens (adults and children)

- At Home Parks links: <https://parks.nhcgov.com/educational-activities-you-can-do-at-home/>

Webcams (adults and children)

- <https://www.eekwi.org/explore/animals/wildlife-webcams>
- <https://explore.org/livecams/african-wildlife/tembe-elephant-park>
- National Parks Virtual Tours: <https://artsandculture.withgoogle.com/en-us/>

NHC Cape Fear Museum (adults and children)

- Virtual Learning pages with activities, videos and suggested links:
<https://www.capefearmuseum.com/programs/>
 - Introduction to **Music Makers** exhibit and profiles of artists, music samples, artifact images and more.
 - We will share a few **science themed videos** and link to our website or [Flickr](#) for more information.
- Facebook: <https://facebook.com/capefearmuseum>
 - **Jorey's Stories** will take place on Facebook Live on Wednesday mornings at 10 am. Here is a link to last week's broadcast:
<https://www.facebook.com/capefearmuseum/videos/763590907505462/>
 - **Virtual Little Explorers** with Ms. Pepper will take place on Facebook on Friday mornings at 10 am. Here is a link to last week's video:
<https://www.facebook.com/graceecapps/videos/10222247495962049/UzpfSTI4NzM4ODcyODQ3MjoxMDE1NzlyMTAyODAxMzQ3Mw/>
 - We will share a "**Highlighting History**" video series on Facebook.
- Instagram: <https://www.instagram.com/capefearmuseum>
 - The first **U.S. Mint** was established in April 1792 and we are going to feature images of coins on Instagram.
 - We will also feature images of musical instruments from the collection to tie in with the **Music Makers** exhibit on Instagram.
- Twitter: <https://twitter.com/capefearmuseum>

Library Resources (adults and children)

- Books, math, and games online for kids <https://libguides.nhcgov.com/elibrary/kids>
- Online tutoring, test prep, and resume review
<https://libguides.nhcgov.com/c.php?g=912999&p=6576970>
- eBooks, downloadable audiobooks, streaming film, magazines and more
<https://libguides.nhcgov.com/elibrary/read>
- e-research <https://libguides.nhcgov.com/elibrary/research>
- Databases: <https://libguides.nhcgov.com/az.php>
- **Tumble Book Library** - Everything in Tumble Books is streaming and always available, no checkouts required, so all students can read the same book at the same time. Parents/kids will need to login with their library card number or PowerSchool student ID number. Try these titles in Tumble Books:
 - [Florence and Leon](#)
 - [Meeting Miss 405](#) (3rd grade and up – 1 hour and 50 min)
 - [Ira Crumb Feels the Feelings](#)
 - [Ben the Inventor](#) (2nd/3rd grade)
 - [He Came With the Couch](#) (picture book)
 - [Sloth at the Zoom](#) (Picture Book)
- **eVideos from Just For Kids Access Video:** These videos are all streaming and always available, no checkouts required. Login with library card number or PowerSchool student number. They can search for videos to watch and or try the Resiliency for kids playlist below:
https://jfk.infobase.com/p_ViewPlaylist.aspx?AssignmentID=AFHXAA
- **NC Kids Digital Library:** (adults and children)
Students/parents will need to log in and check out any books in NC Kids Digital Library. They can read them in the browser or use the Libby App to download them.
- Searching NC Kids Digital for Yoga = 17 books/videos
<https://nckids.overdrive.com/search?query=yoga>
- **Freegal** has a lot children's music:
<https://nhcgov.freegalmusic.com/browse/genres/top/Childrens/songs>
- The library has a **Facebook Storytime Group** that parents can join to watch live story times & pre-recorded with NHC Librarians. <https://www.facebook.com/groups/NHCPLstorytime/>

NHC Smart Start (children and caregivers)

- Great resources for all at NHC Smart Start: <https://www.newhanoverkids.org/>
- Coronavirus information: <https://www.newhanoverkids.org/coronavirus/>

Childcare for Essential Workers

- Parents who provide necessary services to, or care for, members of the community, and regular child care is not available because of COVID-19 closures can call **1-888-600-1685**. Parents can be connected to child care for children ages infant to 12 years old. The hotline is open Monday through Friday 8 a.m. to 5 p.m.

Homeschooling

- **Columbia University** has launched an online course catalog of over 70 tele-education K-12 courses. Most courses are live and require 48 hr advance registration; some are pre-recorded. Courses can be filtered by topic, grade level, and time. They are located at the Youth Remote Learning website here: <https://youthremotelearning.com/>

Cameron Art Museum (adults and children)

- https://cameronartmuseum.org/index.php?c=connect_with_cam

NHC Fire Services (adults and children)

- **Stop Drop and Roll:** https://youtu.be/UlcStYRz_wk
- **Pete the Cat Firefighter Pete:** <https://youtu.be/34ZOdKED92k>
- **Firebears the Rescue Team:** <https://youtu.be/3TpXUL0qArl>
- **Flat Stanley and the Firehouse:** https://youtu.be/43pS8gKWc_A

New Hanover Regional Medical Center (adults)

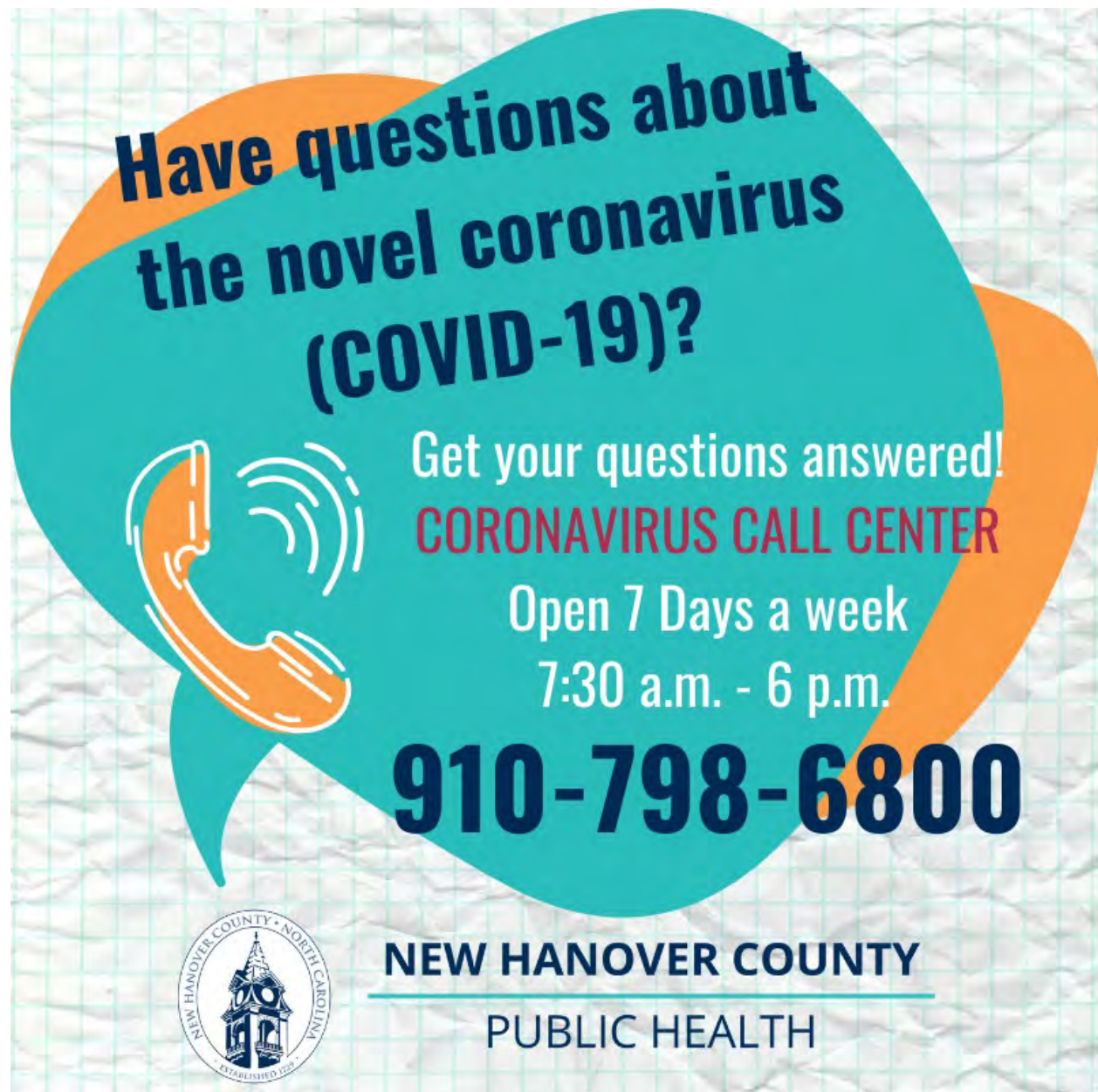
- **NHRMC Health Library:** <https://www.nhrmc.org/health-library>
- Articles from the **NHRMC Nutritionist**
 - <https://www.ornish.com/zine/nutrition-for-a-healthy-strong-immune-system/>
 - <https://www.heart.org/en/about-us/coronavirus-covid-19-resources>
 - https://studentaffairs.fiu.edu/health-and-fitness/student-health/services-and-fees/nutrition/_assets/COOKBOOK.pdf

Food Resources

- **The Cape Fear Food Council** https://95180f1e-09db-41c0-b742-db807540829e.filesusr.com/ugd/bbf06d_de5035f3915e4587b7ae54c0d264e7c0.pdf
- NHC Senior Resource Center (adults and caregivers)
Free meals for seniors over the age 60: Beginning Monday, March 30th 2020 the New Hanover County Senior Resource Center will temporarily expand the number of locations for drive through lunch options for seniors over the age of 60. These locations will run from March 30th through April 9th 2020. Staff will continue to monitor the community needs and determine if service dates will be expanded. Seniors are encouraged to call 910-798-6420 at least one day in advance to reserve a meal. When reserving a meal, please provide your name, what day and location you will be picking up a meal.

CRISIS, VIOLENCE, WELLNESS

- National Child Traumatic Stress Network
Parent/Caregiver Guide to help Families Cope with COVID-19
<https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirus-disease-2019>
- World Health Organization
Mental Health Considerations during COVID-19 from
https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2
- **UNCW College of Health and Human Services** (adults)
Here is the link to our virtual community: <https://uncw.edu/chhs/community/virtual/index.htm>
 - Our open cafes are here: <https://uncw.edu/chhs/community/virtual/cafe.html>
 - Other 'learn and chill' sites: <https://uncw.edu/chhs/community/virtual/learn-chill.html>
 - Get (Keep) Moving: <https://uncw.edu/chhs/community/virtual/move.html>
- **National Disaster Preparedness Center**
Live list of crisis resources is located here: <https://health.columbia.edu/content/coping-tools>
It addresses: crisis help, specific concerns (addiction, sleep, time management, domestic violence, etc), coping with COVID-19, and mindfulness




**Have questions about
the novel coronavirus
(COVID-19)?**

Get your questions answered!
CORONAVIRUS CALL CENTER

Open 7 Days a week
7:30 a.m. - 6 p.m.

910-798-6800

 **NEW HANOVER COUNTY**
PUBLIC HEALTH



RAPID RESET

Tap Side-to-Side

Cross your arms over your heart and tap your hands, first on one side and then on the other

Go back and forth, tapping at whatever speed feels good and for as long as you want

Where do you notice positive or neutral physical feelings?

Take your time and notice

What do you notice now about your breathing, heart rate, muscle tension, etc.?

Resources
Resilience™



RAPID RESET

Sing or Hum

Notice the physical feelings when you sing or hum

- The sensations of your face and mouth
- Your breathing
- Any vibrations of throat or chest

Take your time and notice

Where do you notice positive or neutral physical feelings?

What do you notice now about your breathing, heart rate, muscle tension, etc.?

Resources
Resilience™



RAPID RESET

Take a Sip

Notice the physical feelings that go with drinking liquid

Pay attention to the sensations of liquid and how it feels:

- In your mouth
- In your throat
- As it goes down to your stomach

Take your time and notice

Where do you notice positive or neutral physical feelings?

What do you notice now about your breathing, heart rate, muscle tension, etc.?

Resources
for
Resilience™



RAPID RESET

Push Against a Wall

Bring your attention to the sensations of pushing:

- The bottom of your feet on the ground
- The pressure on your body touching the wall
- Your big muscles in arms, shoulders, and legs

Take your time and notice

Where do you notice positive or neutral physical feelings?

What do you notice now about your breathing, heart rate, muscle tension, etc.?

Resources
for
Resilience™



RAPID RESET

Walk Around the Room or Outside

Walk around the room or outside

Bring your attention to the sensations of walking:

- The contact of the bottom of your feet on the ground
- The pressure on your feet or legs with each step
- The muscles in your legs

Take your time and notice

Where do you notice positive or neutral physical feelings?

What do you notice now about your breathing, heart rate, muscle tension, etc.?

Resources
for
Resilience™



RAPID RESET

Do Some Heavy Work

Bring your attention to:

- The heavy, weighty, or pressure sensations
- Pushing, pulling, lifting, digging, or sweeping

Take your time and notice, especially your arms, shoulders, and legs

Where do you notice positive or neutral physical feelings?

What do you notice now about your breathing, heart rate, muscle tension, etc.?

Resources
for
Resilience™



RAPID RESET

Orient

Look around the room, or wherever you are, and pay attention to colors or anything pleasing that catches your attention

What do you notice?

Take your time and notice

What do you notice now about your breathing, heart rate, muscle tension, etc.?

Resources
Resilience



RAPID RESET

Ground

Notice the sensations of support and safety when you sit, stand, lie down, lean into a wall, or walk

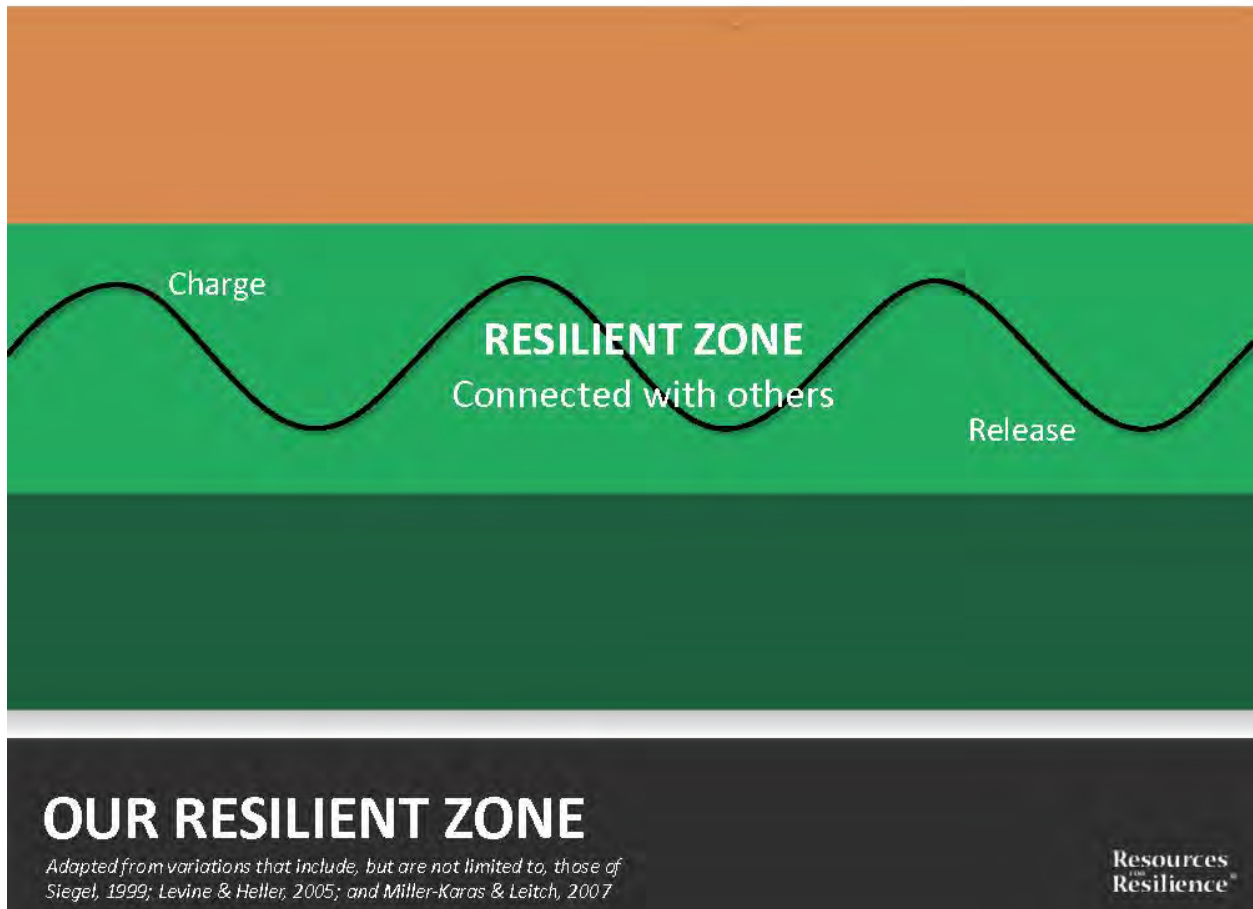
Notice how the ground or the wall is supporting your feet or anywhere else in your body

Pay attention to the sensations inside your feet and legs

Notice how it feels physically on the inside and how your feet can lean into the ground while the ground supports you

Resources
Resilience

Our Resilient Zone



The Community Resilience Model

THE COMMUNITY RESILIENCY MODEL®

*Compassion
without Borders*

www.traumaresourceinstitute.com

iChillapp.com



THE BASIC THREE

Tracking, Resourcing and Grounding
& Help Now!

Help Now!



The Community Resiliency Model® trains community members to not only help themselves, but to help others within their wider social network. The primary focus of CRM® is to educate individuals about the biology and neurophysiology of trauma and resilience as well as teach simple biologically-based wellness skills, which can help re-set and stabilize the nervous system. Through CRM®, individuals learn to read sensations connected to their own well-being, which TRI calls the “Resilient Zone”. CRM®’s goal is to help to create “trauma-informed” and “resiliency-informed and focused” communities that share a common understanding of the impact of trauma and chronic stress on the nervous system and how resiliency can be restored or increased using this skills-based approach.

CRM® have been used worldwide, including in the United States, Mexico, Haiti, Guatemala, Iceland, Northern Ireland, Germany, the Ukraine, Serbia, Turkey, Sierra Leone, the Ivory Coast, Darfur, Uganda, Kenya, Somalia, Tanzania, Rwanda, South Africa, Nepal, the Philippines and China.

Human-made and natural disasters can disrupt the fabric of our lives. People can have a wide variety of reactions. We can help our community and ourselves by remembering how we get through tough times. People may or may not want to talk about what happened to them. Remembering the ways we have coped with and made it through challenging times can help us get through and recover. i

Skill 1 Tracking

SKILL 1 TRACKING READING THE NERVOUS SYSTEM

CRM focuses on noticing body sensations and using them as an internal compass. Sensory awareness also called interoception is an important human ability. How do you know to go under a shady tree when you are standing outside on a hot day? You are reading your nervous system. "Experiencing heat" sensations prompts a behavior "Seeking shade." Once in the shade, you will notice the body cooling down. In CRM, learning to read your nervous system is key to helping to tell the difference between sensations of distress and well being. As you become your own navigator of your internal experience, you now have choice. When experiencing distress, you can shift your awareness to a neutral or pleasant sensation. Learning about your sensory system is the first step.

Tracking Exercise:

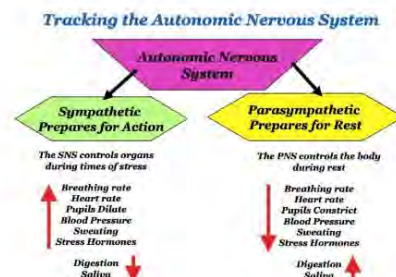
Bringing your hands together, move your hands back and forth quickly. What are you aware of in your hands? Are they hot, cold, warm or neutral?

What follows is a list of sensory words.

| Vibration | Size/Position | Temperature | Pain | Muscles |
|------------|----------------|-------------|---------|---------|
| Shaking | Small | Cold | Intense | Tight |
| Twitching | Medium | Hot | Medium | Loose |
| Trembling | Large | Warm | Mild | Calm |
| Quick/Slow | Up/Down/Center | Neutral | No pain | |

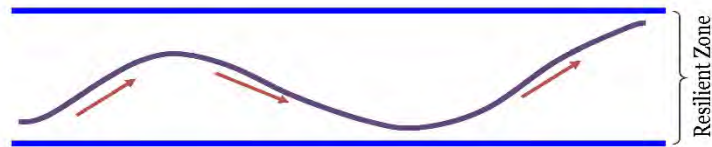
| Breathing | Heart | Taste | Density | Weight |
|-----------|----------|-------|---------|--------|
| Rapid | Fast | Spicy | Rough | Heavy |
| Deep | Slow | Sweet | Smooth | Light |
| Shallow | Rhythmic | Sour | Thick | Firm |
| Light | Flutters | Juicy | Thin | Gentle |
| | | Bland | | |

| Trauma/Stress | Balance | Release |
|--------------------|------------------|---------------------|
| Constricted Breath | Deeper Breath | Shaking |
| Rapid Heartbeat | Steady Heartbeat | Trembling |
| Tense Muscles | Relaxed Muscles | Burping, Yawning |
| Pain | Grounded | Warmth |
| | | |
| Numbness | Calm | Vibration, Tingling |
| Heat | | |
| Agitation | Solid | Tears |

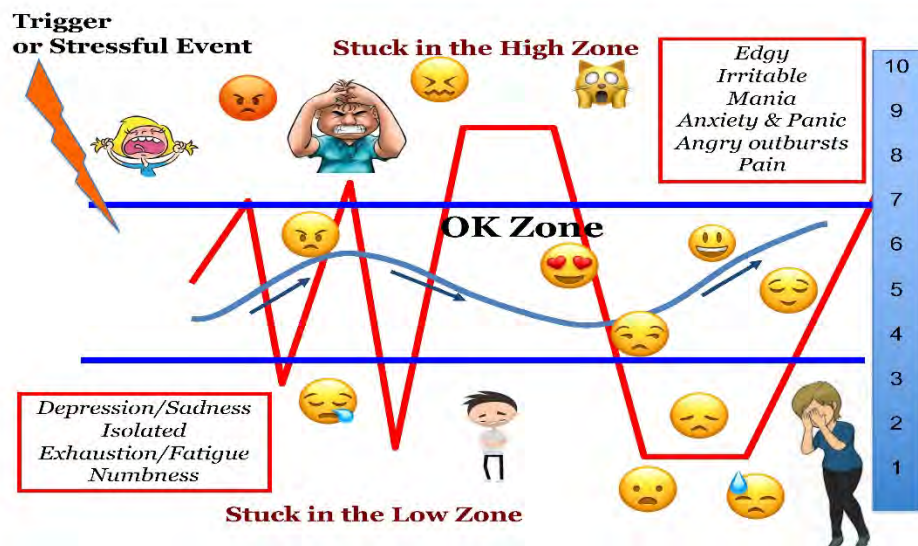


What is the Resilient Zone?

- ❖ A state of well-being in mind, body and spirit
- ❖ When in the Resilient Zone one is able to handle the stresses of life
 - ❖ You can be annoyed or even angry but do not feel like you will lose your head
 - ❖ You can be sad but not feel like you will be washed away by the river of sorrows



(c) Trauma Resource Institute



After an extraordinary event, it can be helpful to understand how your body and mind react to reminders of the event. You are designed for survival. So, a part of our brain called the Amygdala remembers life-threatening events through a multi-sensory system.

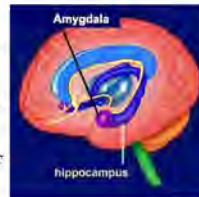
The Amygdala sounds an alarm if there is a reminder of a life-threatening event (a smell, a sound, etc...). The Amygdala can sound the alarm even if there is no present threat. Learning how to read your nervous system is one way we can learn to tell the difference between what to react to and what not to react to. Remember this is how we are designed to stay alive.

The Limbic Area: Amygdala Your Personal Threat Detector

The amygdala:

- ❖ Helps you stay safe by sounding an alarm if it thinks you are in danger
- ❖ Remembers all the times when you were in perceived danger
- ❖ Sounds the alarm even if there is no present danger

When the alarm is sounded, your body starts to prepare for action to keep you safe.



Organizing Principle: Three Parts of The Brain

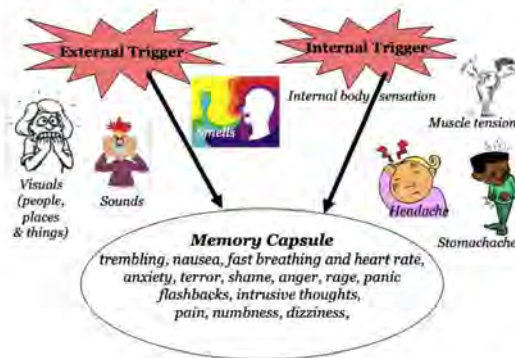


Cortex: Thinking
Integrates input from all 3 parts. Cognition, beliefs, language, thought, speech.

Limbic Area: Emotional
Assesses risk. Expression and mediation of emotions and feelings, including emotions linked to attachment.

Survival Brain: Instinctual
Carries out "fight, flight, & freeze." Unconscious. Digestion, reproduction, circulation, breathing - responds to sensation.

The Amygdala resides in the Limbic area of your brain. It sends the alarm to your Survival Brain which reacts without thinking. It is designed to react quickly so you can get away from the threat. Sometimes the threat is too much and instead of fleeing or fighting, a person can freeze and not be able to move. Many of us remember only the physical sensations, our heart beating fast, tight muscles or our breathing being fast. So, physical sensations reminding us of the event can also signal a fear response. This memory is called "Implicit Memory." It does not have a sense of time, develops before birth and at times can seem to come out of the blue.



Source: R. Lipsett The Body Remembers the Aardvark

| | | |
|--|--|--|
| | SKILL 2 - RESOURCING What gives you hope, strength or peace? | |
|--|--|--|

Resources are personal experiences bringing a person peace, calm, joy or a sense of well being. When learning the resourcing skill, it can be helpful to think about a person, place, animal, a spiritual belief, a favorite sport, a scene in nature, a personal space of well being or any thing that is uplifting or calming. Another way to develop a resource after an extraordinary event is to think about who or what helps you get through tough times.

One of the best ways to learn to track is to notice the sensations connected to your resource. It is important to fill in the details about the resource as in painting a picture on a blank canvas. This is called resource intensification. Fill in the detail including the colors, the sounds and smells. If naming a person, think about meaningful experiences with the person. As you fill in the detail of your resource, bring awareness to the sensations connected to the resource. Sometimes tears may come, this ok. Tears can be part of the experience.

Write down one of your resources:

Write down three or more details about your resource.

Read your resource and the details to yourself bringing your awareness to pleasant and/or neutral sensations. What did you notice? Look at sensory list and write down sensations your noticed.

Tracking and Resourcing in a Conversation after an Extraordinary Event

The following questions are resiliency focused and can be helpful:

- **“Do you remember when help arrived?” or “Do you remember the moment you knew you had survived? or Do you remember the moment that your friend/family member survived?”** can be powerful questions that can bring about feelings of hope, gratitude and relief.
- **“When you have had hard times in the past, what or who helped you get through?”** can remind us of past experiences when life was tough and what helped the person get through. This question can bring people to the awareness that they can get through tough times. If they have been through other hurricanes, asking “What helped you the most during that time?” can be a way of remembering a person’s strength and courage.
- **“Who or what is helping you the most now?”** can remind us of personal resources that help us in the here and now.

Skill 3 Grounding – Skill 5 Help Now!

SKILL 3 GROUNDING SKILL 5 HELP NOW!

Grounding is the direct contact of the body or a part of the body with something that provides support to the body. You can ground by sitting in a chair, standing against a wall, walking and paying attention to how your feet make contact to the ground, lying down on the floor or on a bed. Some individuals ground by floating in the water.

When you are grounded, you are aware of your body the present moment. When you are in the present moment, you are not worried about the past or the future.

Grounding Exercise:

Step 1: Find a comfortable position sitting, standing against a wall or laying on a sofa or floor.

Step 2: Slowly bring attention to how your body is supported by the chair, wall or sofa/floor.

Step 3: Bring attention to all places inside that feel more pleasant or neutral. Bring attention to even small places inside your body that feel better. Stay with what feels better on the inside.

For some people it is helpful to ground through their hands by simply placing their hand on a surface and noticing the texture and temperature. This simple strategy can remind us to be in the present moment and is a simple form of Grounding.



Some times you may not feel like learning a new skills. When all of our choice has been taken away, it is important to know learning the skills is an invitation. The following strategies are called Help Now! The Help Now! strategies can move you back to your Resilient Zone without having to know why you are feeling distressed or having to talk about what is stressing you out.

1. Would it be helpful to go for a walk together?
2. Sometimes it helps to get the energy of anxiousness out by pushing against the wall with our hands or pushing our back against the wall. Do you want to do it with me?
3. Can I get you a drink of water?
4. Sometimes it can help to look around the room, and see what catches your attention? Is there a color you like for example?
5. When I am not feeling like my best self, I have found it helpful to remember a time in my life that was better than this moment.
6. If I am really anxious, sometimes it helps me to count down from 20, would you like to try it with me?
7. I found this app called iChill and I listen to it when I am down or too anxious. You might want to think about using it when you are stressed or down.

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