



# CRISIS COUNSELING ASSISTANCE AND TRAINING PROGRAM (CCP)



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Substance Abuse and Mental Health Services Administration  
Center for Mental Health Services  
[www.samhsa.gov](http://www.samhsa.gov)

(SMA) 09-4373



FEMA

HOPE, HEALING, AND RECOVERY

# REMEMBERING SPRING!



## Timely access to mental health care more important than ever



Left to right: Susan Elliot, office assistant; Sharon Kapp, director of outpatient clinic; Pamela Hardin, outpatient therapist; Amy Crabtree, outpatient therapist; Diana Richmond, director of medication management; Cindy Pike, office coordinator; and Trevor Kennedy, office assistant.

Photo submitted

A recent op-ed from Marie Williams, commissioner for Tennessee Department of Mental Health and Substance Abuse Services, highlighted the increased anxiety, isolation, fear, despair, and depression experienced by so many as a result of the rapidly changing landscape wrought by the spread of COVID-19.

"This new normal does not feel normal," she wrote. To support one another in navigating Tennessee's COVID-19 recovery, she acknowledged no matter where people are in life right now, "It's OK to not feel OK."

Businesses are beginning to re-open; recovery efforts are afoot.

Fashionable masks and social distancing are new customary codes of polite behavior.

Zoom has become an asset and tool for business operations, and tele-video is now a widely used platform for communities of faith to congregate and share their good news, and yet it is OK to not feel OK.

Adaptation is all around us. As the number of people tested for the virus grows, so too do the numbers of those grateful to test negative; and still, we may not feel OK.

While a common public refrain is "We're in this together," many people are trying to cope with unmanageable anxiety and fear, with isolation and loneliness, and with unresolved grief over losses hard to fathom.

The truth is, no matter where people are in life right now, we never fully know what someone is going through or what burdens they carry ... and asking for help is also OK.

Now more than ever, people need timely access to mental health care for support to navigate the hard challenges they are facing and the tangled, complex feelings they are experiencing. So, where can you turn for help?

Ridgeview's Same Day Access clinic located

experiencing a mental health crisis and provide them with support in getting the timely access to care they need.

The Mobile Crisis Team is available 24 hours a day, seven days a week serving Anderson, Campbell, Morgan, Roane and Scott counties and can be contacted at 865-481-6175.

Mobile Crisis also has a walk-in clinic that is available Monday through Friday from 9 a.m. to 9 p.m. at Ridgeview's main location in Oak Ridge at 240 W. Tyrone Road - signs will direct you to the Mobile Crisis entrance in the rear of building.

These expanded hours also allow family members to be involved with an individual's care outside of typical business hours.

It is OK to not feel OK, especially during times like these.

It is also OK to ask for help when in need. Now more than ever, Ridgeview is here and remains committed to providing you timely

DAY, JUNE 5, 2020



... to The Oak Ridger from left, Kristen Hinton.

counties. re information, -834-4178 or ebsite at view.com. If n emergency se do not hesi- tact our 24- line at -5481. Follow on Facebook.

Yates is the di- velopment at Behavioral vices and has a 25 years of expe- munity behav- y and public child vices.

# WHAT IS THE MISSION OF THE CCP

- The mission of the CCP is to **assist individuals and communities in recovering from the challenging effects of natural and human-caused disasters** through the provision of community-based outreach and psychoeducational services.
- Administered through an interagency federal partnership between Federal Emergency Management Agency (FEMA) and the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services
- Culturally competent, understanding, respectful, and sensitive to the cultural makeup of communities served



# WHAT ARE THE GOALS OF THE CCP

- Reach large numbers of people affected by disasters through face-to-face outreach to shelters, homes, and other locations.
- Assess the emotional needs of survivors and make referrals to traditional behavioral health services when necessary.
- Identify tangible needs and link survivors to community resources and disaster relief services.
- **Provide emotional support, education, basic crisis counseling, and connection to familial and community support systems.**
- Train and educate CCP staff and other community partners about disaster reactions, appropriate interventions, and CCP services.
- Develop partnerships with local disaster and other organizations.
- **Work with local stakeholders to promote community resilience and recovery.**
- Leave behind a permanent legacy of improved coping skills, educational and resource materials, and enhanced community linkages.



# WHAT ARE THE KEY PRINCIPLES OF THE CCP MODEL?



CCP is:

- **Strengths Based**—CCP services promote resilience, empowerment, and recovery.
- **Anonymous**—Crisis counselors do not classify, label, or diagnose people; no records or case files are kept.
- **Outreach Oriented**—Crisis counselors deliver services in the communities rather than wait for survivors to seek their assistance.
- **Conducted in Nontraditional Settings**—Crisis counselors make contact in homes and communities, not in clinical or office settings.
- **Designed To Strengthen Existing Community Support Systems**—The CCP supplements, but does not supplant or replace, existing community systems.

# SERVICES RIDGEVIEW PROVIDES THROUGH CCP

- **Individual Crisis Counseling**—Helps survivors understand their reactions, improve coping strategies, review their options, and connect with other individuals and agencies that may assist them
- **Basic Supportive or Educational Contact**—General support and information on resources and services available to disaster survivors
- **Group Crisis Counseling**—Group sessions led by trained crisis counselors who offer skills to help group members cope with their situations and reactions
- **Public Education**—Information and education about typical reactions, helpful coping strategies, and available disaster-related resources
- **Community Networking and Support**—Relationship building with community resource organizations, faith-based groups, and local agencies
- **Assessment, Referral, and Resource Linkage**—Adult and child needs assessment and referral to additional disaster relief services or mental health or substance use treatment
- **Development and Distribution of Educational Materials**—Flyers, brochures, tip sheets, educational materials, and website information developed and distributed by CCP staff
- **Media and Public Service Announcements**—Media activities and public messaging in partnership with local media outlets, state and local governments, charitable organizations, or other community brokers of information

# PRE-COVID

# The New York Times



**“But listening, really listening, is hard when potential distractions are leaping into your ears every fifty-thousandth of a second.”**

**“Listening is a skill that we’re in danger of losing in a world of digital distraction and information overload.”**

**“The richness of life doesn’t lie in the loudness and the beat, but in the timbres and the variations that you can discern if you simply pay attention.”**

Seth S. Horowitz is an auditory neuroscientist at Brown University and the author of “The Universal Sense: How Hearing Shapes the Mind.”

# PRE-COVID



## YOUR HEALTH Most Americans Are Lonely, And Our Workplace Culture May Not Be Helping

January 23, 2020 - 6:00 AM ET

ELENA RENKEN



**Three in five Americans are lonely, with 13% rise since 2018.**

**Pervasive loneliness is strongly linked to mental health issues such as anxiety and depression. \***

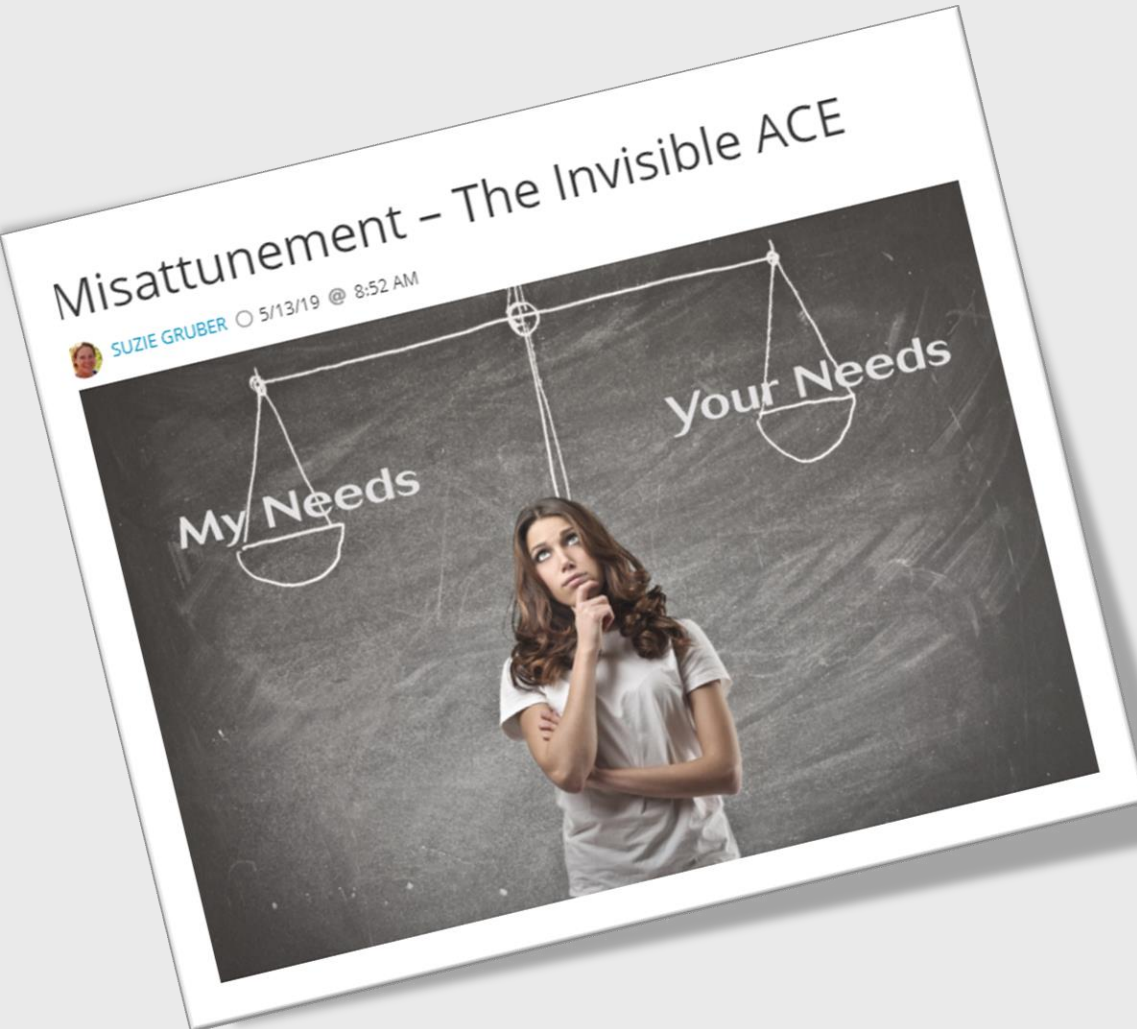
73% of very heavy social media users considered lonely, 52% of light users.

Workplace makes a difference in how lonely people felt.

“In-person connections are what really matters – sharing time to have a meaningful interaction and a meaningful conversation, to share our lives with others, is important to help us mitigate and minimize loneliness.” – Nemecek, CMO Cigna

UCLA Loneliness Scale & Cigna Behavioral Health (10,000)

# PRE-COVID



- We often feel unseen and really empty on the inside as well as chronically dissatisfied in spite of trying really hard to make things work.
- If you resonate with any of this and you often feel stuck, I invite you to get curious about your needs.
- What if underneath “I feel stuck” is actually “I need help” or “I need some nurturing.”
- Consider if you’re aware of your own needs and if you weigh them appropriately with those of others.

# VANDERBILT SURVEY

- Researchers polled parents with children under the age of 18 at the beginning of June.
- 27 percent of parents felt like their own mental health had worsened. 14 percent of those parents saw negative changes in their kids.
- Researchers also found that families with young children were more likely to report mental health issues than those with older kids.



# BREATHTAKING VISTAS

Pandemics (Health Disasters) take us to breathtaking vistas of struggle, confusion, discombobulation, and compromises our ability to optimize good mental health!



# A STEWARD OF YOUR OWN MENTAL HEALTH

*Stewardship: the careful and responsible management of something entrusted to one's care*

To mitigate impact of heightened stress, anxiety, and trauma related to health disasters like COVID-19, we must first regulate our own emotional experience:

- Keeps us calm & able to modulate
- Models effective coping for others
- Helps us respond instead of react



# ESCALATING MENTAL HEALTH CONCERNS IN THE DEEP WATER OF COVID-19

## Feelings associated with The Deep Water of COVID-19

### ... I feel ...

- Depressed / Despair
- Angry
- Anxious
- Lonely
- Stressed
- Craving to self-medicate / Numb
- Afraid
- Guilty
- Struggling ... profoundly
- And more ...

## We all react differently to stressful situations

- Our "body keeps the score" (Bessel van der Kolk)
- Heightened levels of dysregulation
- Paralysis
- Compassion Fatigue
  - Burnout
  - Secondary Trauma
- Nihilistic outlook
- Violence / Domestic
- Suicidal thoughts
- Increase in substance use
- And more ...

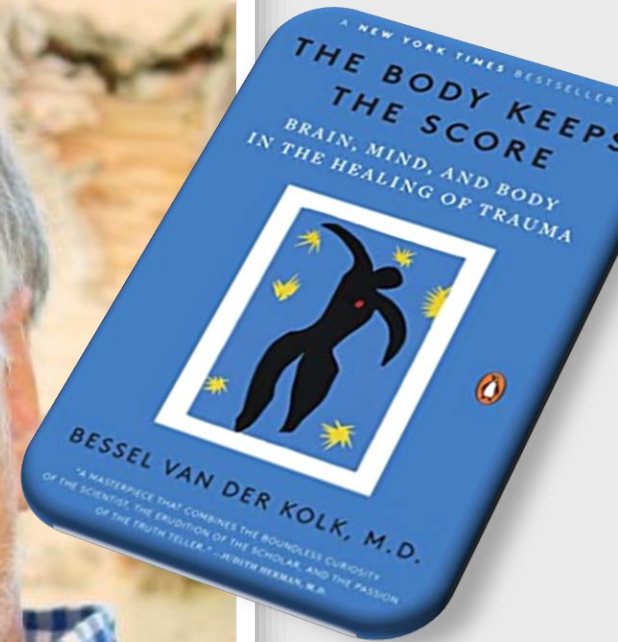
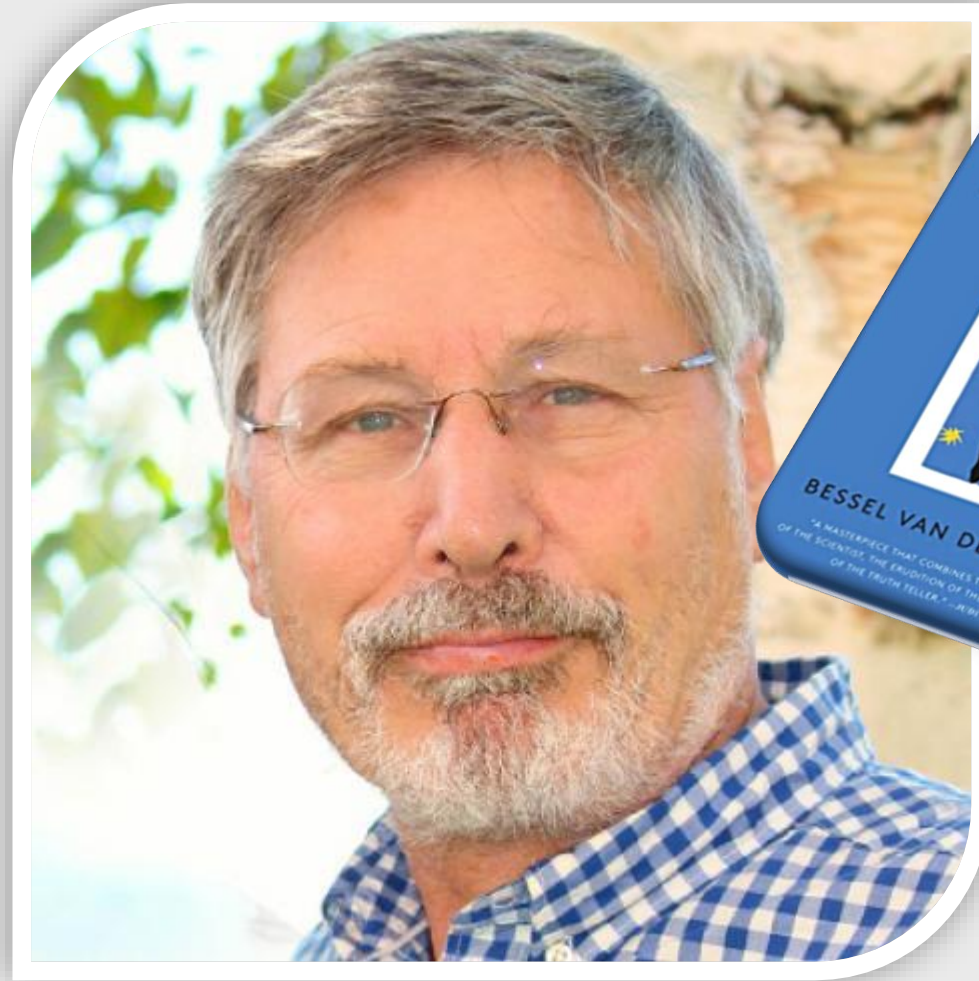
## Organize a daily schedule that helps you clarify what's most important so you can move forward:

- Take care of yourself thru intentional strategies
- Take breaks from news / social media
- Take care of your body by eating well
- Practice mindfulness techniques throughout the day
- Do other activities you enjoy
- Seek help through supportive conversations
- Ask for help when needed

*"Schedule is how we make our  
intentions manifest in the world."*

# KEY COUNSEL FROM BESSEL VAN DER KOLK

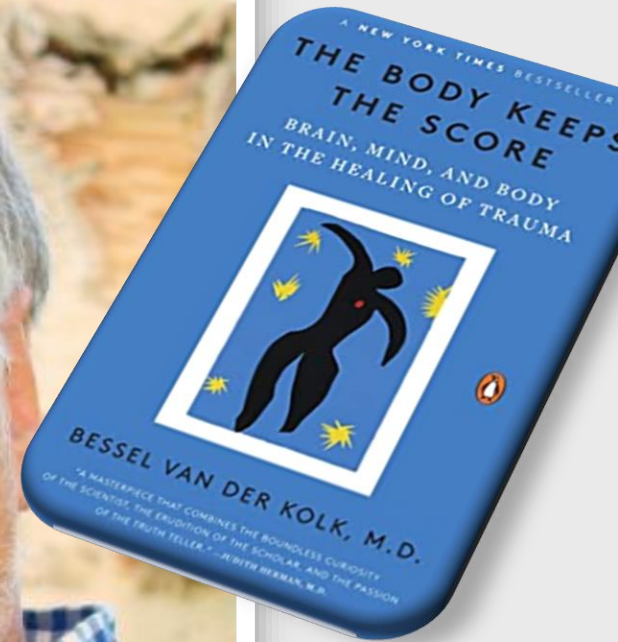
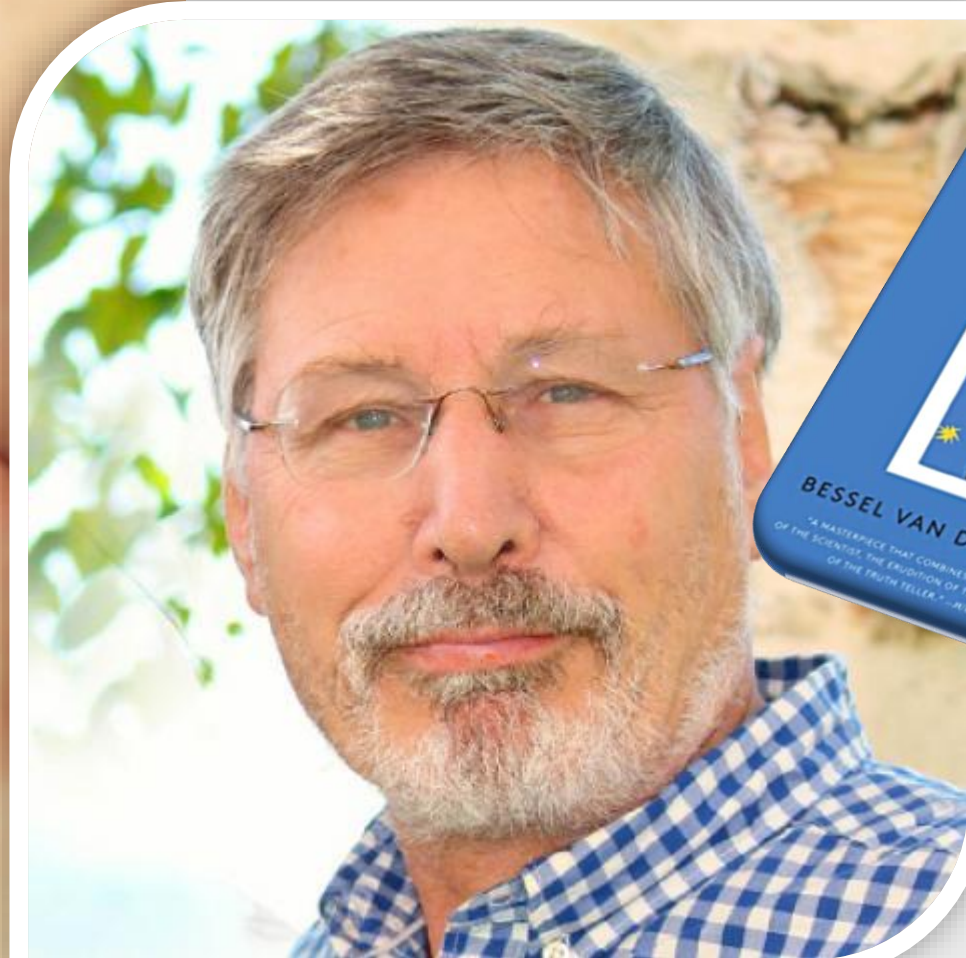
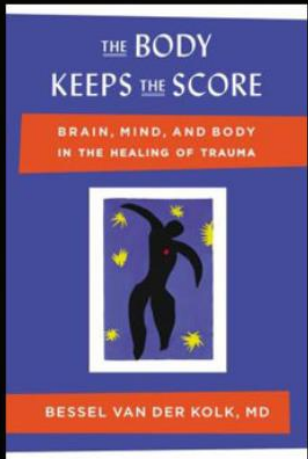
- Be curious ... about decoding what drives behavior
- Be patient ... with yourself and others (kids and parents)
- Be a secure base ... for children and one another
- Be mindful ...
- Social support (reciprocity) is the most powerful protection against becoming overwhelmed by stress and trauma ... felt safety




# OTHER IMPORTANT TAKE-AWAYS FROM VAN DER KOLK

“Mindfulness not only makes it possible to survey our internal landscape with compassion and curiosity but can also actively steer us in the right direction for self-care.”

— Bessel A. van der Kolk



# POSITIVE THINGS TO PROMOTE RESILIENCE



**Resilient:** (*adjective*) able to withstand or recover quickly from difficult conditions

# RESILIENCY DURING A PANDEMIC

## Resilience Building Activities:

- Make connections
- Avoid seeing crises as insurmountable problems
- Accept that change is part of living
- Move toward your goals
- Take decisive actions
- Look for opportunities for self discovery
- Nurture a positive view of yourself
- Keep things in perspective
- Maintain a hopeful outlook
- Take care of yourself

## Selfcare Activities:

- Organize a daily schedule and prioritize needs
- Take care of yourself through intentional strategies
- Take breaks from news/social media
- Practice mindfulness throughout the day
- Frequently engage in activities you enjoy
- Seek help through supportive conversations and connections
- Ask for professional help when appropriate

# FIVE WAYS TO PROMOTE WELLBEING (ORGANIZE/CLARIFY)

## Connect...

With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

## Take notice...

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

## Be active...

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

## Keep learning...

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.

## Give...

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.

# POSITIVE CURIOSITY

## Keep Learning

### Positive Curiosity

Curiosity helps us survive  
Curious people are happier  
Curiosity boosts achievement  
Curiosity can expand our empathy  
Curiosity can help expand our relationships  
Curiosity improves healthcare

Emily Campbell, Science of a Meaningful Life, 2015



# PLACES TO LOOK FOR HELP

- Self help and support groups: This can provide individuals with a sense of community and support.
- Books and other publications: Finding something positive and encouraging to read. Also, books written by people who have successfully managed adverse situations can help motivate readers to find a strategy that might work for them.
- Online resources: Check out the American Psychological Association help center at [www.helping.apa.org](http://www.helping.apa.org).
- A licensed mental health professional: It is important to seek professional help if you or a loved one is unable to function or perform basic activities of daily living.



# A PEARL OF ADVICE

Nothing in this world can take the place of persistence. Talent will not: nothing is more common than unsuccessful men with talent. Genius will not: unrewarded genius is almost a proverb. Education will not: the world is full of educated derelicts. Persistence and determination alone are omnipotent. - Calvin Coolidge

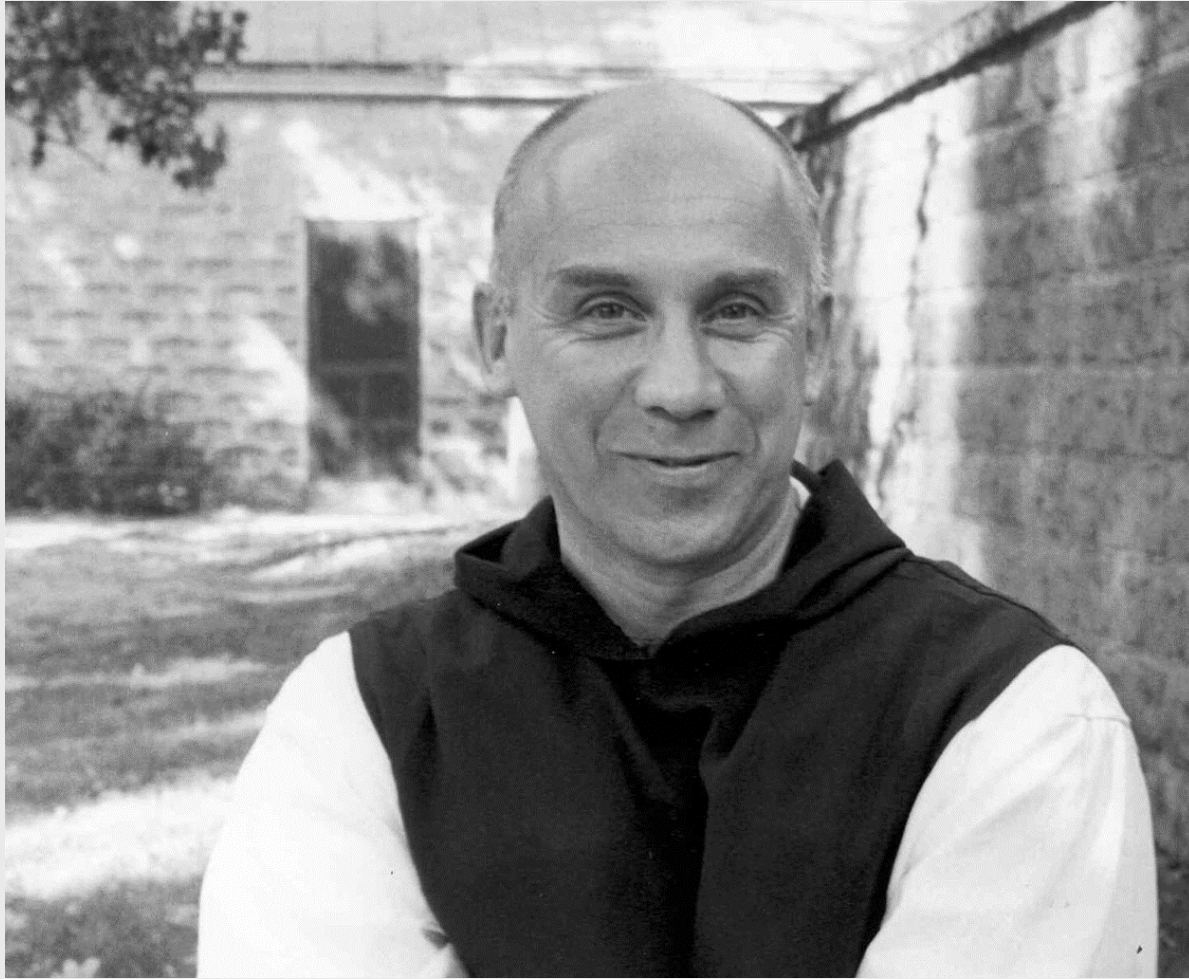


# A PEARL OF ADVICE

Thanks for all your hospitality & kindness during my visit to Nashville. You have garnered a wonderful group of folks to work for you, and it was a pleasure to meet them.

On my drive home I was pondering your last question re: a "pearl." I kicked myself for not remembering one of my favorite quotes, by Thomas Merton, which I'll include with this letter. The bold and

# THOMAS MERTON



Do not depend on the hope of results ...  
As you get used to this idea, you start  
more and more to concentrate not on  
the results, but on the value, the  
rightness, the truth of the work itself.  
You gradually struggle less and less for  
an idea and more and more for specific  
people. In the end, it is the reality of  
personal relationships that saves  
everything.

# RELATIONSHIPS ARE KEY TO RESILIENCE

Develop and nurture personal relationships – they are key to promoting resilience and transcending *Struggle*.



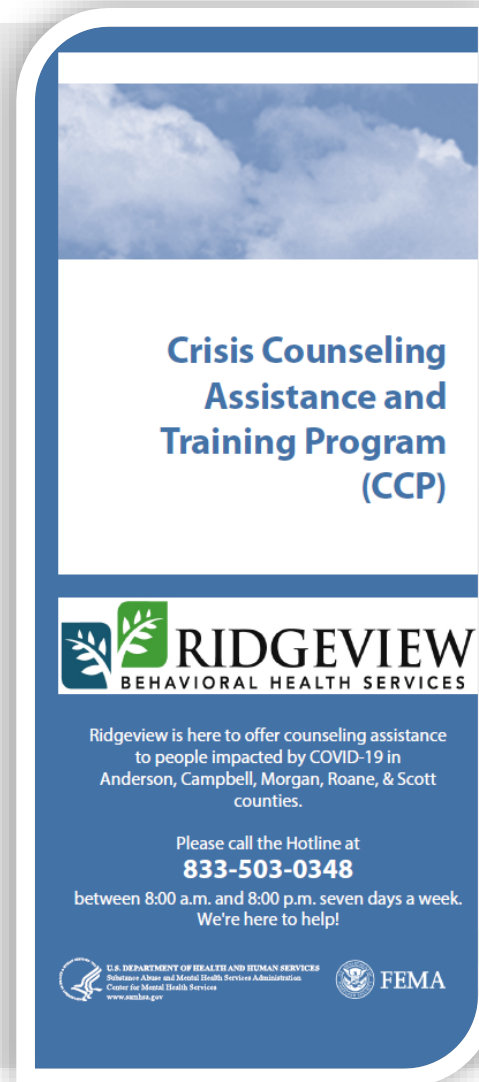
# CONTACT COVID-CRISIS HELP LINE

**833-503-0348**

**8:00 a.m. – 8:00 p.m. Sunday - Saturday**

# ADDITIONAL HELPFUL RESOURCES

- Website COVID-19 Tab
- Ridgeview Facebook Page
- Educational trainings for your agency up to 1 hr. either in person or via Zoom
- Posters / Flyers
- Host vendor table during agency event, e.g. clients, public, etc.



# RURAL TELEHEALTH PARTNERSHIP WITH DCS

*Funded through a  
grant from the  
Department of Justice,  
BJA #2018-AR-BX-  
K001B*

## Begin Your Care Today!

### Welcome to Ridgeview's Telehealth Network

Ridgeview has established telehealth connectivity with Department of Children's Services in Anderson, Campbell, Morgan, Roane, and Scott counties for the purpose of providing timely access to quality mental health assessment and referral.

We understand new ideas, technology, and methods like telehealth connectivity are critical to promoting timely access to care and linkage to clinically indicated programs and services.



### Meet Leah!

Leah is a dedicated telehealth clinician here to help you get started and support your path to hope, healing, and recovery! She has many years of experience in meeting people where they are and providing a mental health assessment. Leah looks forward to working with you!



### FAQ'S

**Q:** Is Telehealth confidential?

**A:** Yes, we know taking the first step of seeking care can be the most difficult, so the confidentiality of your care experience is an assurance you can expect from your telehealth clinician.

**Q:** Is Telehealth taped?

**A:** No, all discussions between you and the clinician occur in real time and are not video or audio taped.

**Q:** Where is the telehealth clinician?

**A:** The primary location of our telehealth clinician is at our Main Center in Oak Ridge (address below), and we also have capability to access our network from one of our other clinic locations in Campbell, Morgan, Roane, and Scott counties.

**Q:** What are the advantages for me using telehealth connection to meet with a clinician?

**A:** Telehealth connectivity allows you to begin your care today, without having to schedule an appointment for another day.

### Location of Telehealth Clinician

240 W. Tyrone Road, Oak Ridge  
865.482.1076

Monday - Friday  
8:30 a.m. - 4:30 p.m.

# WHERE TO GET HELP IN ROANE COUNTY?

MOBILE CRISIS TEAM 24/7/365 1-800-870-5481  
WALK-IN CLINIC HOURS 9:00 AM – 9:00 PM Weekdays  
\*For psychiatric emergencies



307 Devonia Street, Harriman  
37748; 882-1164  
SAME DAY ACCESS / WALK-  
IN CLINIC  
8:30 – 9:30 AM Monday –  
Friday  
4:30 – 5:30 PM  
Wednesday



# THANK YOU!



**Teamwork:** Ridgeview values working in a collaborative manner with co-workers as well as with our numerous community partners with each contributing essential parts to comprise the whole for the betterment of those we serve.

HOPE, HEALING, AND RECOVERY