

Family and Direct Supporters' Session 3

Overcoming Covid's Challenges to Give Optimal Care and Support

• Understanding the predicament

1. Supporters' best practices challenges.
2. Supporters' personal emotional self-regulation challenges.

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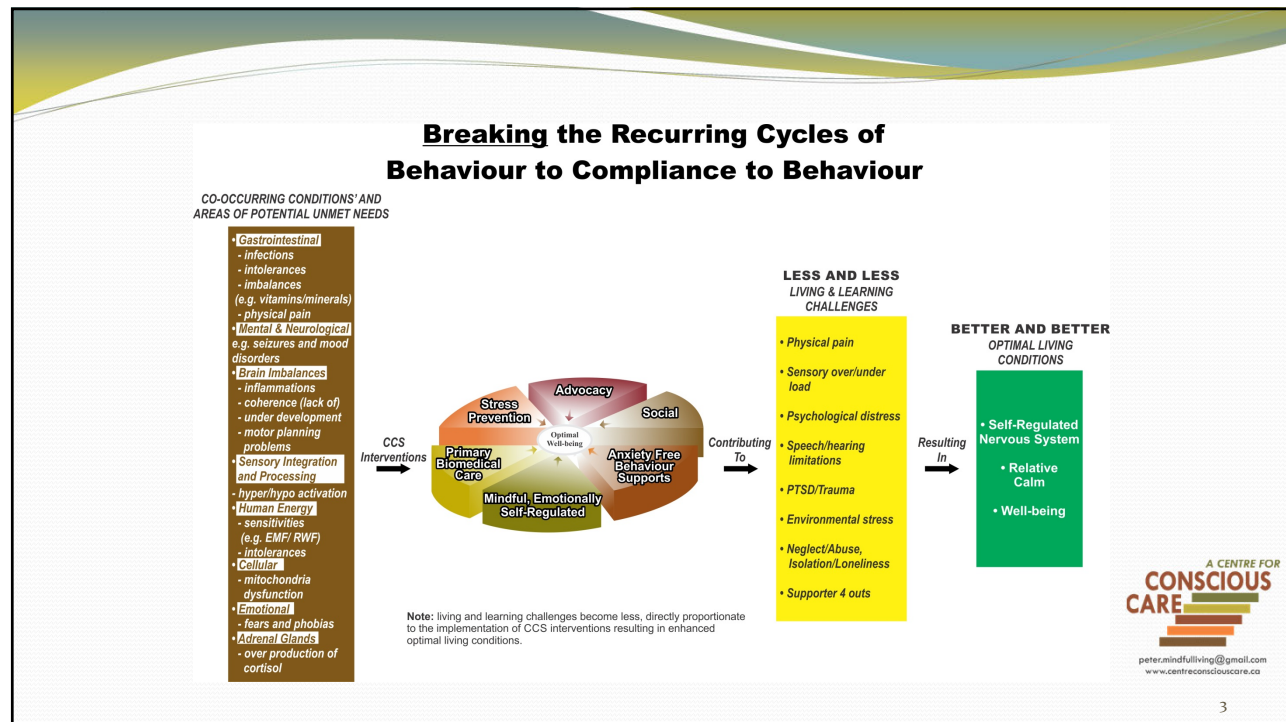
Hierarchy of Service Needs

Toward A More Complete Understanding

of the hierarchy of special needs to meet in order to
facilitate optimal well-being and to prevent and
mindfully manage anxiety
anger and aggression



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Supporters' Best Practices Challenges

1. Risks of burn-out, freak-out, tune-out and space-out.
 - burn-out and freak-out caused by vulnerabilities, over work, fear of the unknown.
 - tune-out to 'armor the heart' against burn-out and freak-out.
 - space-out – loss of focus, concentration and presence.

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Supporters' Best Practices Challenges *continued*

2. Family supporters overwhelm due to limited outside support.
3. Break down in necessary schedules, routines and opportunities for support activities.
4. Lack of accessibility to professionals (e.g. MD, ND, nutritionists).
5. Added services' delivery challenges due to Covid-19.



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Options to Prevent and Better Manage the Supporters' Best Practices Challenges

1. Stay aware that supporters' best practice challenges and supporters' personal emotional self-regulation challenges are **interdependent**.
2. Join virtual support groups to learn creative problem solving strategies from others.
3. Tenaciously hold onto as many useful schedules, routines and activities as possible.
4. Set up contact protocols with professionals before a crisis (e.g. confirm medications availability with the pharmacy).
5. Review advocacy strategies with professionals (reference Appendix I)



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Options to Prevent and Better Manage the Supporters' Best Practices Challenges *continued*

6. Review CCS low hanging fruit guidelines (reference Appendix II).
7. Expect increased agitation, anger and aggression and plan prevention strategies to decrease anxiety.
8. Stay strongly committed to healthy nutrition.
9. Supporters catch other team members' excellent services and acknowledge it.
10. Follow strict adherence to covid-19 prevention protocols (reference Appendix III).
11. Think big but start small - but implement small every day.



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Supporters' Personal Emotional Self-Regulation Challenges

1. Family supporters' exhaustion.
2. Personal relationships' stressors – due to radical changes.
3. Unemployment.
4. Demands for increase support for children, parents, grandparents.
5. Fear and fatigue.



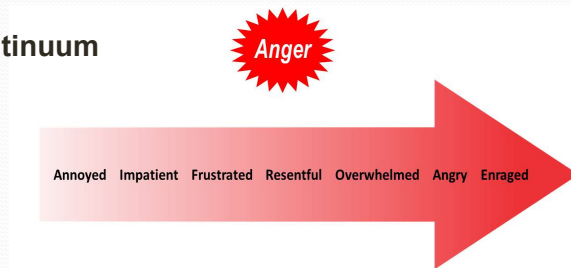
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Options to Prevent and Better Manage the Supporters' Personal Emotional Self-regulation Challenges

1. Gain greater understanding and management skills for your true source of impatience, frustration and anger.

- **The Anger Continuum**



'Anger' is causing an unprecedented level of work and personal relationships' break downs and subsequent compromise of support of others.

Options to Prevent and Better Manage the Supporters' Personal Emotional Self-regulation Challenges *continued*

- The More Awful Feelings ('Faces') of Our Subjective Experience that Anger Masks Over/Gives Us Relief From!



* The Anger Continuum

Our task is to better manage these upstream concerns so that work and life can continue to be meaningful and satisfying and not compromised as a result of anger's drivenness.

Options to Prevent and Better Manage the Supporters' Personal Emotional Self-regulation Challenges *continued*

- **Recovery from anger**
- 1. Mindfully catch yourself to become aware of being angry.



Options to Prevent and Better Manage the Supporters' Personal Emotional Self-regulation Challenges *continued*

- **Recovery from anger continued**
- 2. Calm yourself with awareness based (mindful) calming strategies ABC.
- 3. Clarify the actual source of your anger 'the payoff'.
- 4. Consciously choose a self-management response.
 - Be silent until your upper brain comes back online.
 - Right speech – useful, truthful, kind and timely.
 - Acknowledge mistakes and regret if applicable.
 - Problem solve the issue.

Options to Prevent and Better Manage the Supporters' Personal Emotional Self-regulation Challenges *continued*

2. Maintain your non-negotiable commitment to daily formal physical and emotional health practices (e.g. exercise, mindfulness and nutrition).
3. Work to be effective but not as efficient as usual.
4. Take massive action on good ideas and don't major in minor things.
5. Stay aware that negative is normal. Keep problems in perspective 'this is extremely stressful (and it is) and relative to what'.
6. Don't hope for fewer problems, work to develop better self-management, insights and skills.



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Options to Prevent and Better Manage the Supporters' Personal Emotional Self-regulation Challenges *continued*

7. Control conditions as much as is possible.
8. Mental health must do's:
 - Make decisions – no fence sitting.
 - Substitute worry with good action – behaviour generally modifies mood.
 - Avoid over caution – take justified risks.
 - Stop complaining and gossiping.
 - Social media – stand guard at doorway of your mind.
9. Acknowledge your vulnerabilities, mistakes, regrets and needs.



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5 Essential Tools for Developing Emotional Self-Regulation



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Appendix I

**Top Ten
Low Hanging Fruit**

Below is a list of mostly immediate ways in which you as a supporter can ensure that you are on the right path while you provide integrated, optimal and more complete support to the people and families you serve.

1. Starve candida and clostridia by monitoring and discontinuing the overage in daily sugar intake. Maximum intake should be 50 gm (12 teaspoons per day for adults) and half of this for children. Substitute refined sugar with organic Stevia extract, 100% pure and not chemically processed or limited amounts of coconut palm sugar.
2. Get moving with cardio for 20 minutes a day along with building core strength and balance.
3. Bounce on a rebounder or balance on a stabilization cushion for 20 minutes to boost your brain.
4. Ensure good sleep hygiene that promotes restorative sleep.
5. Build the prefrontal cortex of the brain through mindful movement, breathing and muscle relaxation.
6. It's as easy as BB-ABC: Bilateral Bio-Meridian Awareness Based Calming! Initiate daily calming exercises like:
 - pressure points in hands at base of thumb and forefinger
 - butterfly hug
 - collar bone point activation

7. Clean up the 'dirty electricity' by filtering the 110-V outlets and keeping Wi-Fi to a minimum.
 8. Enlist the services of:
 - a pharmacist for an independent psychotropic medication review.
 - a registered naturopathic doctor to test for toxins, food intolerances and infections and start treatment as recommended.
 - a registered nutritionist, holistic nutritionist or dietician to implement a diet based on the results from the above testing.
 - a dentist who is qualified to complete an assessment of both dental and myofunctional disorders.
 - an occupational therapist to complete a sensory assessment and treat as indicated.
 9. Look to modify ABA/IBI interventions if they induce moderate to high anxiety, except to ensure safety. Ensure that all biomedical and other treatments are happening prior to or concurrent with behavioural interventions.
 10. After offering the above optimal support, encourage and validate neurodiversity and other gifts.
- All of the above is to be facilitated by a mindful, emotionally self-regulated and kind supporter.*
- Practise the low hanging fruit for yourself and you can also reap some reward.*
- Remember that your own wellness begets the wellness of others.*

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Appendix II

Fifteen Support Strategies for Advocating with Professionals

Almost every supporter will find him/herself in the position of having to advocate with various health services professionals for the needs of the people they support. This list of strategies will help manage those negotiations.

1. **Remain aware and ahh-llowing:** i.e. Catch, Calm and Clarify.
2. **Build relationships** e.g. "Thank you for _____."
3. Stay aware that **all other professionals have a pre-programmed mind-set.** Use your awareness of possible filters for optimal communications: respond feelings to feelings, reasons to reasons.
4. **Ask permission** - "Can I give you an update on some **new** information?"
5. **Reports must be summarized** - not rambling with too much detail. Start big and move to detail as appropriate. Share summarized Tracking Report.
6. **Use relative descriptors** - "On a scale of 1-10, with 1 being a low level, in the morning _____'s pain/confusion etc. is at a level 7."
7. **Use test questions** - "Do you want more detailed information than what I just gave you?"
8. **Use clarifying questions** - "Do you mean we should _____?"
9. **Use open questions** - e.g. What, How, When.
"What should we observe and record to help you determine _____?"
"How often should we _____?"
10. **Redirect discussions** if possible and helpful, e.g. with eye contact focused on the person supported, ask "Sam, what would you like to add/ask?"
11. **Don't talk** when the professional is thinking. **Don't talk** after asking a good question.
12. **Encourage the professional to lead** the conversation and redirect or direct as necessary and helpful, but you and the person-supported stay focused to achieve your objectives e.g. "How else can we be helpful in this treatment plan?"
13. **Give concise summarized reports** followed by a clear question, e.g. "We have a concern, when (describe the behaviour) _____, then (describe the outcome) _____. What would you suggest?"
14. **Before leaving prepare for the next visit.** "What would you like us to do/track/report to you when we return?" or "If a new medication or strategy has been started _____?" Can we visit you in three to four weeks to see if we are on the right track?" Then when you call to make the next appointment, you can say "Doctor _____ wants to see _____ now."
15. **Conclude with sincere gratitude**, e.g. "Thank you _____ for taking the time to _____."

Appendix III

Social Distancing and PPE

