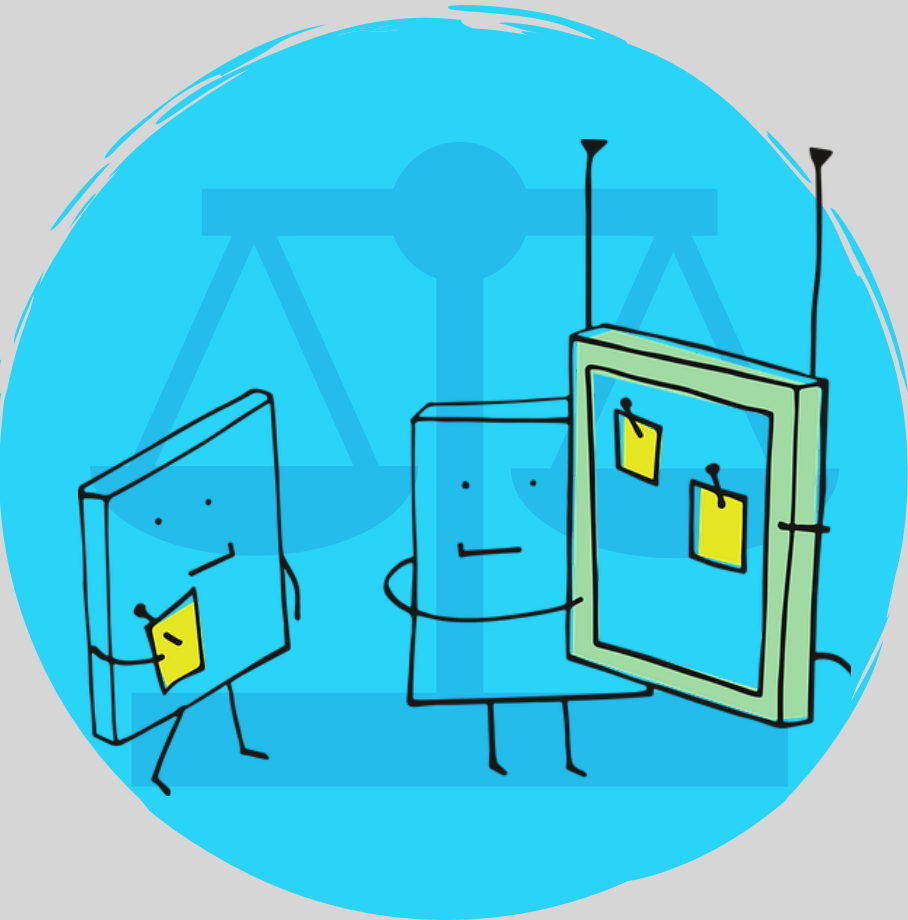


# MANAGING THE PSYCHOLOGICAL IMPACT OF COVID-19

Checklist for health-care providers



## Explaining, but also reassuring

It is important to answer patients' questions accurately, whilst remaining reassuring. Explain that the purpose of the current measures are to prevent the virus from spreading, so as to ensure everyone's safety. Remember to use simple vocabulary and explanations.



## Avoid transferring our own concerns

For the patients, this crisis will generate excessive worry, disruptions in their daily routines and a loss of bearings. It is important for us to be able to manage our own emotions in a healthy way, in order to be aware of their actual needs. Do not hesitate to seek professional help if needed.



## Restoring a sense of control

Faced with the sense of powerlessness, it is important to help patients regain a sense of control (e.g. taking care of self). Emphasize behaviors they can adopt to keep themselves and their peers safe (e.g. providing information on respiratory hygiene and hand washing).



## Managing emotional reactions

It is normal for patient to experience anxiety, sadness or anger.

We must provide our support through active listening, answering their questions and helping them find ways to regain a sense of calm.

It is important to allow them to maintain contact with their loved ones (phone, video).

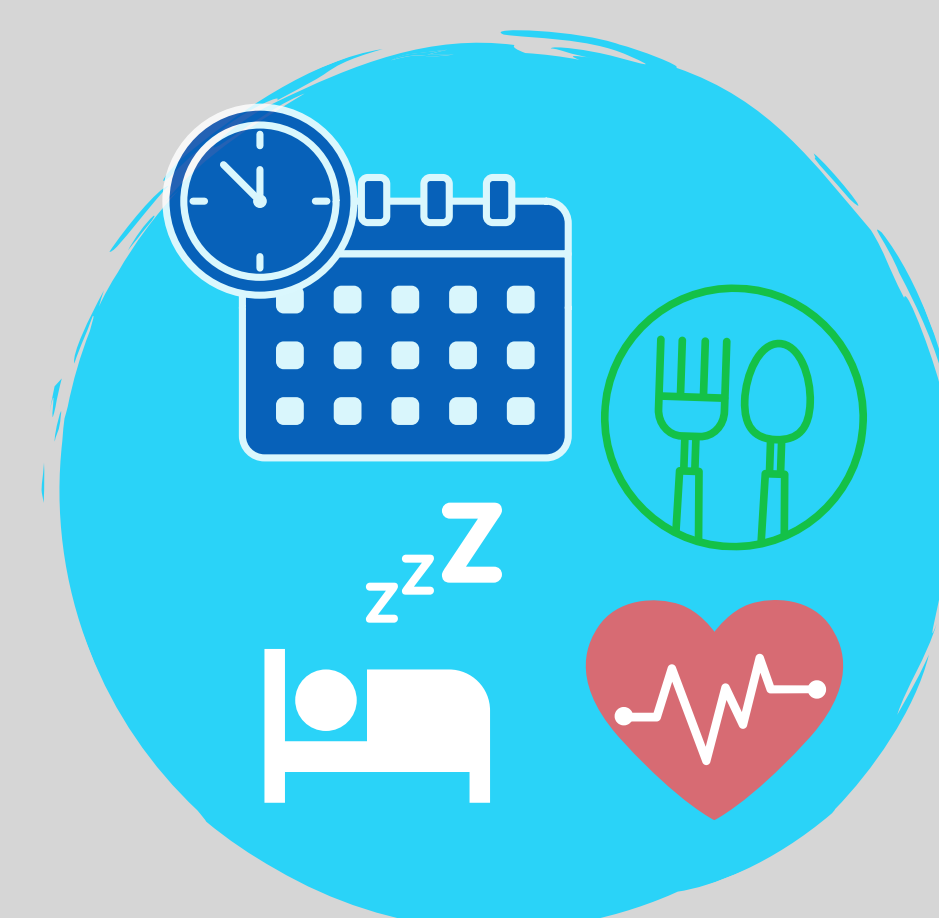


## Limiting media exposure

Identify one or two appropriate times a day to watch newscasts (e.g. at 1PM and at 6PM), followed by a debrief of the information received.

Make sure the patients are consulting reliable sources of information.

If needed, raise awareness regarding the negative side effects of overexposure to the media.



## Establishing a daily routine

Patients should have a daily routine, even while in confinement.

Help them establish a schedule and alternate between a variety of activities throughout the day.

Promote a healthy lifestyle (nutrition, sleep, physical exercise, social contact from a distance).