

Providing Support During COVID-19



Direct Support Professionals are extraordinary people. Building relationships, connections and trust is what we do best! Let's use this time as an opportunity to connect with the people we support even further. Remember that the mental health of the people we support is just as important as their physical health.



Provide Reassurance

It is likely that many of us are feeling fearful during this time of uncertainty. We must do our best to set our personal feelings aside and try to alleviate this same fear in the people we support. Fear and anger can be just as dangerous as a virus.



Get Creative with Connections

The people we support rely on day, school and community programs in order to maintain relationships. While these programs are suspended it is up to us as Direct Support Professionals to find creative solutions to connect people. Skype, letters and phone calls are great resources that people may need help accessing.



Be Honest

Deliver honest, factual information in a way that each person we support can understand. Do not withhold information in order to prevent the person from reacting. Allow them to stay informed, process information as they need to and be there to provide support.



Recognize Behavior as Communication

Remember that a person who is scared, frustrated or confused may express themselves through various forms of behavior to communicate these emotions. This is a great opportunity to focus on replacement and coping skills and be empathetic toward however they are feeling.



Keep Relationships Connected

If you need to self isolate and cannot be there in person you can still maintain contact. Provide guidance and support to your fellow colleagues who may not know someone as well as you do.



Experience Unity

Allow this time to illustrate the trust and respect that you have built with the people you support. We are all experiencing this crisis together. Relationships are not one sided. Support each other and develop ways that those we serve can support others too.