

Key Messages, Resource's and Approaches to Support Primary Mental Health & Addiction Credentialed Nurse Best Practice During Covid-19

This Guidance List is split into the following sections:

- Key messages to reinforce with all people seeking healthcare
- Resources that support maintaining and improving mental health and wellbeing
- Helplines available
- Resources to assist people who are feeling suicidal or having suicidal thoughts
- Addressing stress, anxiety and panic symptoms
- Parenting Support
- Self-help tools for young people:
- Harmful Substance Use Concerns – Self help and Information for Supporters
- Information for professionals about managing substance withdrawal

Key messages

Emergency services and your local health, mental health and addiction services are essential services and are still available if you need them. Seek help early.

It's important to source reliable, evidence based, information and updates that you can trust are accurate. Please access www.covid19.govt.nz in the first instance if possible.

There are links to the latest Ministry of Health guidance on this site.

If you are finding the media/social media around Covid-19 overwhelming and distressing, take a break from it and ask someone you trust to provide you with any essential updates you require.

Maintaining and improving mental health and wellbeing

Acting to make sure your most basic needs are met and [problem solving](#) and/or [getting help to problem solve](#), concerns relating to basic needs. There are people who can help with this, including advocacy groups, community organisations and government departments. Most are still providing essential services regarding food, housing, income and healthcare.

Don't expect too much from yourself at this time. While the internet and news may be full of people entertaining themselves at home, learning new skills and seemingly juggling work, school and life from home, this is not likely to be the reality for most people.

Reminding yourself of the things that you do every day that maintain and build your wellbeing. What works for you?

Regularly connecting with people you usually spend time with, who you find supportive and trying to balance time with others, with some time to be alone.

Keeping to or developing a daily routine and keeping things like exercise and meals, as close to your usual routine, as possible.

If working from home, not expecting your usual level of productivity. [The Working Well From Home](#) resource, produced by Blueprint for Learning, might be helpful.

Anticipating that being in a bubble with others, even if they are your nearest and dearest, is not always going to be easy.

Wellbeing self help sites and apps

[Catch yourself](#) is a group of resources developed by Le Va, focusing on managing the normal reactions towards this abnormal situation, such as irritability, frustration, anxiety and anger. How to prevent things getting out of hand and maintaining our relationships in the bubble.

Another great resource to support problem solving is [Aunty Dee](#), also developed and provided by Le Va.

[Getting through together](#) has some great suggestions that have been put together specifically for this challenging time

[The Mental Health Foundation](#) have also published a specific Covid-19 page to assist people to manage their wellbeing

Te Ao Māori perspective resources and guidance

[Te Rau Ora](#) have produced a range of resources to guide and support wellbeing and some directly relating to Covid-19 from a Te Ao Māori perspective. They include how to support frontline workers, what social distancing means for Māori and how to stay safe and prepared.

New apps that have been made available this week, as part of the New Zealand government response:

[Mentemia](#) is an app created by Sir John Kirwan and team, to provide practical tips and techniques to help people take control of their mental wellbeing. This was originally devised as a workplace app but has now been extended free to all New Zealanders as part of the government response to Covid-19.

[Melon](#) is a second app that provides a health journal, resources and self awareness tools to help people manage their emotional wellbeing. Melon also provides an online community for New Zealanders to connect and support each other and daily webinars for health and wellbeing.

In the next two weeks there will also be additional resources launched on Melon that **specifically support 13-24 year olds.**

Helplines Available:

Free call or text – available 24hours **1737** to talk to a trained counsellor.

Other recommended phone, text and web based services who provide trained staff to talk to include:

- [Depression helpline](#): Free call [0800 111 757](#) or text 8681
- [Alcohol Drug Helpline](#): Free call [0800 787 797](#) or text 8681
- [Gambling Helpline](#): Free call [0800 654 655](#) or text 8006
- Whats Up – A phone and web based service for young people to access a counsellor to talk about anything that is concerning them. Provided by [Barnados](#) 0800 WHATS UP (0800 942 8787) or chat online at [www.whatsup.co.nz](#)
- [Refugees as Survivors](#): Free call 0800 472 769

Using the Refugees as Survivors NZ Support & Information Line

- [Instructions, in a variety of languages](#) about how to access the 0800 number
- Please call on the number you want us to contact you on.
- An automated message will ask you to say the language you need.
- State your name, the name of the language you need and your phone number if it is a private number
- A RASNZ counsellor and an interpreter who speaks your language will call you back as soon as possible

Basic information [about Covid-19](#) is also available in a range of languages

Resources to assist people feeling suicidal or having suicidal thoughts

Remembering that crisis and other mental health services in your area are available as essential services and can be called on and referred to for assistance, in the usual manner.

The following resources can be helpful and supportive to provide to people and whānau, in addition to usual assessment, treatment and support planning services and arrangements.

Free call or **text 1737** to talk to a trained counsellor. Emphasising they are available 24 hours

Resources that are available to help people manage & cope with suicidal thoughts include:

- [Suicide: coping with suicidal thoughts](#) (Mental Health Foundation)
- [Having suicidal thoughts](#) – a resource to help people manage their own suicidal thoughts or feelings (Mental Health Foundation)

Resources available to people supporting others include:

- [Supporting someone who may be suicidal](#) (Ministry of Health)
- [Supporting whānau through suicidal distress](#) (Mental Health Foundation)
- [How to support people who may be feeling suicidal](#) (LifeKeepers)

Addressing stress, anxiety and panic symptoms

An e-therapy tool called [Staying on Track](#) has also been launched for people experiencing worry and distress. It's a cognitive behaviour therapy based tool that teaches practical strategies to cope with the stress and disruption of everyday life from COVID-19.

[A list of Apps for maintaining wellbeing, addressing depression and anxiety](#)

[Education for people about panic and anxiety symptoms and how to self manage panic symptoms](#)

Parenting Support

- [Sparklers at Home](#) – a set of wellbeing activities and resources for parents to use with children at home.
- [Triple P Top Ten Parenting Tips - for parents and carers in uncertain times](#)
- [Triple P Guide - Parenting during COVID-19](#)
- [Helping children cope with stress during the 2019-nCoV outbreak](#) - World Health Organisation (WHO)
- [6 ways parents can support their children through the COVID-19](#) (WHO & Unicef)
- [How to talk to children about COVID-19](#) (Getting Through Together)

Self-help tools for young people:

- [Feeling down, worried or stressed](#) (SPARX)
- [Learn more about mental health issues](#) (Mental Wealth)
- [Recognising and understanding depression and anxiety](#) (The Lowdown)
- Whats Up – A phone and web based service for young people to access a counsellor to talk about anything that is concerning them. Provided by Barnados. 0800 WHATS UP (0800 942 8787) or chat online at www.whatsup.co.nz

Harmful Substance Use concerns

Self help Resources

If you, or those around you, are concerned about your substance use and/or gambling, there are some great resources to help you identify if you need some extra support:

- [Is your drinking ok?](#) (Health Promotion Agency)
- [Test your drug taking](#) (Alcohol Drug Helpline)
- [Test your gambling](#) (Choice Not Chance)
- [Managing your own Withdrawal](#) – A guide for people trying to stop using drugs and or alcohol(Matua Raki)
- [Living Sober](#) – a supportive online community – alcohol related

Resources for people supporting others with Harmful Substance Use Concerns

- [Supporting Others](#) (New Zealand Drug Foundation)
- [Help Someone Else](#) (Drug Help)
- [Gambling: Concerned for Someone?](#) (Choice Not Chance)
- [How to talk to someone about their drinking](#) (Health Promotion Agency)

For Health Professionals Reference – Substance Withdrawal

[Updated Substance Withdrawal Management Guidelines – published December 2019](#)