

Sensitivity Training COVID-19



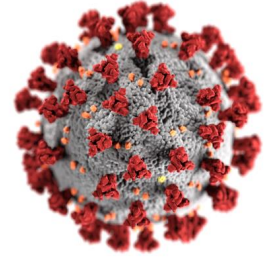
Sensitivity Training Objectives:

Each attendee will leave having a better understanding of the following:

- What is COVID-19, the pandemic virus.
- The Social Stigma associated with COVID-19.
- Why sensitivity training is needed to address emotional concerns related to COVID-19 illness.
- The skills sets needed to address this particular population of people affected by COVID-19.
- Staff ethics and Best Practices: Policy 4002 and 6046



What is COVID-19?



■ Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. COVID-19 commonly causes mild to severe respiratory tract illnesses.

■ COVID-19 is a pandemic that has spread over several countries and affecting a large number of people. More governments are involved in a pandemic. The rate of the spread and how far it spreads defines it as a pandemic.



What is Social Stigma?

- Social stigma is the negative association between a person or group who share certain characteristics and a specific disease.
- In an outbreak, this may mean people are labelled, stereotyped, discriminated against, treated separately and/or experience a loss of status because of the perceived link with this disease.
- History has shown that epidemics tend to provoke a widespread fear and social isolation directed towards the affected group.



Why the Stigma with COVID-19? (Based on 3 main factors)

- It is a new disease with still so many unknowns.
- As a group, we are often afraid of the unknown.
- It's easy to associate that fear with “other”.

Unfortunately, these factors are also fueling harmful stereotypes.



What Is The Impact of Social Stigma

Social Stigma Can:

- Drive people to hide the illness to avoid discrimination.
- Prevent people from seeking health care immediately.
- Discourage them from adopting healthy behaviors.



How To Address Social Stigma

Words Matter

- a. **Do** talk about the “new” Coronavirus disease.
 - ▷ The name was chosen to avoid the
 - ▷ stigmatization. But **don’t** attach locations nor
 - ▷ ethnicity to the disease.
- ▷ b. **Do** talk about people who have recovered. But
- ▷ **don’t** refer to them as “victims” or she had
- ▷ “COVID-19” or “suspects” to have “COVID-19”.
- c. **Do** speak accurately about the “risk” of COVID-19 based on facts. But **don’t** repeat or share rumors.
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How To Address Social Stigma

- Spread the facts not fiction. Misconceptions, rumors and misinformation are contributing to social stigma.-
Stop
- Collectively solidarity and global cooperation are needed to prevent further transmission. Emphasize the effectiveness of prevention and treatment measures-
Start
- Facts not fear will stop the spread of COVID-19. Share facts and accurate information about the disease.-
Start



Policy 4002

Ethics...

- Employees are expected to adhere to the standards of ethical behavior...
- Solve problems which arise in a just and equitable manner.
- Grow in skill and understanding in the job assigned.
- Follow all policies and administrative rules.
- Maintain a professional relationship with students, parents, staff members, and community.



Policy 6046: Harassment

■ Includes any conduct motivated by any actual or perceived characteristic, including but not limited to, race, color, religion, ancestry, national origin, sex, sexual orientation, gender identity and expression, a mental, physical or sensory disability, socio-economic or familial status.



Sensitivity Requires that you...

- **S**top and listen
- **N**ever assume
- **A**sk questions...
- **P**oliteness is best



REMEMBER...

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel”

Maya Angelou



Contact Information for Health Services

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**Take Care and Be
Safe!**

