



ORSPERE SAMDARRA

Observatoire Santé mentale, Vulnérabilités et Sociétés

COVID-19
RESSOURCES
ENGLISH

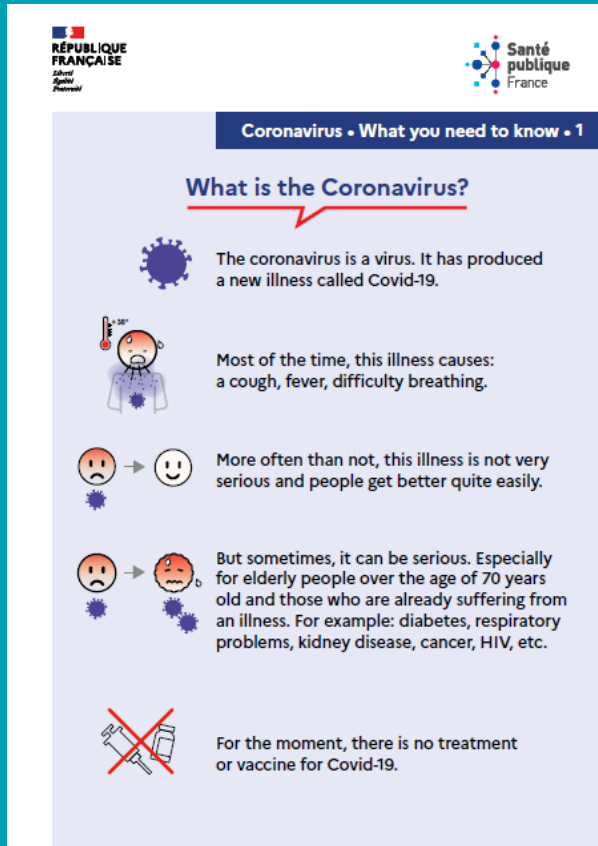
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ALL ABOUT CORONAVIRUS

Coronavirus, what is it ?

Posters “Coronavirus: What is it? How is it caught?”, produced by [Public health France](#): [click on the link](#).





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

Santé publique France



Coronavirus - What you need to know - 1


What is the Coronavirus?

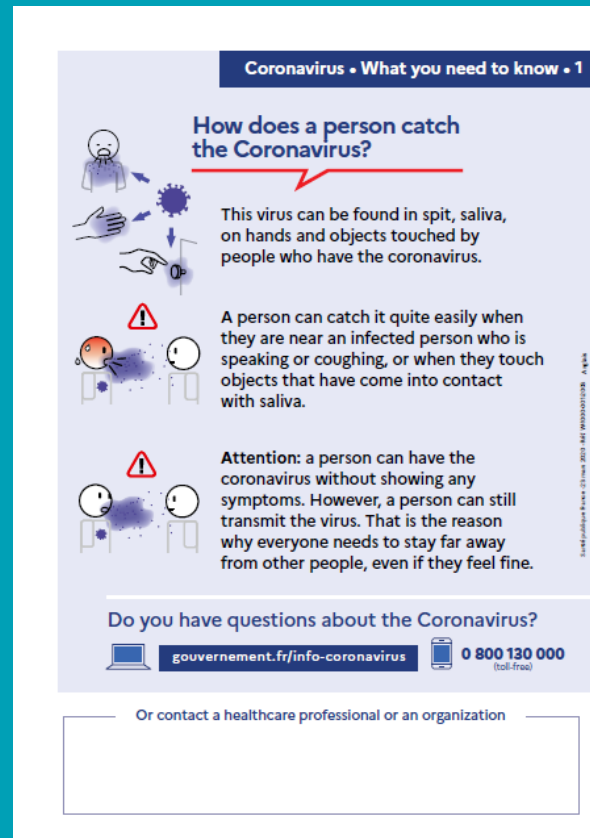
 The coronavirus is a virus. It has produced a new illness called Covid-19.

 Most of the time, this illness causes a cough, fever, difficulty breathing.

 →  More often than not, this illness is not very serious and people get better quite easily.


 →  But sometimes, it can be serious. Especially for elderly people over the age of 70 years old and those who are already suffering from an illness. For example: diabetes, respiratory problems, kidney disease, cancer, HIV, etc.


 For the moment, there is no treatment or vaccine for Covid-19.




Coronavirus - What you need to know - 1



How does a person catch the Coronavirus?

 This virus can be found in spit, saliva, on hands and objects touched by people who have the coronavirus.

 A person can catch it quite easily when they are near an infected person who is speaking or coughing, or when they touch objects that have come into contact with saliva.

 **Attention:** a person can have the coronavirus without showing any symptoms. However, a person can still transmit the virus. That is the reason why everyone needs to stay far away from other people, even if they feel fine.

Do you have questions about the Coronavirus?

 gouvernement.fr/info-coronavirus  **0 800 130 000**
(toll-free)

Or contact a healthcare professional or an organization

Illustration: Anne, 21 Mars 2020. Art: Wladimir1988. Agence

Posters “Coronavirus, what you need to know”, made by Traducmed: [click on the link](#).

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TRADUCMED **Anglais**

RESPECTS 73





Santé publique France

CORONAVIRUS

what you need to know

Useful information  **0 800 130 000** (Call for free)
gouvernement.fr/info-coronavirus

How to protect yourself and others ?

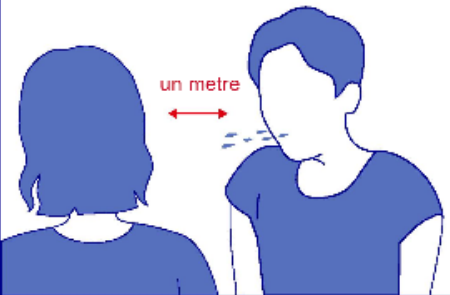
-  Wash your hands regularly and thoroughly
-  Cover your mouth and your nose with a tissue or your sleeve when you cough or sneeze
-  Use single-use tissues and put them in the bin after use
-  Avoid shaking hands, hugging and kissing

How does COVID-19 spread ?

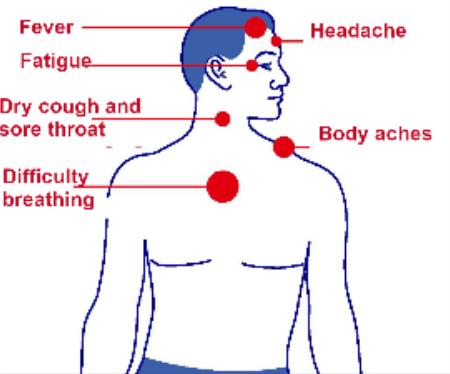
Through cough or sneeze droplets

Face-to-face contact for at least 15 minutes

un metre



What are the signs and symptoms ?



- Fever
- Fatigue
- Dry cough and sore throat
- Difficulty breathing
- Headache
- Body aches

In case of breathing difficulty, call 15 respirir llama al 15

Admin 4 all shared **information flyers for migrants**, produced by the [International Organisation for Migration Italy](#): [click on the link](#).



ENGLISH

WHAT IS A CORONAVIRUS
Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases.

WHAT IS A COVID-19?
COVID-19 is the infectious disease caused by the most recently discovered coronavirus ("CO" stands for corona; "VI" for virus; "19" the year in which it appeared). This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

WHAT ARE THE SYMPTOMS OF COVID-19?
The most common symptoms of COVID-19 are fever, tiredness, and dry cough. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome and even death.

IS THERE A VACCINE, DRUG OR TREATMENT FOR COVID-19?
Not yet. To date, there is no vaccine and no specific antiviral medicine to prevent or treat COVID-2019. However, those affected should receive care to relieve symptoms. People with serious illness should be hospitalized. Most patients recover thanks to supportive care. Possible vaccines and some specific drug treatments are under investigation.

WHO IS AT RISK OF DEVELOPING SEVERE ILLNESS?
While we are still learning about how COVID-2019 affects people, older persons and persons with pre-existing medical conditions (such as high blood pressure, heart disease, lung disease, cancer or diabetes) appear to develop serious illness more often than others.



WHAT CAN I DO TO PROTECT MYSELF AND PREVENT THE SPREAD OF DISEASE?

You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- Regularly and thoroughly clean your hands with an alcoholbased hand rub or wash them with soap and water, because these actions kill viruses that may be on your hands. 
- Keep a safe distance of at least 1 metre (3 feet) from people. The virus is contained in saliva droplets and can be transmitted by breathing at close range, particularly when they cough, sneeze or have a fever. 
- Avoid touching eyes, nose and mouth, because hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick. 
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately. Why? Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19. 
- Avoid shaking hands and hugging, for the reasons mentioned above. Stay at home as much as possible, following the rules indicated by the authorities. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. This will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections. 

All the measures included in the present leaflet follow what established by the world health organization (WHO)

IOM Coordination Office for the Mediterranean
www.italy.iom.int

Audio and video resources

In France

Banlieues Santé offers **prevention videos** translated into several languages and dialects by their professionals, also available on the application “**En mode confinés**”: [click on the link](#).

« Your health and your rights during the coronavirus », videos produced by the Seine-Saint-Denis department and the City of Paris. Various association members answer the questions:

- What is the coronavirus?
- How to protect yourself from it, what to do if you are ill?
- How to be helped?

[Click on the link](#).

In the world

The World Health Organization has produced **various awareness-raising materials** translated into several languages. [Click on the link](#).

Admin 4 all has made audio capsules on the coronavirus: [click on the link](#).

How do I protect myself and the others?

“Coronavirus: How to protect yourself” posters, produced by [Public health France](#): click on the link.

Coronavirus • How to protect yourself • 2

How do I protect myself and my family?

In order to prevent this virus from spreading, many countries, like France, have taken strict measures: School closures, strict rules regarding leaving the house except for running errands and medical reasons, ban on gatherings, etc.

Preventative measures

Stay home or isolate yourself from other people. Always stand more than 1 meter away from another person.

Do not shake hands or embrace another person.

Cough or sneeze into a disposable tissue or your sleeve.

Coronavirus • How to protect yourself • 2

Wash your hands often with soap or hand sanitizer. Some cities provide hand-washing stations.

Do not touch your mouth, nose or eyes.

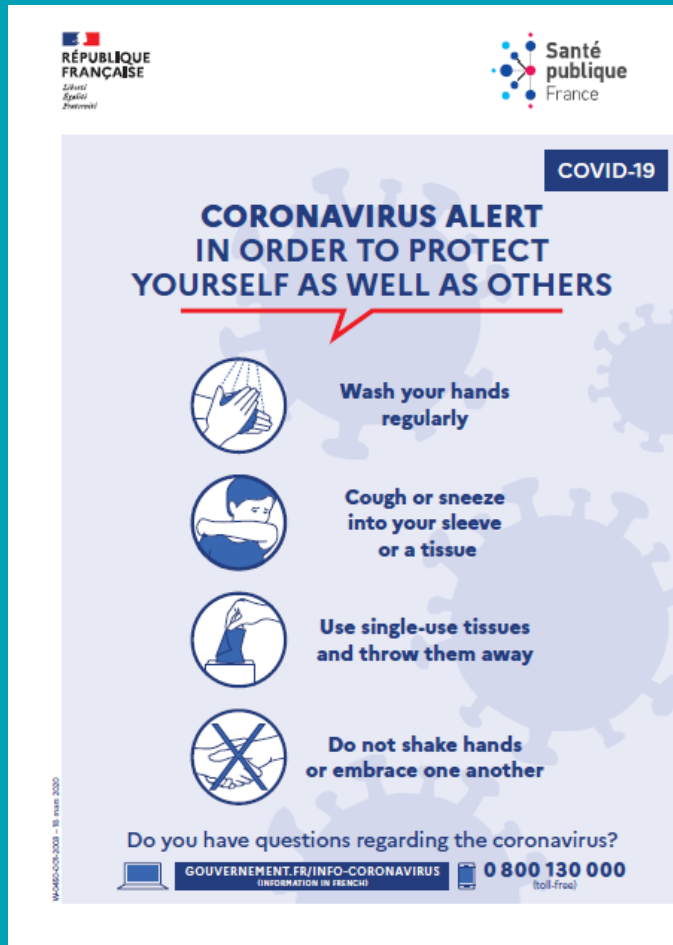
If we all follow these rules, we will succeed in stopping the virus.

Do you have questions about the Coronavirus?

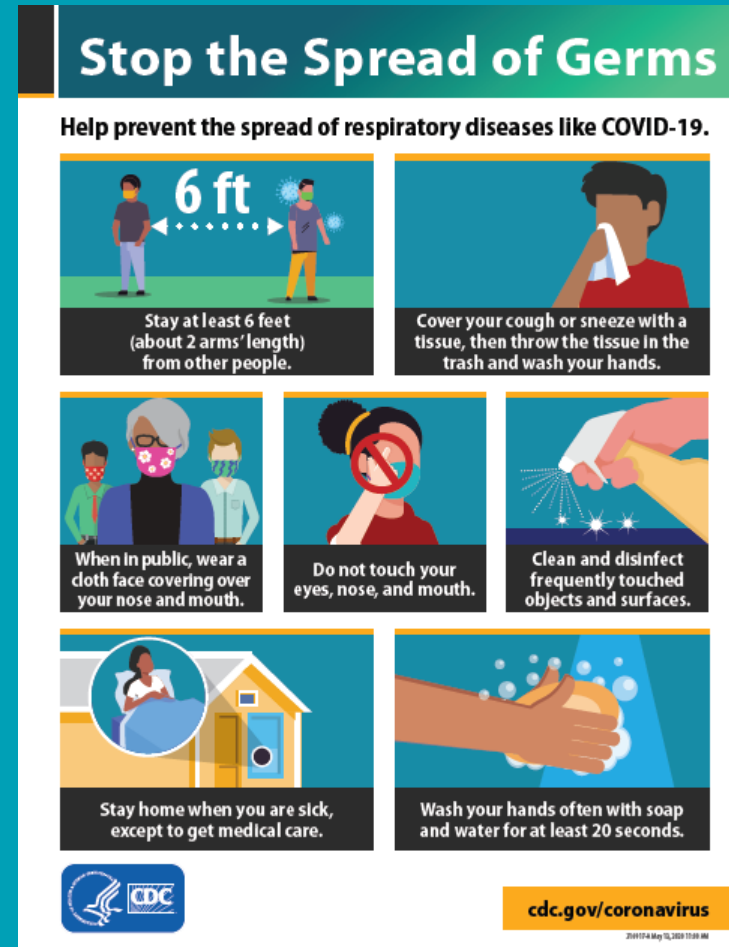
gouvernement.fr/info-coronavirus 0 800 130 000 (toll-free)

Or contact a healthcare professional or an organization

Posters “**Coronavirus alert: to protect yourself and others**”, produced by [Public health France](#): [click on the link](#).



Poster “**Stop the spread of germs**”, produced by the [Center for Disease Control and Prevention](#).



Poster produced by [Santé BD](http://www.santebd.org) on [handwashing](http://www.santebd.org) (easy to read and understand).



Produced in England by the [National Health Services](http://www.nhs.uk) :

- “How to wash your hands” videos: [click on the link](http://www.nhs.uk);
- “How to wash your hands” poster: [click on the link](http://www.nhs.uk).



Poster “Coronavirus alert : wear a mask to protect yourself”, produced by Public health France: [in french.](#)



Poster “How to use your mask properly”, produced by Public health France: [in french.](#)



Flyer “The cloth face mask : the right gestures”, produced by [Fraps Ireps 18](#) based on the recommendations of the Afnor on the proper practices to adopt to put on a cloth mask, remove it, wash and dry it (easy to read and understand).

Elaboré avec les recommandations de l'AFNOR

LE MASQUE EN TISSU ... LES BONNS GESTES

Mettre son masque

Ne PAS toucher une fois posé !!!
Porter 4 heures maximum

Se laver les mains à l'eau et au savon

Prendre le masque par les élastiques

Passer les élastiques derrière les oreilles

Le masque doit couvrir le nez et le menton

Le masque est bien mis

Enlever son masque

Enlever le masque avec les élastiques par l'arrière

Tenir les élastiques **SANS TOUCHER** le TISSU

Placer le masque dans le lave-linge

En attendant le lavage: dans un sac plastique ou dans une boîte (ensuite nettoyée à la javel)

Se laver les mains à l'eau et au savon

NE PAS FAIRE

Ne Pas toucher ou déplacer le masque sur le front ou menton une fois posé

Pas d'alcool, javel ou adoucissant au lavage

Pas de micro-onde

Pas de congélateur

Pas de séchage à l'air libre

Elaboré avec les recommandations de l'AFNOR

LE MASQUE EN TISSU ... LES BONNS GESTES

Lavage

Lavable 5 à 20 fois maximum selon le tissu

Laver le masque dans le lave linge avec de la lessive, sans adoucissant ni javel

30 minutes minimum à une température de 60°C

30 minutes

Séchage

Sécher en 2 heures maximum

Les masques doivent être séchés complètement au sèche-linge ou sèche-cheveux

En cas de **dommages** du masque (déchirure, malformation, usure...) **IL DOIT ETRE JETE**

CONTINUER LES GESTES BARRIERES

Se laver très régulièrement les mains

Tousser, éternuer dans son coude

Utiliser un mouchoir unique et le jeter

Garder une distance d'1 mètre

NE PAS serrer la main, NI se faire la bise

www.codes18.org

www.frapscentre.org

CPTS

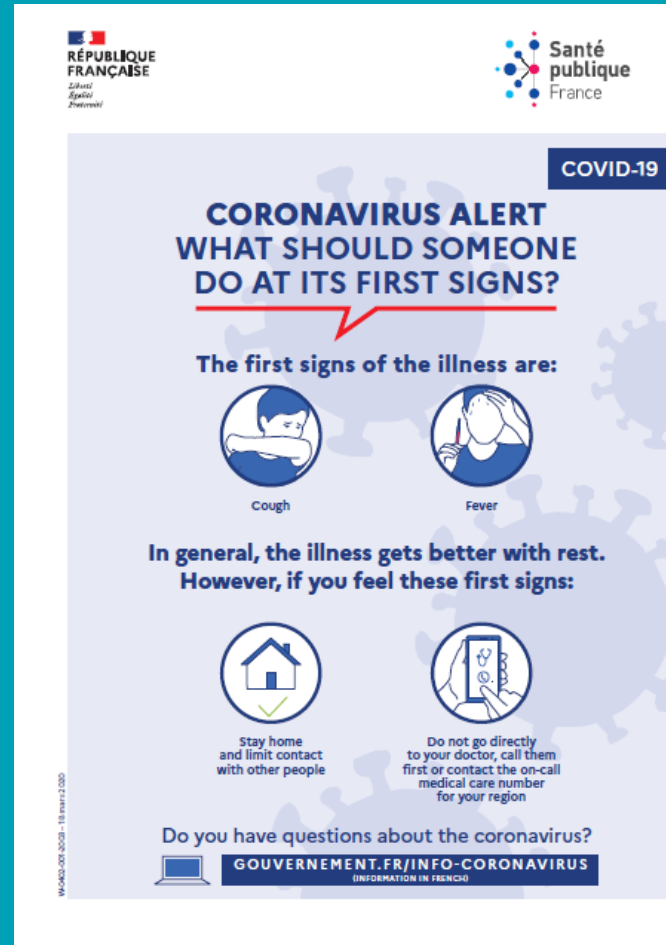
CPTS

CPTS



CPTS

What should I do if I doubt that I'm sick or if I'm actually sick ?

Posters “Coronavirus Alert: What to do about the first signs?”, produced by [Public health France](#): [click on the link](#).





“Am I sick?” posters, produced by [Public health France](#): [click on the link](#).


 


Coronavirus • Its symptoms • 3


How do I know if I am sick?

 **If you have: a cough + fever**


 **Lie down and rest.**

 **Stay inside, limit contact with your family as well as other people.**

 **Call a healthcare or social professional if necessary. Do not go directly to the doctor, the hospital or the ER.**

 **In general, the illness gets better with rest.**


Coronavirus • Its symptoms • 3

 **If you have:
A cough + fever + difficulties breathing
or feel out of breath**

 **Dial 15
or 114 (for the hearing
impaired)**

Attention: A person cannot request a test to find out if they have the coronavirus. It is up to a physician whether or not to perform the test.

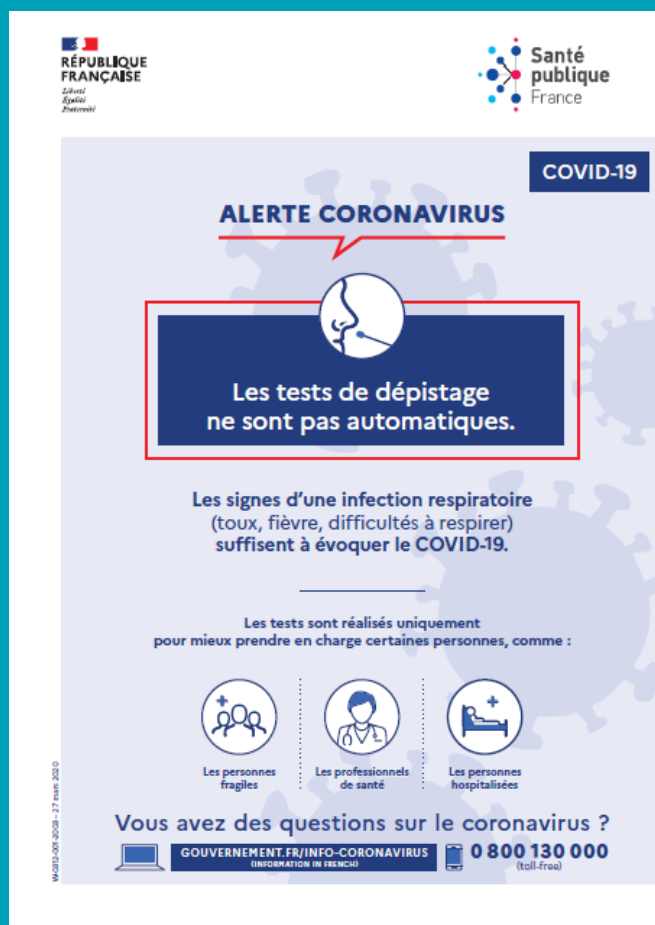
Do you have questions about the Coronavirus?

 gouvernement.fr/info-coronavirus  **0 800 130 000**
(toll-free)

Or contact a healthcare professional or an organization

Santé publique France - 03 mars 2020 - Réf: WS2020-03 - A 9/14

Poster “**Coronavirus alert : screening tests are not automatic**”, produced by [Public health France](#): [in french](#).



The site “[understand the autism](#)” offers easy-to-read and easy-to-understand test information sheets :

- [the procedures and types of sampling](#);
- [authorization form](#) for communicating results, for people who live or work in a medical-social institution.

They also offer an easy-to-read and easy-to-understand fact sheet on the **nasopharyngeal screening test** :

- [in drawings](#);
- [in pictures](#).

“What to do if you are sick?” posters, produced by [Public health France](#): [click on the link](#).


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 Santé publique France

Coronavirus • How to get better • 4

What should I do if I get sick?

For approximately 2 weeks:

-  Do not go outside. Do not go see your family or other people.
-  If you live with other people: if possible, stay away from them in order to protect them during the day, mealtime and always sleep alone. Wear a mask. Speak with a professional if you live in a group setting like a shelter.
-  Do not share everyday objects: blankets, dishes, towels, soap, telephone, etc.
-  Wash your hands often, with soap or hand sanitizing gel. Do not touch your face with your fingers (mouth, nose, eyes).

Coronavirus • How to get better • 4

 Thoroughly wash and disinfect surfaces like: doorknobs, faucets, toilets, etc.

 If necessary, and according to your situation and health, a physician may ask you to isolate yourself in a hotel room or get treatment in a temporary center for coronavirus. This will allow you to get better faster and protect your family.

Do you have questions about the Coronavirus?

 gouvernement.fr/info-coronavirus  **0 800 130 000**
(toll-free)

Or contact a healthcare professional or an organization

Santé publique France - 23 mai 2020 - MEF (M031001200) - A 4x6

“What to do if the disease gets worse?” posters, produced by Public health France: [click on the link](#).


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COVID-19


CORONAVIRUS ALERT WHAT TO DO IF THE ILLNESS GETS WORSE?


In general, the illness gets better after a few days and the signs disappear with rest.


 Cough

 Fever

HOWEVER, AFTER SEVERAL DAYS:

 If you have trouble breathing and feel out of breath

 Call **15** or **114** (for the hard of hearing)

Do you have questions about the coronavirus?
 **GOUVERNEMENT.FR/INFO-CORONAVIRUS**
(INFORMATION IN FRENCH)

MAJUSCULES COVID-19 - 18 mars 2020

[Le Cedre - Secours Catholique](#) and [Action contre la faim](#) produced posters to communicate his symptoms to hospital services. [Click on the link.](#)

Important information about Coronavirus : if you need to go to the hospital as an emergency, you should call number 15 so an ambulance can come and get you. But you need to speak French to call. If you don't speak it, and if you need an ambulance to go to the hospital, show this paper to someone who speaks French, so that person can call the number for you.

Bonjour, je ne parle pas français et j'ai besoin d'aller à l'hôpital tout de suite, pouvez-vous faire venir une ambulance pour moi en appelant le 15 s'il vous plaît ?

Pouvez-vous leur indiquer à quelle **adresse** nous sommes ?

Je vais vous montrer mes **symptômes** et vous donner mes **informations** ci-dessous :

Then, show with your finger the symptoms you have among the circles below :

Breath shortness	Severe cough	Severe fever	I passed out
↓	↓	↓	↓
Difficulté respiratoire	Forte toux	Forte fièvre	Je me suis évanoui

Remember : Only people who have severe symptoms of the virus go to the hospital

The hospital needs to know your name, show the sentence below then say it :

Mon nom est : _____

They also need to know how old you are, show the sentence below then say it. You can also write it in numbers on a paper or a phone.

Mon âge est : _____

Je parle : anglais.

Logos: Secours Catholique Caritas France, ACTION CONTRE LA FAIM, CEDRE

Poster “What to take with you to the hospital?” by Santé BD, in an easy to read and understand format :

Qu'est-ce qu'il faut emporter pour aller à l'hôpital ?

Pour aller à l'hôpital, je prends :

- ma carte d'identité,
- ma carte vitale,
- ma carte de mutuelle,
- mon carnet de santé.

Si j'ai un handicap, je peux prendre aussi :

- mes outils de communication,
- ma carte d'urgence maladie rare,
- ma carte mobilité inclusion,
- mon passeport santé, pour être mieux soigné. A télécharger sur www.santebd.org

L'équipe de soignants peut me demander :

- le nom de mon tuteur,
- le nom de ma personne de confiance,
- mes directives anticipées.

Retrouvez tous les documents utiles sur www.santebd.org dans la spécialité « Parcours de soins ».

Où trouver SantéBD ?

- Sur l'application SantéBD (disponible sur l'App Store et Google Play)
- ou sur le site internet www.santebd.org

SantéBD a le soutien de :

- fondation handicap
- Le Département de la Santé
- Chsa
- Santé publique France

© Comité Santé - contact@santebd.org

I would like to have information on time

Regarding the health situation, you will find information on the [World Health Organization's website](#).

The World Health Organization offers two interactive chatbots that aim to provide accurate information about Covid-19 to people in several languages:



Whatsapp

English : Send "hi" to +41 79 893 18 92 on WhatsApp wa.me/41798931892?text=hi

Viber

<https://chats.viber.com/coronavirusinfo>

THE SITUATION IN FRANCE

To have information on the situation

- Concerning the health situation in France, you will find information on the site of [Public health France](#).
- For information on the general situation in France, they can be found on the [government's website](#).

The end of lockdown

Santé BD offers several Easy to Read and Understand posters on the end of lockdown:

- [End of lockdown, what does it mean?](#)
- [Do I stay in lockdown or do I come out of lockdown?](#)

The [Psymas Research Collective](#) offers a **booklet on precautions to take to protect yourself at the end of lockdown** ([easy to read and understand](#)).

[APF France Handicap](#) offers information sheets entitled "Enf of lockdown, what is it" ([easy to read and understand](#)).

To face with domestic violence

[Le Cedre](#) offers posters to deal with domestic violence: [click on the link](#).

DOMESTIC VIOLENCE

**LOCKDOWN DOES NOT FORBID RUNNING AWAY,
PROTECT YOURSELF.**

**IN CASE OF EMERGENCY,
CALL THE POLICE/GENDARMERIE**


17 by phone or **114** by text
message 24 hours a day, 7 days a week

3919
Violences Femmes Info
Listening and guidance
From Monday to
Saturday, from 9am to
7pm

0800 05 95 95
Viols Femmes Informations
Listening and guidance
From Monday to Friday, from
9am to 7pm



The [Humans for Women](#) association has created a booklet translated into several languages listing the help and listening devices for women victims of violence during confinement: [click on the link](#).



**ORGANIZATIONS & STRUCTURES HELPING WOMEN
VICTIMS OF VIOLENCE DURING THE CONTAINMENT**

⚠ Most of these services are only available in french



MANAGING STRESS AND CARING FOR MENTAL HEALTH

Some tips for managing stress

Poster “Managing Stress during Covid 19”, produced by the [World Health Organisation](#) : [click on the link](#).



Helping children cope with stress during the 2019-nCoV outbreak

Children may respond to stress in different ways such as being more clingy, anxious, withdrawing, angry or agitated, bedwetting etc.

Respond to your child's reactions in a supportive way, listen to their concerns and give them extra love and attention.

Children need adults' love and attention during difficult times. Give them extra time and attention. Remember to listen to your children, speak kindly and reassure them.

If possible, make opportunities for the child to play and relax.

Try and keep children close to their parents and family and avoid separating children and their caregivers to the extent possible. If separation occurs (e.g. hospitalization) ensure regular contact (e.g. via phone) and re-assurance.

Keep to regular routines and schedules as much as possible, or help create new ones in a new environment, including school/learning as well as time for safely playing and relaxing.

Provide facts about what has happened, explain what is going on now and give them clear information about how to reduce their risk of being infected by the disease in words that they can understand depending on their age.

This also includes providing information about what could happen in a re-assuring way (e.g. a family member and/or the child may start not feeling well and may have to go to the hospital for some time so doctors can help

The [French Red Cross](#) has adapted a poster of it: [click on the link](#).



Coping with stress during the COVID-19 outbreak

It is normal to feel sad, stressed, confused, scared or angry during a crisis.

Talking to people you trust can help. Contact your friends and family.

Be aware that not everything you hear about the virus may be true.

Stay updated and use information from trusted sources, like your health authority, World Health Organization (WHO) or your local Red Cross or Red Crescent.

Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous adversities and use those skills to help you manage your emotions during this outbreak.

If you must stay at home, maintain a healthy lifestyle including proper diet, sleep, exercise and social contact with family and friends at home and remotely.

Deal with any emotions you may have in a healthy manner.

If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Source: OMS

The Refugee Response offers a variety of **mental health videos** :

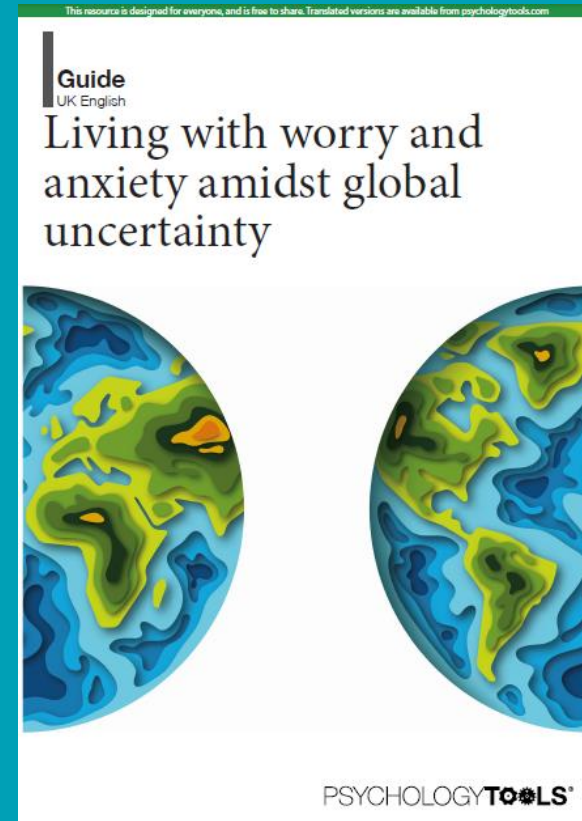


“Managing Stress and Anxiety During Covid 19”: [click on the link](#).

“Maintaining mental health”: [click on the link](#).

“Strategies for coping with stress”: [click on the link](#).

“Living with worry and anxiety amidst global uncertainty” made by [Matthew Whalley](#) and [Hardeep Kaur](#) : [click on the link](#).



“Coronavirus: survival kit for men under pressure”, offered by [Mannër](#), a Swiss organisation of men and fathers. [Click on the link.](#)

Corona Crisis: Survival Kit for Men under pressure

It is our profession to support and accompany men. We know from experience that crisis situations increase the risk of losing control and becoming violent. With this survival kit we want to help you stay calm during the Corona crisis.

! What you should know

Not being able to move around freely. Being restricted. Feeling caged. All these things are a challenge.

It's completely ok and normal

- to feel powerless, insecure and as if you're not in control.
- to be afraid of the virus.
- to feel crowded at home – or to feel isolated and have a hard time without social contacts and intimate relationships.
- to worry about your health, family or financial and professional future.

All this is stressful and limits your ability to take care of yourself and empathise with others. Being stressed out restricts ones' views and feelings. It is tempting to look to others for blame.

But these emotions are no reason or excuse for taking your frustrations out on others. You remain responsible for your reaction to feeling overwhelmed, insecure or angry. Violence is never a solution. Say no to violence.

! What you can do against stress

Here are some suggestions for dealing with stress. Start with the recommendation that you like the best.

1 **Accept what you can't change.** Rebelling against Corona doesn't make any sense and will only cost you energy. Instead, try to fill your time with meaning: This is a new experience – an adventure.

2 **Give yourself what you need.** Treat yourself and give yourself something to look forward to every day.

- Listen to music, read a book, make notes of what is bothering you.
- Remember the good times you had in your life. Make photo albums.
- Go outside and get some fresh air (while still observing instructions from local health authorities).
- Exercise. Work out your energy. This is something you can even do in very small spaces.
- Talk to friends and colleagues. Let them know how you are doing.
- Relax – You can do meditation, breathing exercises, rituals, prayers – whatever works for you. You can find ideas to try out online, for example on YouTube.
- Limit your access to news and media consciously.

3 **Clean up.** Daily and weekly plans help focus. Challenge yourself to different tasks. Support yourself and others.

4 **Share your thoughts and feelings.** Have the courage to share your feelings and needs with your partner (e.g. closeness and tenderness, space for yourself).

5 **Be aware of your boundaries.** Say so when you feel pressured, cornered or annoyed. You are allowed to set boundaries.

6 **Acknowledge what is happening inside of you.** To take control of your issues, you must be aware of them.

7 **Do emergency planning.** Find out how you can calm yourself down when everything feels like too much. Here are some ideas:

- Go outside – to the park, onto your balcony or at least to another room.
- Breathe evenly – 5 seconds in, 5 seconds out. Repeat until you feel calmer.
- Move – If you can't go outside, do push-ups, jump, run in your stairwell.
- Get yourself a glass of water or eat something.
- Lie down and close your eyes.

8 **Be aware of your warning signs and use your emergency planning in time.** Warning signs may be cursing, shaking, sweating, screaming, etc. Take them seriously. You need to act now. Important: When you notice warning signs, inform your partner that you need to have a moment to yourself.

9 **Allow yourself to ask for help.** Below are some contacts to which you can reach out. Take a first step.

10 **Take your injuries and hurts seriously.** Get the support you need if you are experiencing psychological or physical violence. Last but not least: Drugs and alcohol are a risk. If you use them, limit yourself. If you don't, you will only harm yourself and increase your chances of losing control.

Individual Text:

Copyright: ManCare Switzerland / info@manner.ch. Feel free to share and adapt this resource to your context.


Poster “Taking care of yourself”, produced by Public health France: in french.

RÉPUBLIQUE FRANÇAISE
Liberté
Égalité
Fraternité


Santé publique France


Coronavirus – Prendre soin de soi • 5


Vous vous sentez stressé, anxieux ou déprimé ?

 C'est normal de ne pas se sentir très bien pendant cette période : isolement, difficultés financières, crainte de la maladie, peur pour nos proches...
Nous sommes tous concernés et il est possible de se faire aider.

7 conseils pour la vie de tous les jours :

 **Restez en lien avec votre entourage :** tous les jours par téléphone, SMS ou visio (Skype, WhatsApp...).

 **Aidez vos voisins, votre famille, ceux qui ont besoin de vous.** Vérifiez qu'ils vont bien, proposez de l'aide : courses, aller à la pharmacie, garder un enfant, etc.

 **N'écoutez pas les informations toute la journée, c'est angoissant.** Attention aux fausses informations.

Coronavirus – Prendre soin de soi • 5

 **Organisez vos journées :** se lever le matin, se coucher le soir et prendre ses repas aux mêmes heures. Jouez avec vos enfants, passez de bons moments avec ceux qui vivent avec vous, faites un peu d'activité... tout ça fait du bien.

 **Limitez l'alcool et le tabac** car ils peuvent augmenter l'angoisse.

 **Prenez soin de votre santé.** Contactez un médecin, que ce soit pour le coronavirus ou un autre problème de santé.

 **Parlez-en autour de vous, si vous êtes angoissé, si vous avez des difficultés avec vos enfants ou votre entourage.**

Des professionnels et des associations sont là pour vous écouter et vous soutenir au :
0 800 130 000
Tous les jours 24h/24
Appel gratuit

Liste des services d'aide :
www.santepubliquefrance.fr/coronavirus/sante-mentale

Source : Santé Publique France - 22 mai 2020 - 108 103 000 0004

I would like psychological support

A national number operates 7 days a week, 24 hours a day, launched by the government and Public Health France, a general public psychological support service for the benefit of people who need it from the toll-free number: **0.800.130.000**.

Several **hotlines** have been set up at national level to support people in this difficult period. They are listed on the [Orspere-Samdarra site](#).

Among these, two hotlines offer calls in different languages:

- **Terra Psy** has set up a toll-free number offering psychological support by telephone and in emergencies to prevent the discomfort associated with isolation. This telephone line is intended for people who need a listening ear and psychological support to voice their concerns and anxieties, which may be increased by the current situation. Psychologists are available from 9:00 a.m. to 12:30 p.m. and from 1:30 p.m. to 5:00 p.m., Monday to Friday. Consultations are free of charge and are offered in **french, english and arabic/العربية**, at: **0.805.383.922**.
- **SOS Helpline** offers a sympathetic ear, provided by volunteers trained in mental health. They can be reached at: 01.46.21.46 from 5 p.m. to 9 p.m. in English.

If you would like psychological support as close as possible to where you live, the medico-psychological centers have resumed their activities. Do not hesitate to contact them.

In Auvergne-Rhône-Alpes

COVID-19 EXCEPTIONAL HEALTH SITUATION
L'espace virtuel is available from
Tuesday to Friday from 2 p.m. to 5.30 p.m.

L'espace
VIRTUEL

from 02 April 2020
until the end of the exceptional
Covid-19 health situation

Proposed by
Orspere-Samdarra
Mental Health, vulnerabilities,
and societies Observatory

For migrants in precarious or isolated
situations in the Auvergne-Rhône-
Alpes region

L'espace located at l'Autre Soie in
Villeurbanne is currently closed until an
undetermined date.

During this period, the team offers you
a virtual space, available in **english,**
arabic and **french**.

The objectives of L'espace virtuel are to :

- support and maintain social ties and
mental health ;
- inform people about the exceptional
health situation ;
- communicate on the resources available
to promote well-being during confinement ;
- refer, if necessary, to appropriate
devices, including mental health
consultations

The team offers L'espace virtuel on Zoom from
Tuesday to Friday from 2 p.m. to 5.30p.m. at
this link : <https://zoom.us/j/8301532104>
(Do not hesitate to contact us for installation)

The team is also available :

- on Facebook : <https://www.facebook.com/espacepsychosocial>
- by phone : 07.61.07.89.12
- by mail : orspere-samdarra@ch-le-vinatier.fr

L'espace, located at l'Autre Soie in Villeurbanne is currently closed.

During this period, the team offers you "L'Espace virtuel", available in english, arabic/العربي et french.

The objectives of L'Espace virtuel are to :

- support and maintain social ties and mental health ;
- inform people about the exceptional health situation ;
- communicate on the resources available to promote well-being during confinement ;
- refer, if necessary, to appropriate devices, including mental health consultations

The team offers L'Espace virtuel on the **Zoom site from Tuesday to Friday from 2 p.m. to 5.30 p.m. at this link : <https://zoom.us/j/781374235>** (Do not hesitate to contact us for installation)

The team is also available :

- on Facebook : <https://www.facebook.com/espacepsychosocial>
- by phone : 07.61.07.89.12
- by mail : orspere-samdarra@ch-le-vinatier.fr



SUPPORT CHILDREN AND TEENAGERS

Advice for parents

Fact sheets “Helping children cope with stress during the Covid-19 epidemic”, proposed by the [World Health Organization](#). [Click on the link](#).

« Covid 19: How to take care of my child », advice from the [CERDA Institute](#) (Centre of Expertise on the Well-being and Physical Health of Refugees and Asylum Seekers). [Click on the link](#).

Centre d'expertise sur le bien-être et l'état de santé physique des réfugiés et des demandeurs d'asile
 Québec / Direction des affaires académiques

COVID-19 : How to take care of my child?

School closure
 Changes in routine and living conditions
 Media exposure

Adult reactions
 Stressful situations

Sources of stress for children

Some examples of the signs of distress you can observe in your child

Age Group	Signs of Distress
Preschool Children 0 to 5 years old	<ul style="list-style-type: none"> He/she whines or cries excessively He/she wants to be held, clings to adults He/she has stomach aches, feels sick He/she is more sad, irritable or restless He/she wakes up at night, has bad dreams He/she has trouble sleeping, has insomnia He/she expresses disproportionate concern about being deprived of his friends or school
Primary School Students 6 to 12 years old	<ul style="list-style-type: none"> He/she has begun sucking his thumb / wetting the bed again He/she has temper tantrums He/she expresses disproportionate fears He/she has difficulty concentrating
Teenagers 13 to 17 years old	<ul style="list-style-type: none"> He/she feels lonely, helpless He/she is more irritable, angry or aggressive He/she shows risky behaviors (including the consumption of alcohol or drugs)

The importance of parental support

Parents' reactions often influence the children

- ... calm and confident parents...
- ... provide better support for their children.

- 1 Talk about COVID-19 with the information and language appropriate to the child's age
- 2 Reassure your child (security)
- 3 Be a role model (sleep, diet, social distancing)
- 4 Restrict exposure to the media coverage
- 5 Follow a daily routine

© CERDA, CILISS du Centre-Québec de l'île de Montréal, avril 2020. www.CERDA.info

 **World Health Organization** **Helping children cope with stress during the 2019-nCoV outbreak**

 Children may respond to stress in different ways such as being more clingy, anxious, withdrawing, angry or agitated, bedwetting etc.
Respond to your child's reactions in a supportive way: listen to their concerns and give them extra love and attention.

Children need adults' love and attention during difficult times. Give them extra time and attention.
Remember to listen to your children, speak kindly and reassure them.
If possible, make opportunities for the child to play and relax. 

 Try and keep children close to their parents and family and avoid separating children and their caregivers to the extent possible. If separation occurs (e.g. hospitalization) ensure regular contact (e.g. via phone) and re-assurance.

Keep to regular routines and schedules as much as possible, or help create new ones in a new environment, including school/learning as well as time for safely playing and relaxing. 

 Provide facts about what has happened, explain what is going on now and give them clear information about how to reduce their risk of being infected by the disease in words that they can understand depending on their age.
This also includes providing information about what could happen in a re-assuring way (e.g. a family member and/or the child may start not feeling well and may have to go to the hospital for some time so doctors can help

“Parenting for lifelong health” proposed by the World Health Organization, offers online resource sheets for parents. Click on the link.

Keeping children safe online

Family budgeting in times of financial stress

Family harmony at home

COVID-19 PARENTING Keeping Children Safe Online

Children and teenagers are spending a lot more time online. This means it's important to help them stay safe and healthy. We've put together some tips to help you do this.

Online Risks

- **Adults targeting children** to spread religion or extremist views, or to recruit them to extremist groups.
- **Sexual content** - children, teenagers, young people, and young women are particularly vulnerable to sexual exploitation, grooming, and sexual abuse.
- **Child safety** - children and young people are particularly vulnerable to sexual exploitation, grooming, and sexual abuse.

Tech fixes to protect your children online

- **Use parental controls** on your devices.
- **Check your child's privacy settings** on social media.
- **Use safe search** on search engines.
- **Use safe mode** on your phone.

Create healthy and safe online habits

- **Set a good example** by using your phone responsibly.
- **Encourage your child to take breaks** from their devices.
- **Encourage your child to talk to you** about anything they see online.

Keep your child safe with open communication

- **Talk to your child about their online activities** and what they are doing.
- **Encourage your child to talk to you** about anything they see online.
- **Encourage your child to take breaks** from their devices.

Share with colleagues, friends and family | Spread the word | Keep children safe online

COVID-19 PARENTING Family Budgeting in Times of Financial Stress

Millions are stressed about money because of COVID-19. It can make us feel exhausted, angry and stressed. Children can be really sad if they can't afford to buy things they want. We've put together some tips to help you do this.

Involve children and teens in making a family budget

- **Involve your child in making a family budget** so they understand how money works.
- **Use a family budgeting app** to help you track your spending.
- **Use a family budgeting app** to help you track your spending.

I feel out of control if there is help you can get

- **Get help from your local council** if you are struggling to pay for things you need.
- **Get help from your local council** if you are struggling to pay for things you need.

What do we spend now?

- **Use a family budgeting app** to help you track your spending.
- **Use a family budgeting app** to help you track your spending.

Build your own budget

- **Use a family budgeting app** to help you track your spending.
- **Use a family budgeting app** to help you track your spending.

We need millions of families that do this help. For more information click below links.

COVID-19 PARENTING Family harmony at home

When we're mostly peaceful and being kind to each other, we address our own stress and build positive feelings. We're happy and healthy. We're happy and healthy. We're happy and healthy.

We are models for our kids

- **Be a good role model** for your child.
- **Be a good role model** for your child.

Nice things to do together as a family

- **Find time to do things together** as a family.
- **Find time to do things together** as a family.

Be an empathetic active listener

- **Listen to your child** when they are talking to you.
- **Listen to your child** when they are talking to you.

Click HERE for useful resources and support if you are experiencing violence at home.

Learning through play

COVID-19 PARENTING Learning through play

Millions of children have school closures and isolation in their own homes. This tip is about learning through play - something that can be fun for all ages!

Types of play

- **Free play** - when children play without any rules or instructions.
- **Imaginative play** - when children use their imagination to create a new world.
- **Role play** - when children act out different roles.

Movement games

- **Use movement to learn** - like counting, spelling, or reading.
- **Use movement to learn** - like counting, spelling, or reading.

Memory game

- **Use memory to learn** - like remembering names or facts.
- **Use memory to learn** - like remembering names or facts.

Singing

- **Use singing to learn** - like learning new words or facts.
- **Use singing to learn** - like learning new words or facts.

For more information click below links.

When we get angry

COVID-19 PARENTING When We Get Angry

We think our children and teenagers, like the rest of us, have stress and anger in their lives. We've put together some tips to help you do this.

Stop the river at the source

- **Identify the source of your anger** - what is making you feel angry?
- **Identify the source of your anger** - what is making you feel angry?

Take a break

- **Take a break when you are angry** - go to a quiet place and breathe.
- **Take a break when you are angry** - go to a quiet place and breathe.

Take care of yourself

- **Take care of yourself when you are angry** - eat, drink, and sleep.
- **Take care of yourself when you are angry** - eat, drink, and sleep.

The COVID-19 crisis isn't forever - we just have to get through it now... one day at a time.

Parenting in crowded home and communities

COVID-19 PARENTING Parenting in crowded homes and communities

Keeping your family healthy and safe from COVID-19 can feel even harder when you live in a crowded home or community. We've put together some tips to help you do this.

Stay where you are

- **Stay where you are** if you can't move to a less crowded place.
- **Stay where you are** if you can't move to a less crowded place.

Help your children with physical distancing

- **Help your child understand physical distancing** - staying away from other people.
- **Help your child understand physical distancing** - staying away from other people.

Make handwashing and hygiene fun!

- **Make handwashing fun** - use songs and games.
- **Make handwashing fun** - use songs and games.

Keep using Tips 1-6

One-on-one time

1 COVID-19 PARENTING One-on-One Time

Can't go to work? Schools closed? Worried about money? It's normal to feel stressed and overwhelmed. Spend 15 minutes every day with your child. It's important to spend quality time together.

Set aside time to spend with each child

- Plan for just 15 minutes, or longer – 30 or 45 minutes is better. It's better to have one-on-one time with your child than to have no time at all.

Ideas with your baby/toddler

- Cuddle, tickle, read books and sing.
- Draw, play with toys and games.
- Cook, bake or play.
- Tell your child a story or share pictures.

Ideas with your teenager

- Talk about something they like: sports, music, celebrities, friends.
- Go for a walk, a ride on a bicycle or around the house.
- Research together to find something new.
- Listen to them, look at them. Give them your full attention. Have fun!

Ideas with your young child

- Read a book or look at pictures.
- Do fun activities around the house.
- Research together to find something new.
- Help with school work.

Switch off the TV and phone. This is view-free time.

To see more information click below links:

[Parents tips](#)
[Parents tips](#)
[Parents tips](#)
[Parents tips](#)

Keeping it positive

2 COVID-19 PARENTING Keeping it Positive

It's hard to feel positive when our kids or teenagers are sticking us out. We often end up saying "Stop doing that!" But children are much more likely to do what we ask if we give them positive instructions and lots of praise for what they do right.

Say the behaviour you want to see

- Use positive words when talking your child about the behaviour you want to see. Instead of "Don't make a mess!" say "I love seeing you clean up your dishes and plates!"

It's all in the delivery

- Showing to your child what you want them to do is more important than saying it. Use your tone of voice and facial expression to let them know you're serious.

Get real

- Give your child a realistic goal. Instead of saying "Clean up your room!" say "Pick up three items from your room." This is easier for them to do and they will feel more accomplished.

Help your teen stay connected

- Teens especially need to be able to connect with their friends. Help your teen stay connected through social media and other safe ways. This is something you can do together.

Praise your child when they are behaving well!

- Try praising your child for something you notice they did well on. You don't have to say "Good job!" but you can say "I love seeing you clean up your dishes and plates!"

To see more information click below links:

[Parents tips](#)
[Parents tips](#)
[Parents tips](#)
[Parents tips](#)

Structure up

3 COVID-19 PARENTING Structure Up

COVID-19 has taken away our daily work, home and school routines. This is hard for children, teenagers and for you. Making new routines can help.

Create a flexible but consistent daily routine

- Make a schedule for you and your child so that they have a structure to follow as well as free time. This can be flexible but consistent and helps children feel safe.
- Children or teenagers can help plan the routine for the day – the morning school routine. Children will follow the routine if they help to make it.
- Schedule yourself to each day.
 - We help with stress and help with each day's activities.

Teach your child about keeping safe distances

- If it's OK in your country, get children outside. You can talk with them about their pictures to show what people are doing. You can talk about your plans for other days.
- You can measure your child by talking about how far they are standing away from others and how they are keeping safe distances.

Make handwashing and hygiene fun

- Make a 30-second song for handwashing. Add actions to the song. Make it a game to see how many times you can count for each effort.

As the end of each day, take a minute to think about the day. Tell your child about one positive or fun thing they did. Praise yourself for what you did well today. You are a star!

To see more information click below links:

[Parents tips](#)
[Parents tips](#)
[Parents tips](#)
[Parents tips](#)

Bad behaviour

4 COVID-19 PARENTING Bad Behavior

All children experience. It is normal when children are tired, hungry, bored, or learning independently. And they can often be crass when cranky or alone.

Redirect

- Catch bad behavior early and redirect your child's attention to a better option before they start to get angry.

Take a Pause

- Help the child understand what's going on and how they can help. Ask them to help you with a task.

Use consequences

- Make your child's actions have consequences. Use consequences that are consistent and fair. Try to stay calm when giving the consequences.

Keep using tips

- One-on-one time, praise for being good, use consequences, use consequences, use consequences.

To see more information click below links:

[Parents tips](#)
[Parents tips](#)
[Parents tips](#)
[Parents tips](#)

Keep calm and manage stress

5 COVID-19 PARENTING Keep Calm and Manage Stress

This is a stressful time. Take care of yourself, so you can support your children.

You are not alone

- Millions of people have the same fears as you. Find someone who you can talk to about how you are feeling. Listen to them. Ask for advice that makes you feel understood.

Take a break

- We all need a break sometimes. When your child is calm, do something fun together for yourself. Make a list of healthy activities that you like to do. You deserve it!

Listen to your kids

- Be open and listen to your children. Let them talk to you for support and reassurance. Listen to your children when they speak how they are feeling. Accept how they feel and give them comfort.

Take a Pause

- Step 1: Take a deep breath. Take a moment to breathe in and out. Focus on your breath. Repeat this every time you feel overwhelmed.
- Step 2: Think, feel, body. Ask yourself "What am I thinking about?" Notice your thoughts. Notice if you are negative or positive. Notice how you feel emotionally. Notice if your feelings are happy or sad. Notice how your body feels. Notice anything that hurts or itches.
- Step 3: Praise your breath. Notice your breath as it goes in and out. You can put a hand on your stomach and feel it rise and fall with each breath. "You just breathe to your breath for a while. Notice how it feels. You're doing it so well!"
- Step 4: Counting back. Notice how your whole body feels. Listen to the sounds in the room.
- Step 5: Breathing. Think, I am different at all. When you are ready, open your eyes.

To see more information click below links:

[Parents tips](#)
[Parents tips](#)
[Parents tips](#)
[Parents tips](#)

Talking about covid19

6 COVID-19 PARENTING Talking about COVID-19

Be willing to talk. They will already have heard something. Silence and secrets do not protect our children. Honesty and openness do. Think about how much they will understand. You know best.

Be open and listen

- Allow your child to ask questions and let them know how much they already know.

Be honest

- Always answer their questions truthfully. Think about how all your child is and how much they can understand.

Be supportive

- Your child may be scared or confused. Give them space to ask how they are feeling and let them know you are there for them.

There are a lot of stories going around

- Some may not be true. Use trustworthy sites like <https://www.cdc.gov/covid19/about/covid-19-factsheet.html> and <https://www.hhs.gov/real-time/covid-19> from CDC and WHO.

It is OK not to know the answers

- It's fine to say "We don't know, but we are working on it or we don't know, but we think..." Use this as an opportunity to learn something new with your child.

Heroes not bullies

- Explain that COVID-19 has nothing to do with any someone's looks, when they are from, or what language they speak. Tell your child that we have the responsibility to people who are sick and those who are caring for them.

End on a good note

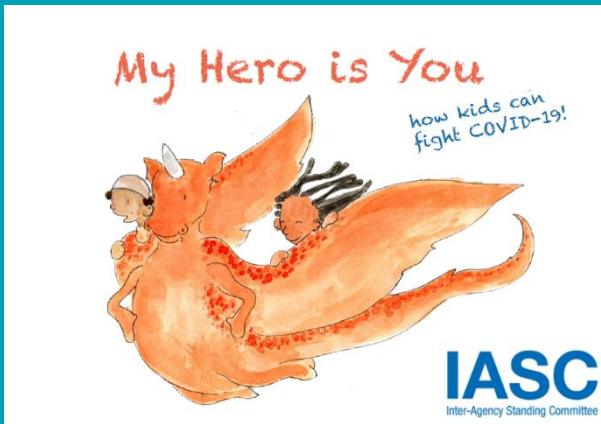
- Check to see if your child is okay. Remind them that you care and that they can talk to you anytime. Then do something fun together!

To see more information click below links:

[Parents tips](#)
[Parents tips](#)
[Parents tips](#)
[Parents tips](#)

Resources for talking to children and teenagers about coronavirus

“My Hero is You”, a book for children aged 6 to 11, produced by the [Inter-Agency Standing Committee \(IASC\) Reference Group on Mental Health and Psychosocial Support \(MHPSS\) in Emergencies](#): [click on the link](#).



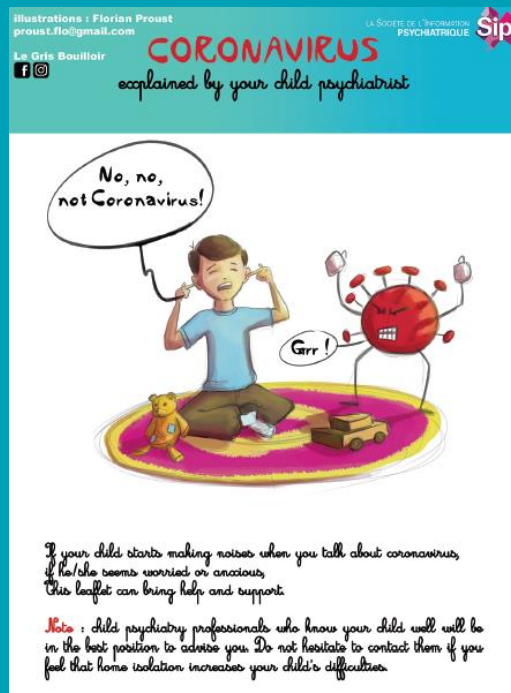
“The Covibook”, a little book by [Manuela Molina](#), psychologist, created to support and reassure children from 2 to 7 years old in this period of epidemic: [click on the link](#).



[La Maison de Solenn](#) offers "transcultural kits" to support children, parents and professionals during this period:

- [A transcultural kit for children from 4 to 10 years old](#);
- [A transcultural kit for adolescents](#).

“The coronavirus explained by your child psychiatrist”, an album produced by the [Psychiatric Information Society](#) for children treated in child psychiatry or paediatrics, in medical-psychological centres, hospitals, during the day or full-time, by all the professionals working there : [click on the link.](#)



“What’s up with this coronavirus?”, a comic strip, proposed by Élise Gravel, and translated by the [Cerde Institute](#) (Centre of Expertise on the Well-being and Physical Health of Refugees and Asylum Seekers): [click on the link.](#)



Ressources for talking about end of lockdown with children

Poster realized by the [Casnav of the Toulouse academy](#) : “My day after end of lockdown” : [click on the link](#).





ORSPERE SAMDARRA

Observatoire Santé mentale, Vulnérabilités et Sociétés

Who are we ?

Orspere-Samdarra is a national observatory on mental health and vulnerability issues, directed by Halima Zeroug-Vial, a psychiatrist. The multidisciplinary team works on issues that link mental health and social issues. In particular, it publishes the journal *Rhizome* and holds the inter-university diploma "Health, society, migration".

Contact : 04.37.91.53.90 / orspere-samdarra@ch-le-vinatier.fr

Website : <http://www.ch-le-vinatier.fr/orspere-samdarra.html>

Document produced by the Orspere-Samdarra team

- May 25, 2020 -