



WAITEMATA WHANAU COLLECTIVE RESOURCE

COVID-19 SUPPORT RESOURCE FOR FAMILIES



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A resource booklet to help you navigate through COVID-19

COVID-19
SUPPORT RESOURCE
FOR FAMILIES

Contents

	Introduction
2	COVID-19 Response
5	How to keep calm when reaching boiling point
16	Plan to keep yourself and kids safe
22	Activities for kids at home
27	Process of working through anxiety
36	Financial Support
40	Services available

Introduction

E whā ngā ratonga hapori e mātau ana ki te kaupapa 'Tūkino ki rō Whānau' e mahitahi nei hei rōpū Ko te Kāhui Whānau o Waitematā. Ko ngā ingoa ko Family Action, ko Man Alive, ko Kindred Family Services me te rōpū ko North Harbour Living without Violence.

The Waitemata Whanau Collective is made up of four specialist Family Violence agencies, Family Action, Man Alive, Kindred Family Services and North Harbour Living without Violence have kindly added to the development of this resource

Kua kōhi tēnei ratonga e whā i wētahi rauemi māmā hei āwhina atu i te whānau i tēnei taima taumaha. Ko te kī hakahau, me noho kāinga tātou katoa. Ā, me noho wehe anō tātou i a tātou i wā tātou mahi o ia rā me ngā rōpū, ngā tāngata e whakahoahoangia e tātou ia rā ia rā. Ko te rautaki matua kia ārai ai te hāpori whānui otira tātou katoa i te mate COVID-19.

We have put together some simple resources to help you get through this difficult time. We are all being asked to stay home, separate ourselves from our normal routines and social groups in order to protect the wider community from the COVID-19 virus.

Ko te hakaaro nui o tēnei rauemi he mea:

- kia Whakangawari i ōu āwangawanga,
- kia manaaki i tō oranga,
- kia tiaki i tō whānau me te hakakoakoa noki i wāu tamariki mā te tākaro i ngā hei mahi.

These are ideas to help you manage stress, support your wellbeing, your relationships and entertain the kids.

Ko te tūmanako nui, mā tēnei rauemi koe e āwhina otirā tō whānau. Kia tū, kia oho, kia mataara kotahi nei tātou katoa ki te kakari i te mate COVID-19.

We hope you find them useful and wish you and your family well as we all work together to unite to fight the Covid-19 virus

Ngā manaakitanga o te Kaihanga ki runga i a koutou otirā tātou katoa. Mauri-tū! Mauri-kaha! Mauri- ora!

Michelle, Ana, Howard & John



COVID-19 and your money: 7 things to do right now

We're living in such a changed world that it can feel overwhelming. The coronavirus has upended our working lives, our kids' lives, and our money lives as well. That said, there's a lot we can do: here are 7 things to do straight away.

1. Avoid decisions based on fear

We'll get through this together, so no need to panic. Emotional situations tend to lead to poor financial choices, so be sure to get the help you need as you make financial decisions during an emergency. Take the time to get information and advice on what you would like to do.

2. Find out what financial help is available

The government is acting to support the economy, including leave and self-isolation support, subsidised wages, and business cash flow and tax measures. Find out more on the official COVID-19 government response site (<https://covid19.govt.nz/government-actions/financial-support/>) or call the free government helpline on: 0800 779 997 (8am–1am, 7 days a week).

Source: <https://sorted.org.nz/must-reads/covid-19-and-your-money-7-things-to-do-right-now/>

3. Make a crisis money plan

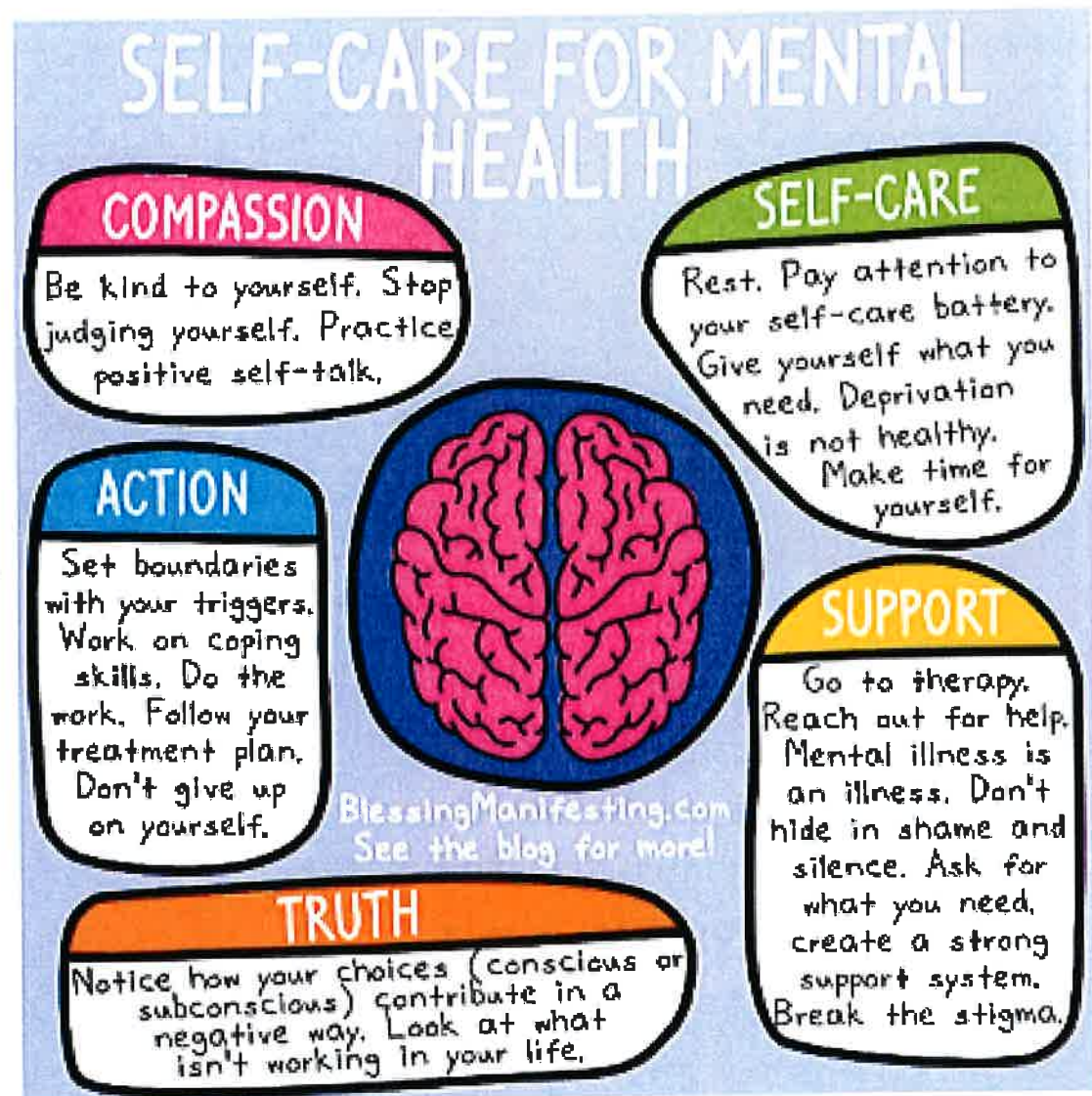
Especially during an emergency, creating a money plan is key. Financial stresses can cause considerable hardships for you and your family – so having a plan helps bring peace of mind. Work through a scenario for reduced income. In order to best manage your money, it's important to identify your incomings and outgoings. Focus on your immediate “needs”; cut back on any unnecessary “wants”. Give every single dollar a job to do. This means you decide what all of your money will be used for and prioritise what's most important. Set aside any extra money you have – even just \$5 or \$10 – into a safety net. If things are too tight to manage, help is available.

4. Find out all your options before taking on more debt

If you don't have an emergency fund, consider putting some money aside each time you're paid if you can. Depending on how the situation evolves, you may need to rely on your safety net sooner than expected. If you feel you need to borrow to get by, it's important not to run to the easiest money available. A short-term payday loan online or a KiwiSaver hardship withdrawal may first come to mind, but there may be other options that are likely to be better: government support, temporary loan or mortgage holidays, or consolidating your debt to a lower interest rate with more manageable payments. The goal is to get through and create as little debt as possible.

Self-care for Mental Health

The importance of looking after our mental health.





ANGER QUESTIONS

Take some time out and answer these questions to help you explore your anger.

1. What are your top 5 anger triggers?
2. What happens to your body when you start to feel angry?
3. How has your anger impacted your family? your friends?
4. What ways have you tried to cope with your anger? what worked or didn't work?
5. How do others around you cope with their anger?
6. What would things look like if you were able to control your anger?
7. What are some other coping skills you think might be helpful?

GROUNDING WITH YOUR 5 SENSES:

What are...

5

THINGS YOU CAN SEE



4

THINGS YOU CAN FEEL



3

THINGS YOU CAN HEAR



2

THINGS YOU CAN SMELL



1

THINGS YOU CAN TASTE



Ideas...

SUN, PICTURE ON THE
WALL, PEOPLE WALKING

WIND BLOWING, FEET ON
THE FLOOR, PENCIL

BIRDS CHIRPING, CLOCK
TICKING, CAR HORNS

FOOD FROM KITCHEN,
LAUNDRY, FRESH CUT GRASS

MINT, BREAKFAST,
TOOTHPASTE



MEDITATION

Set a timer for 10 min.

Sit comfortably.

Close your eyes.

Bring your awareness to your breath.

Slowly inhale through your nose. Focus on your mind on the
sound of your breath. Exhale through your nose.

Every time your mind wanders, bring your concentration back to
your breath.

When the timer rings, open your eyes slowly.

Keep a daily journal and write down how mediation makes you
feel.

It might be challenging at first, it takes steady practice. Don't give
up!

How emotions rule behaviour

Regardless of our age, our emotions can rule our behaviour. It is different for children and parents.

For children

In a highly emotional state, children hear very little of what is said to them. The thinking part of their brain is switched off. The emotional part of their brain is in control. They are reacting to how they feel. They are not able to be reasoned with, follow instructions or easily do anything their parents are asking them to do!

For parents

Just like our children, when we become highly stressed, tired, angry or anxious, these feelings overwhelm the brains of parents and cause "a fog" over the logical rational (thinking) parts. At these times the thinking part of our brain is switched off too and the emotional part of our brain takes control.

Sometimes it is hard to stay calm when we are struggling with our children's behaviour.

If we can be mindful, and stay calm, we can support children to keep the thinking part of their brain switched on. When parents are mindful, we are able to remain connected to what our children's needs are and are more able to respond to them.

Stop, Pause, Play

'Stop, Pause, Play' is a mindful exercise using breathing that helps parents to be in the present moment with their children.

Using 'Stop, Pause, Play' is a stepping stone to mindful parenting.

This three minute exercise is designed to help you to calm down and enable you to think and act more clearly.

When you are calm, you are more able to reflect on what is going on for your child and how best to respond.

The exercise has three parts:

1. STOP: what you are doing

If possible make sure your feet are firmly on the ground.

2. PAUSE: focus on your breath

Breathe in slowly, right down into your belly, then exhale completely.

Take 5 more slow breaths, being aware of each breath in and each breath out.

After several such breaths, you will find that your heart rate has slowed down, your breathing is deeper and you will feel calmer. It is the out breath that relaxes your body and allows you to feel calmer and think clearly.

3. PLAY: Respond to your child the way you want to

When you are in this calm state, you will probably be better able to respond in a thoughtful or considered way to your child.

You will also be more likely to stay connected to what is going on for your children. You will be more aware of their experience of the situation and how they might be feeling.



SOURCE: SKIP - staying calm pdf.



SOURCE: SKIP - staying calm pdf.

*Plan to keep
yourself
and kids safe*



THE TRADITIONAL MAN'S OLD RULE BOOK

1. Men are biologically superior to women, and so better at activities using physical strength (the myth of the hulk).
2. Men's thinking is rational and logical and superior to women's thinking, which is emotive and illogical. (Men can't really understand women.)
3. A man's image is based upon being more powerful, being fiercely competitive, dominant and controlling. (If you are none of these things then questions may be asked.)
4. Masculinity rather than femininity is the more valued gender identity to have — men rule OK.
5. Work and career success are the mark of a man. (Watch out for redundancy and unemployment.)
6. Self-esteem is established through achievement, competence and success.

7. A natural order exists whereby men are expected to assume control over others — especially their family, children — and their environment.
8. A man who needs help to deal with issues or problems is weak, vulnerable and incompetent — the myth of 'I must do this all on my own'.
9. Expression of soft emotions is unmasculine and a sign of weakness — 'Little and big boys don't cry.'
10. Communication based on sharing feelings, intuitions, and physical nonsexual contact is to be avoided. (I don't understand it so it must be wrong.)
11. Sexuality is performance and goal oriented. Intimacy and sensuality are of lesser importance.
12. Intimacy and sharing with other men means either homosexuality, or that the other man will take advantage in a competitive setting.
13. It is acceptable for men to use their power, dominance and violence to keep control inside and outside the home.
14. Real men are tireless, invincible and keep working regardless of the personal or health risks. (Real men die early of heart attacks, lung cancer, alcoholism, strokes.)

CHILD SAFETY

We want children and young people to **FEEL SAFE AND BE SAFE**



It is never OK for anyone to hurt you.

Everyone who works here will do their best to make sure that you:



feel comfortable



feel cared for



feel safe



are safe

If you are not happy with something that is happening here or there is something you are worried about, we want you to tell someone you trust.

You can tell someone who works here.



You can also tell someone who looks out for you, like your mum or dad, a carer or a teacher.



We will try as hard as we can to fix any problem or worry that you have.

We will always listen to you.



We will always treat what you tell us seriously, no matter how old you are.



Activities for kids at Home

What can we do with our children now that they are home for the next few weeks?



1. HELPING HANDS

Many hands make light work. Do your part to help around the house. Help with the washing, do the dishes, vacuum or even pop your chef hat on and help out with cooking!



2. IT'S A WASH!

Offer to wash someone's car for a small fee. Or do it for free; you may be surprised at the reward you receive.

5. CHILL OUT & READ

Ask them questions about what they're reading, read together, make predictions, discuss why characters behave the way they do).



8. INNER ARTIST

Find some butcher paper or an old sheet, grab a few markers or some paint and get drawing. Ask your family to help or draw them into your artwork. Then proudly display the masterpiece in your room.



3. GET WRITING!

Keep a journal, a gratitude list, write instructions for something, write an alternate ending to favourite story or movie, write a story, keep a book of facts.



6. MAKER SPACE

Start making creations using unused items in the house like your recycling! A car made out of the milk bottle? A dinosaur made of cardboard? Let your imagination and your thinking run wild!



9. SUSTAINABILITY

It will also be a good time to be outside from time to time for fresh air. You could spend some time gardening, setting up a compost, sort out recycling or even have some plants indoors.

4. PHYSICAL ACTIVITIES

Do yoga, play catch, play frisbee, kick a soccer ball, shoot hoops, take the pet out for a walk. Or even choreograph a dance - video it and send it to your family!



7. CAMP OUT

Whether outside or in the living room, with a tent or a blanket; find a space, set up camp and invite some friends (animal or otherwise) and have fun!



10. SING A LONG

Life is a song, sing it! You could spend some time writing songs, jamming a musical instrument or round up your family for a good ole karaoke session!



PLAY

- Make a fort in the family lounge together and have a movie night!
- Get out for some fresh air as a family and go on a “nature walk” collect leaves/flowers and press them into a book to dry out. Make sure to stay proper safe distance from others out on a walk!
- Get out the pots/pans to use as a drum, or create a musical instrument out of recyclables (rubber bands, tp roll, Kleenex box, etc.)
- Put on a musical show together
- Have a dance party in the lounge!
- Set up a treasure hunt inside, create a map, and watch the kiddos go!
- Memory game! Pick a few items from around the house and lay them out on a table. Let the children have a look, and then cover them up! What can your children remember seeing, have them either draw them or list them!



SHARE THE LOVE

- Call your neighbours, family members, or a local senior residential home and write out a card, or letter to send in the mail!
- Set up a phone call/video chat “play date” with your family members. Now is a great time to catch up!
- Collect rocks from outside, and paint them – can paint lovely pictures or put loving words on them. You can place them outside your home so that other can see them!

SHARE THE KNOWLEDGE

*Teach your children about ways that they can cope with their own
BIG FEELINGS*

STOPP

Use STOPP skill to incorporate many strategies

STOP - Just pause for a moment

Take a breath - one slow deep breath

Observe - there's the mind bully again. My body and mind is reacting to the thoughts and anxiety feelings.

Pull back - this is just the anxiety talking. Don't believe everything you think! Let's stick with the facts - these thoughts are just opinions (Fact or Opinion). These feelings are normal - it's just the body's alarm system doing its job, when it doesn't need to. These feelings will pass.

Practise / Proceed - What can I do right now? I can use these strategies:

- Mindful Breathing
- Panic Thought Record Sheet
- Overcoming Avoidance
- Positive Coping Statements
- NOW: Mindfulness for Busy People
- Flexible Thinking

Where can I put my focus of attention right now? What else can I do that would help me tolerate these thoughts and feelings without reacting to them?



NOW

Notice: Where my attention is

Observe: What I'm doing. Think: "I am walking", "I am sitting", "I am breathing", then notice those sensations in your body

Wise Mind: What now? How shall I continue? Doing or Being?







MINDFULNESS FOR BUSY PEOPLE

- Choose an activity to do mindfully throughout the day, for one, two or five minutes. For example: Drink a cup of tea. Walk. Wash the dishes.
- Whatever you are doing, be in that moment, right now. See, hear, smell, touch, feel, breathe.
- Simply notice whenever other thoughts and sensations come to mind, then re-focus on your chosen mindful activity.
- Be patient and compassionate with yourself.
- Describe - rather than judge good or bad, pleasant or unpleasant.
- It is as it is.








Everything Flows. Nothing is fixed. Heraclitus



Coping & Relaxation Skills 1

	Pretend you are holding a ball of Play-Dough. SQUEE-EEZE it as hard as you can! Then, let it go .
	Make your body rigid like a robot . Then, relax your body, like a ragdoll .
	Pretend you are smelling a beautiful flower . Then, pretend you are blowing out candles on a birthday cake.
	Make your back very straight, And make your stomach very hard, So that you can squeeze between two trees. Then, relax and shake it all out!
	Silly Face Contest! Make a face: A puffer fish A turtle A friendly puppy A goofy monkey
	Take a deep breath , and blow into the bubble wand while thinking of what you want to say. Your words go into the bubble and float away!

Coping & Relaxation Skills 2

	Make your body tense like a snowman. Then, slowly melt your body down to the ground in a puddle.
	Make your body rigid like a robot . Then, relax your body, like a ragdoll . Turn it into a game!
	Pretend you are smelling a beautiful flower . Then, pretend you are blowing out candles on a birthday cake.
	Rest on your hands and knees . Curl your toes under and make an upside-down 'V' with your body. Press through your fingers and your heels. Feel your body stretch .
	Find a quiet place to sit on the floor. Sit cross-legged, with a straight back, looking at the ground about two feet in front of you. As you breathe, feel the cool air coming into your nose , then feel the warmed-up air going out of your nose . If it helps, count the breaths: one, two, three . . .
	Imagine you are walking down a beautiful path. A storm is clearing and you see a rainbow. Stand under it and let its warm, bright light fill you with happiness. You are a rainbow too. Red: You are strong and safe. Orange: You are happy and playful. Yellow: You are proud and confident. Green: You are kind and caring. Blue: You are honest and truthful. Indigo: You are clever and creative. Violet: You are a good friend.
	Coloring, painting, playing with playdough, and other arts and crafts are also great ways to relax. Focus on what you are making, noticing the colors, the way the materials feel, and the shapes you are forming. Notice how your big emotions get smaller as you create new things.



Feeling Overwhelmed? Remember "RAIN"

Four steps to stop being so hard on ourselves.

R A I N

R
Recognize
what's
going on

A
Allow the
experience
to be there,
just as it is

I
Investigate
with
kindness

N
Natural
awareness,
which comes
from not
identifying
with the
experience

THOUGHTS are **NOT** FACTS PRACTICE

When you put some space between you and your reaction, it changes your relationship to your thoughts—you can watch them come and go instead of treating them as facts.

If you're stuck on a negative thought, ask yourself:

1 Is it true?

Often the answer is, "Well, yes." This is the brain initially reacting—the autopilot you live with and believe is you.

2

Is it absolutely true?

Is this thought 100% accurate? Can you see the thought in a different way?

3 How does this thought make me feel?

Notice any storylines you're holding onto, and name your feelings: sad, angry, jealous, hurt.

4

What would things be like if I didn't hold this belief?

Imagine possible benefits to your relationships, energy levels, and motivation.

Excerpt from *Uncovering Happiness* by Elisabeth Goldstein, Ph.D., adapted from *Loving What Is* by Byron Katie.

How can I help my child handle anxiety?



Anxiety is a natural human emotion and a normal reaction to life's stresses. However, when the worry and fear associated with anxiety interfere with a child's usual activities, he or she may have an anxiety disorder.

Anxiety becomes a problem (disorder) when it lasts for a long time each time, and is so intense that it interferes with a child's ability to function socially, academically, physically and emotionally.

Tips to help an anxious child:

- Gently encourage your child to do things he/she is anxious about instead of avoiding it.
- Praise and support your child's efforts for attempting to approach a feared situation.
- Try to help your child manage anxiety.
- Give your child opportunities to observe you handling your own stressful or anxious difficulties in positive and healthy ways.
- Teach your child resilience to cope with, adapt to, and overcome challenges.

A child with an anxiety disorder will likely show:

Changes in mood
Irritable or unhappy

Cognitive issues
Difficulty concentrating or being easily distracted

Behavioral changes
Avoidance of feared situations, withdrawal or trouble relaxing

Physical changes
Difficulty sleeping, tense muscles, multiple physical complaints, headaches or stomach aches



UCLA CARES Center

It is important for parents to understand when 'normal' types of anxiety may start becoming a challenge for children and to seek the right resources. UCLA's CARES Center offers online resources and programs to help families build resilience and overcome the challenges related to childhood stress and anxiety.

For more health tips, visit uclahealth.org/mattel

it begins with **U**

How can I help my child handle stress?



Stress is the way our bodies and minds react to a particular challenge or situation. By recognizing the signs and symptoms of stress, you can help your child learn to manage his or her responses in a healthier way.

Good stress is a normal part of healthy development. A student may feel anxious about giving a class presentation, but that "good" stress can be used to inspire him or her to focus and prepare for the challenge.

Bad stress is when a child feels so overwhelmed with a problem at home or at school that it interferes with his or her ability to function normally. In these situations, the body activates a "fight-or-flight" response, resulting in heightened focus, strength and alertness.

Signs of stress

- Irritability and moodiness
- Anxiety and panic attacks
- Muscle tension
- Rapid heartbeat and breathing
- Difficulty separating from caregivers
- Frequent headaches and stomach pains
- Sadness and withdrawal
- Sleep problems
- School problems
- Changes in eating patterns

Parents can help

A moderate level of stress is normal, and learning how to manage and overcome stressful situations will enhance your children's ability to cope with stress in the future. Help them learn to be more resilient and to manage the stress that accompanies new challenges by allowing them to feel safe to express their emotions, work on problem-solving skills and practice relaxation techniques. Proper rest, good nutrition and daily routines can help boost coping skills.



20% of children suffer from extreme stress, but only 8% of parents think their kids are stressed.

When to seek professional help



If any change in behavior persists over a period of time, causes serious anxiety, or significant physical or social problems, it's time to seek professional help.

Cognitive Behavioral Therapy (CBT) is often used to help children learn stress management skills and to teach them how to better manage their time and find healthier ways to cope.

For more health tips, visit uclahealth.org/mattel

it begins with **U**



Financial Support

If you are seeking personal budgeting assistance for you and your whānau at this time here are the services you can contact:

West and Central Auckland: Call VisionWest Budgeting service 09 8180714 or 027 808 5770.

Service hours are Monday to Friday, 8.30am to 5pm. Advice available via text, phone, email or video-call.

North Shore: Call either North Shore Budgeting service 0800 283 238 or North Harbour Budgeting Service 0800 159 158

All areas and regions: Call Money Talks 0800 345 123 and they can connect you with a local budgeting service, as well as providing online chats and advice.

Debbie Griffiths, from VisionWest Budgeting Service, has the following tips for you and your whānau:

- Currently most online applications or call centres are experiencing overloading, but don't give up, keep on trying to get through, there is a wait period wherever you go, but it will get better. We need to remain calm and kind as we're all in the same position
- You can contact your bank and/or creditors to ask what hardship support they are offering at this time
- If you are renting you can contact your Landlord or Tenancy Manager and ask if they are providing any hardship relief.

Then we need to focus on generating cash reserves:

- Are there other ways you can sell your skills other than what you're traditionally trained for?
- What money can you raise by selling non-essential assets
- Work out what access you have to lines of credit – eg credit card, revolving credit, borrowing from family
- If none of the above, discuss an emergency line of credit with your bank
- Are you eligible for the Government package (and will access to that money over the next 12 weeks cover your minimum expenses?)
- Direct cash from KiwiSaver repayments holiday to savings
- Consider whether you can access your KiwiSaver under the 'financial hardship' category
- If considering withdrawing your KiwiSaver, you may want to shift it to more conservative settings. While this 'realises' the losses, it also allows you to be more certain about the amount of money you'll be able to withdraw.'

If you're feeling panicked, consider talking to someone impartial – a friend, a budget adviser or a financial adviser – to help you make clear, calm decisions. Money can be emotional at the best of times, but in crisis you need to be making well-informed choices with a clear head.

STABILIZING & REGROUPING

Tips to Improve Your Financial Resilience Amid Covid-19

There are many people who will be severely financially impacted by the economic implications of Covid-19, and there are many others who aren't necessarily, but they're still feeling a little spooked and wondering what they should be doing to ensure they can withstand whatever is around the corner.

If that's you, there are many things you could be considering. Please note these tips are general in nature - to determine the best option for you would require tailored financial advice, ie meeting with a financial advisor who can review your specific financial situation.

Services Available

If you are finding yourself in a situation during lockdown where you are feeling unsafe or finding things hard, please reach out for support. **You are important.** The following supports are a phone call away and available to help you.

Family Action	0800 326 327
Kindred Family Services	09 420 7992
Crisis Line	021 842 917
Man Alive	0800 826 3672
Respect (NHLWV)	09 489 3770

Police
Police non emergency

111
105

Women's Refuge
Hestia Rodney Women's Refuge
SHINE Women's Refuge

0800 733 843
0800 321 361
0508 744 633

Are You Ok (Family Violence)
Alcohol and Drug helpline
Oranga Tamariki call centre
Healthline
Lifeline

0800 456 450
0800 787 797
0508 326 459
0800 611 116
0800 543 354
or free text 4357

Suicide prevention helpline
Anxiety Line
Depression Helpline
Need to Talk free text or call
Safe 2 talk - sexual harm

0508 828 865
0800 269 4389
0800 111 757
1737 free text
0800 044 334

Youthline
0800 What's Up

(A counselling service for youth aged 5yrs to 18yrs.
Mon-Fri 12pm-11pm Sat/Sun 3pm-11pm)

The Lowdown (text)

Youth help line for anxiety or depression

www.sparx.org.nz

(computer program for helping young people)

0800 376 633
0800 942 8787

TEXT 5626

0508 477279 or
text 3110

