



Thank you for joining!

We will begin our webinar shortly.

Before we begin please check that the sound levels on your computer or phone are turned up to hear clearly.

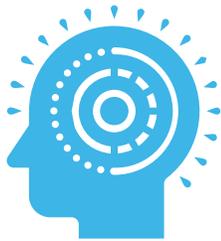
July 22nd, 2020





Caring through COVID-19

Treating children & families via telehealth



Anxiety



Depression

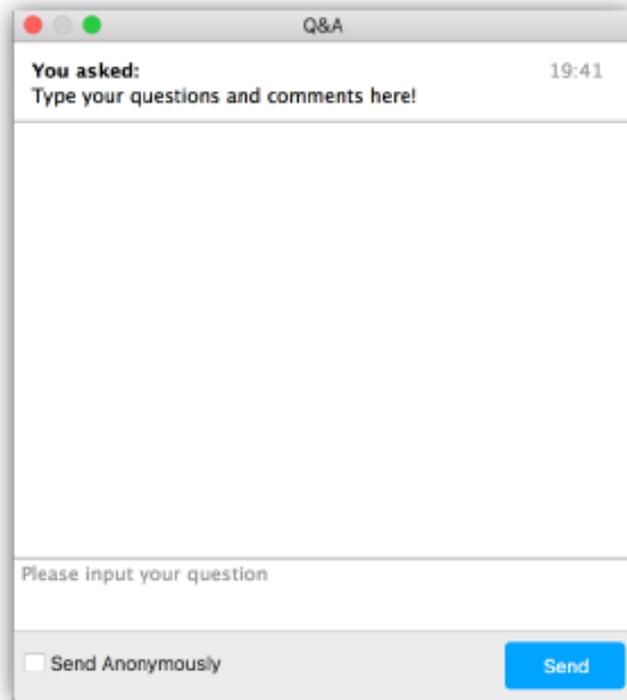


Job loss



**Working
remotely**

House Keeping Items



Q&A

You asked: 19:41
Type your questions and comments here!

Please input your question

Send Anonymously Send

1. Today's webinar is 1 hour including Q&A
2. All participants will be muted during the webinar
3. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
4. This webinar is being recorded and will be posted within 24 hours at www.beaconhealthoptions.com/coronavirus/ so you have continued access to the information and resources

PLEASE NOTE: This presentation provides some general information that is subject to change and updates. It should not be construed as including all information pertinent to your particular situation or a providing legal advice. We encourage you to consult with your legal counsel regarding the topics raised in this presentation.

Today's speaker



Diane Grillo, LISCW
Director of Child Services, Massachusetts



Agenda

1 Impact of COVID-19 on children & families

2 Treatment settings during a pandemic

3 Treatment consideration for young children, preteens & adolescents

4 Promising practices for managing risk

Q&A

Send your questions using the chat function during the presentation. Questions will be answered at the end of the session.

Chapter

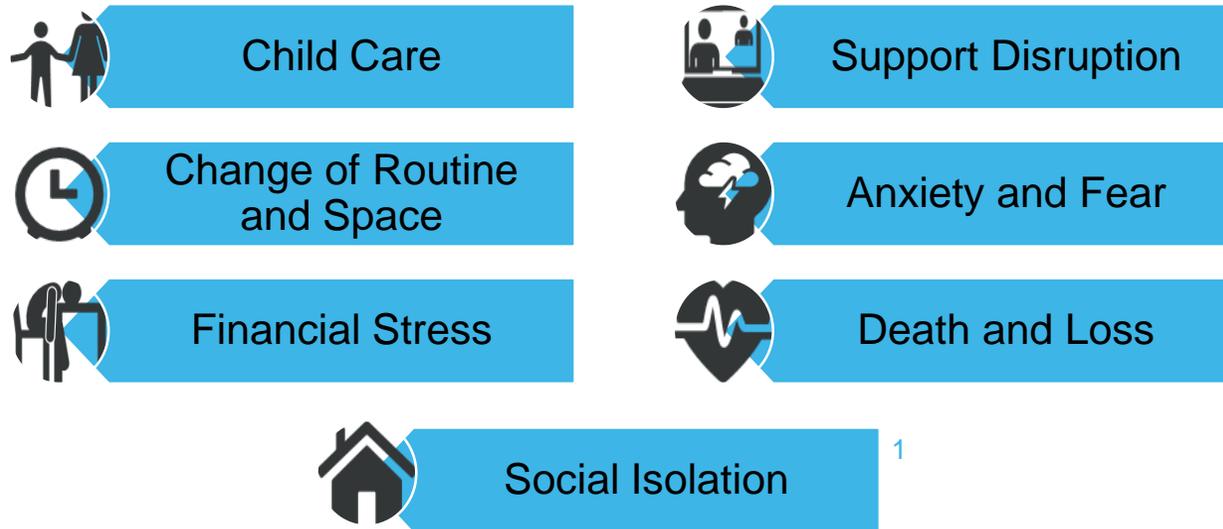
01

“We help people live their lives to the fullest potential.”

Our Commitment

Impact of COVID-19 on children and families

COVID-19 impacts families nationwide



- **Strain** on children and family members' mental and physical wellbeing
- Increase in **domestic violence**²
- Decreased visibility of **child abuse**³

Chapter

02

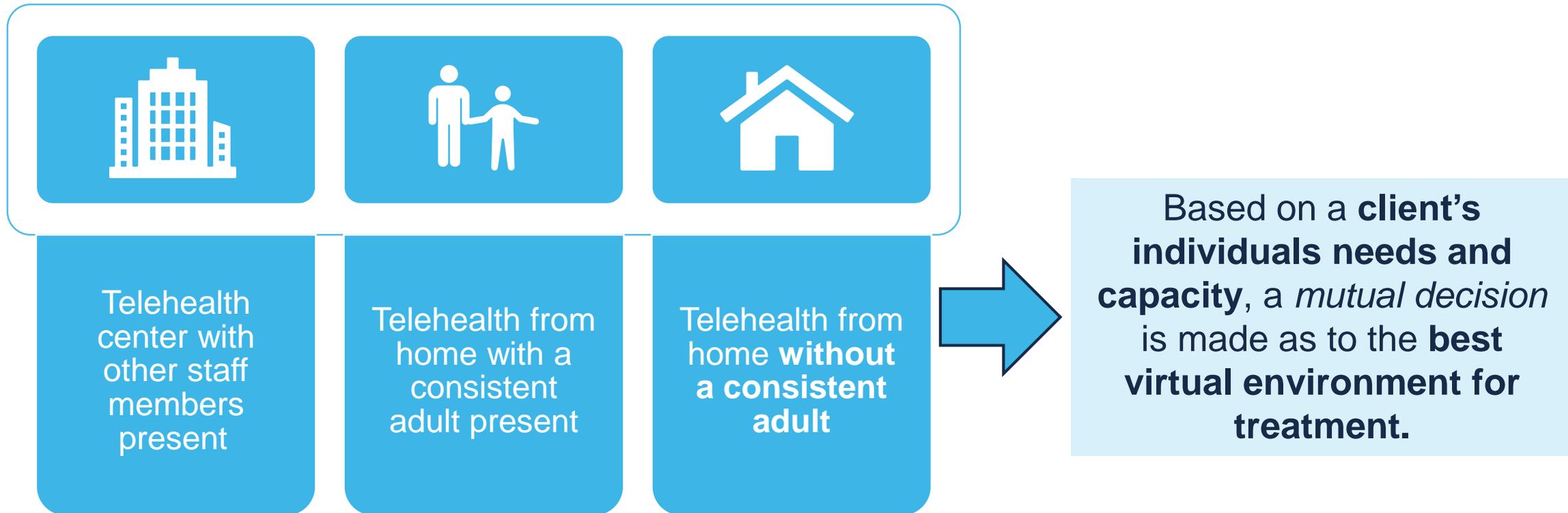
“We help people live their lives to the fullest potential.”

Our Commitment



Telehealth treatment settings

Clinicians work with their clients to choose the best treatment setting for telehealth



Although not ideal for every situation, telehealth can be an effective treatment modality for children and families



Providers can offer quality care and access via telehealth by following guidelines to deliver effective treatment^{5, 6, 7}

Providers may need to proactively engage isolated individuals in telehealth

Telehealth presents unique challenges that can be mitigated by preparing children and families before the first virtual session

Length of session “zoom fatigue” ⁸

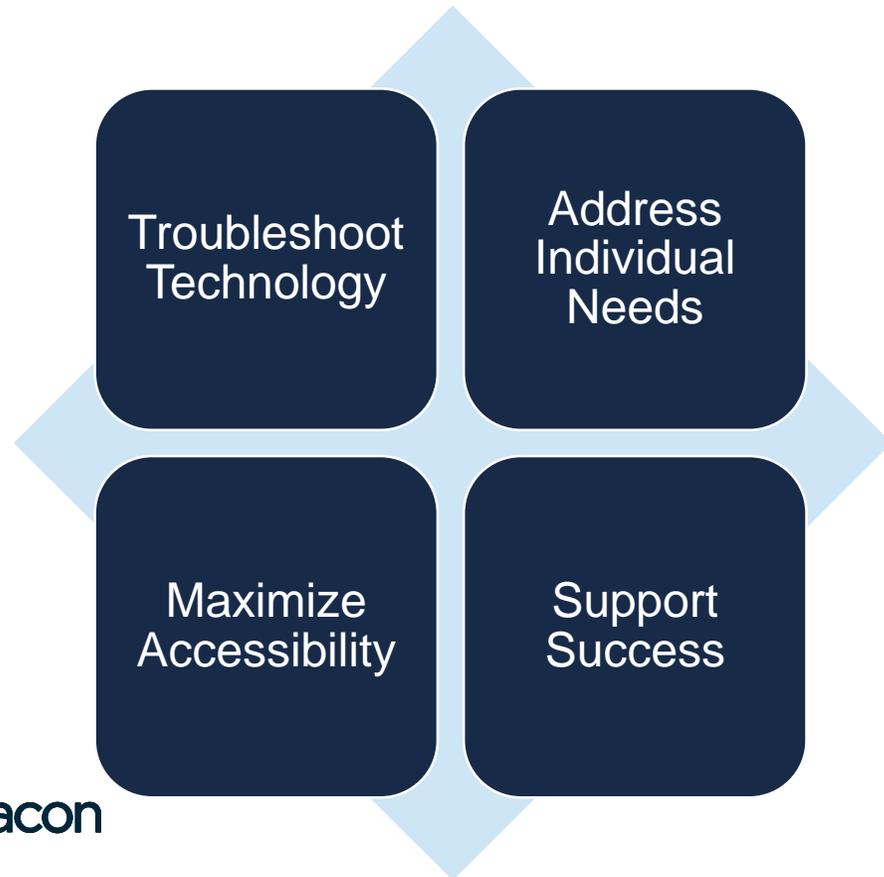
Privacy and security concerns

Disruptions and distractions

Disparities in therapist and client environments

Technological difficulties

Therapists can integrate promising practices to help ease the transition to telehealth while promoting quality care and client safety



Potential adaptations to support safety:

- Adult present for members under 14
- Monitor member's environment
- Prepare for child or adolescent to leave abruptly
- Ongoing risk assessment and management

Providers take steps to assist the family in creating a home environment conducive to telehealth

Ask for member location

Encourage use of headset

Gauge level of privacy

Change session pace as needed to adapt to environment

Ensure all members in family session have been oriented to telehealth

Identify a way the client can let you know if there is a change in the environment that reduces their comfort for session participation

10

Providers take steps to provide a virtual office environment that supports session success

Lighting

- Face the “light”
- Ceiling fan shadows



Camera Position

- Eye contact
- Have camera at eye level



Room Prep / Backgrounds

- Limit distractions
- What is visible in the background?



Pre-Planning Rituals

- Video etiquette
- Physical appearance



Chapter

03

“We help people live their lives to the fullest potential.”

Our Commitment

Treatment consideration for young children, preteens & adolescents

Clear expectations set the telehealth session up for success



Intentional adaptations to the virtual environment help children and families engage in session



Use of toys

Size of the room

Camera position

Consistency, creativity, and movement are naturally engaging to a child

Set up for success

- **Expect** longer adjustment periods
- **Elicit** caregiver's help
- **Consider** reinforcement system
- **Minimize** potential distractions



Engage with Play

Screen share

Text with teens

Simon says

Paper-pencil activities

Play "together" but separate

Imaginative play

13, 14, 15

Use age-appropriate tools to connect with pre-teens & adolescents over telehealth

- Respect their privacy needs
- Instill a sense of control
- Maintain eye contact
- Mirror the language patterns
- Recognize discomfort



Engage pre-teens to make healthy choices during COVID-19

Challenges during COVID



- Help discover **alternative activities**
- Encourage them to **turn off their phones**
- Connect them with **opportunities to volunteer** or help others ¹⁶

Approach telehealth with cultural humility and awareness to engage families



Knowledge
Inquiry
Sensitivity



12

Chapter

04

“We help people live their lives to the fullest potential.”

Our Commitment

Promising practices for managing risk

Providers have many concerns about the potential risk of treating children and families via telehealth; emerging promising practices help guide clinical decisions

“**What if** privacy for telehealth in the home environment seems impossible for the family?”

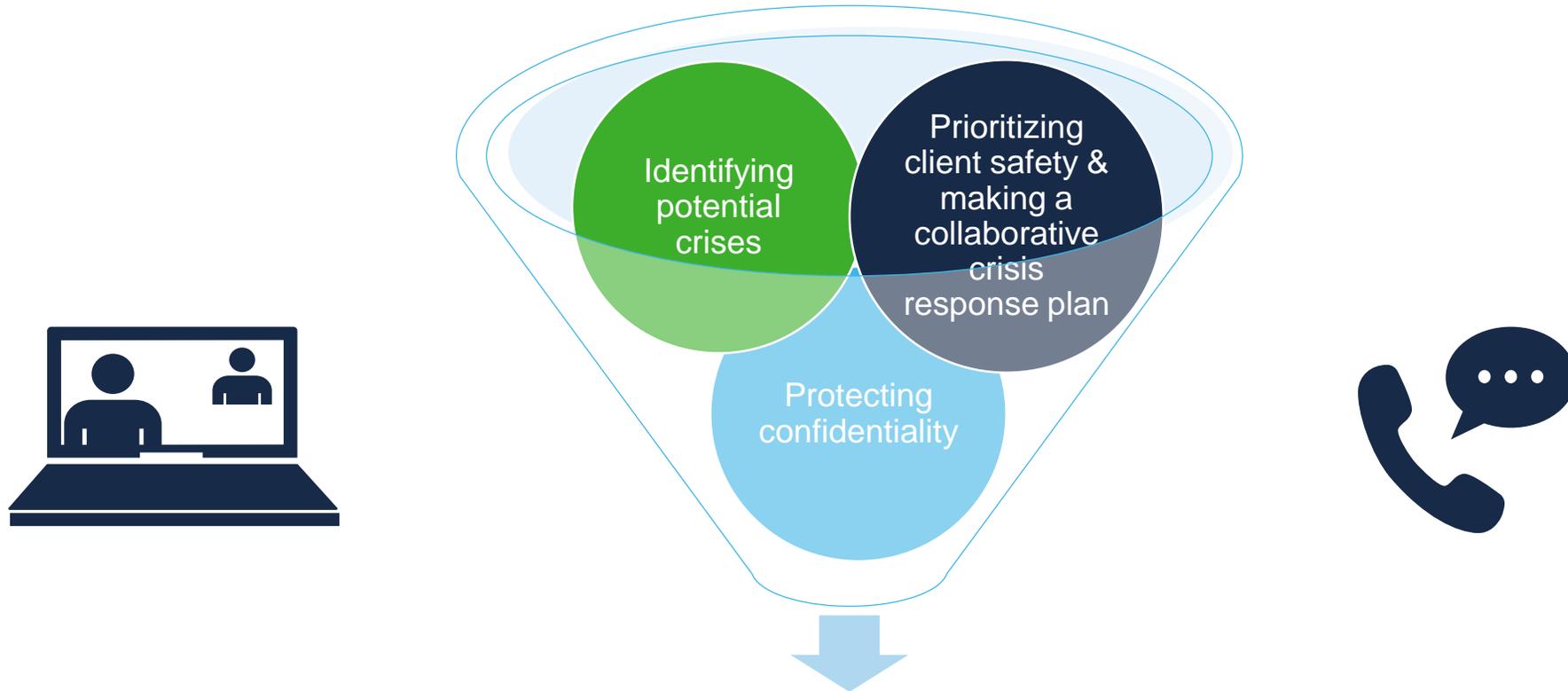
“**What if** my minor client gets disconnected during session and I can’t get back in touch with them?”



“**What if** there’s domestic violence or abuse in the home?”

“**What if** my minor client is home alone during session and I have concerns they are a harm to themselves?”

Effective planning prepares the clinician to respond to crises effectively over telehealth



Effective and thoughtful crisis response ¹⁷

Informed consent includes practitioner's policies for responding to a crisis situation

Does your existing crisis response plan cover situations specific to telehealth?



Does your plan account for what to do if a crisis takes place while there is not an adult present in the home?

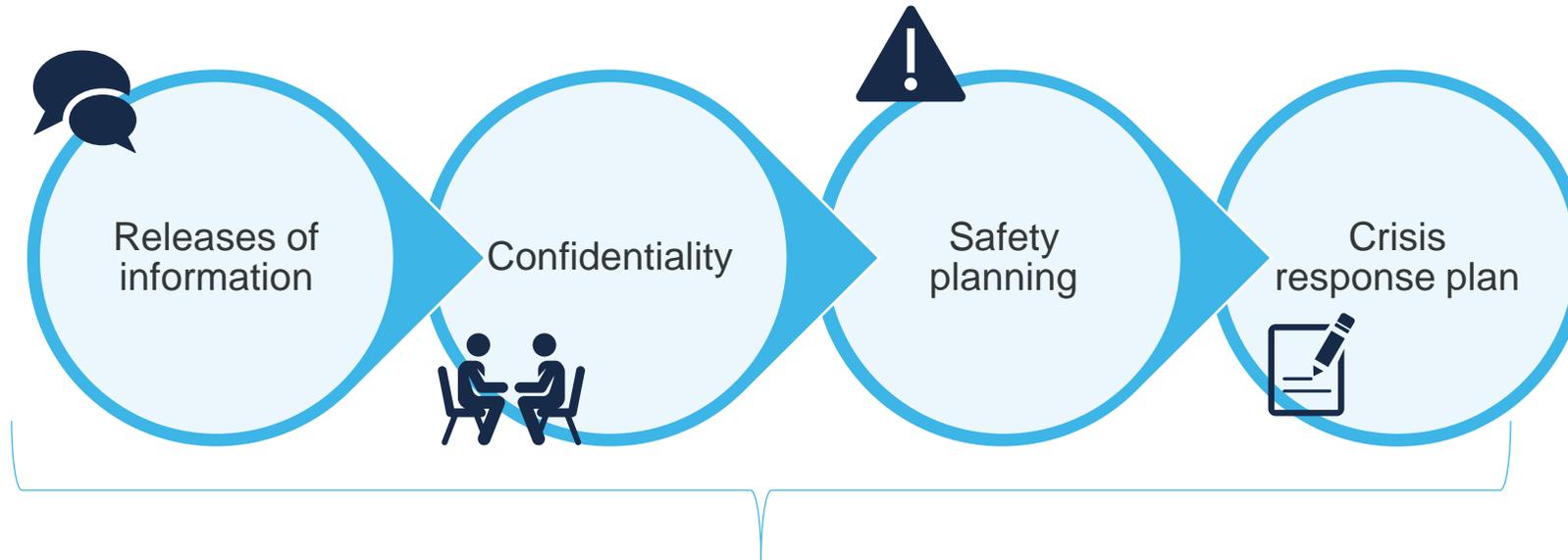


Does your plan rely on the presence of office staff?



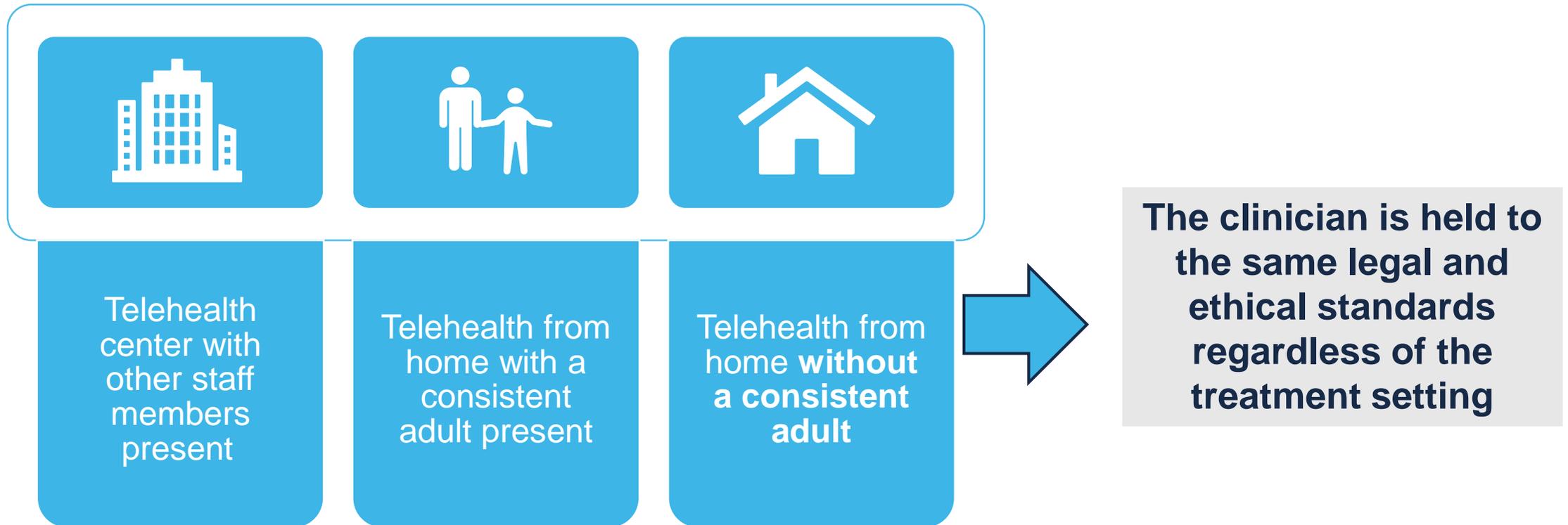
Does your plan address how to respond to technological difficulties during a crisis?

Use promising practices to set up a policy for responding to client crises via telehealth

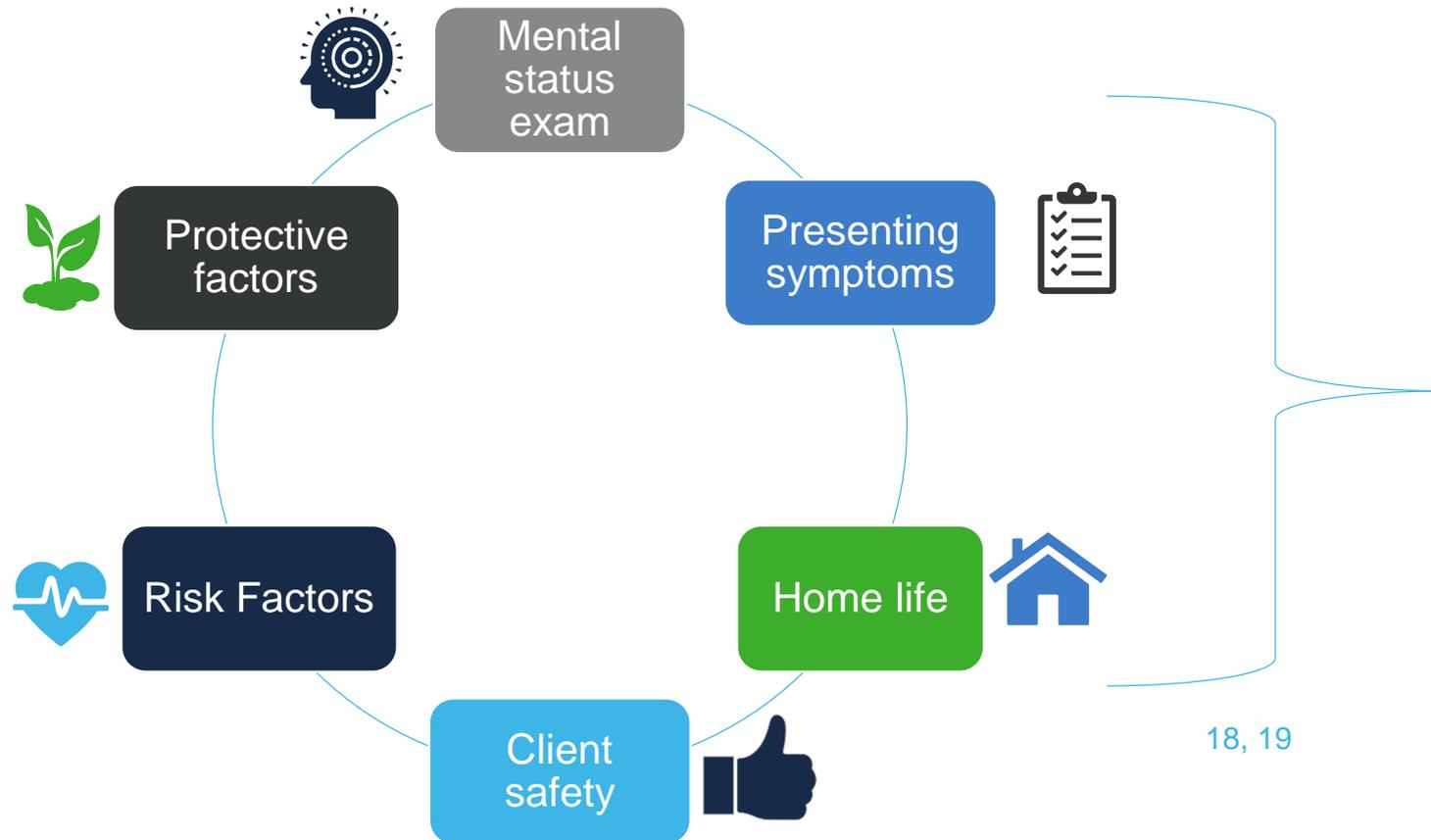


Document your plan in the client's chart and review your plan as often as needed

The client's treatment setting impacts the practitioner's crisis response



Risk can be assessed effectively over telehealth, but may require some creativity



Get creative with your technology!

18, 19

Risk level informs the clinical response



The Stanley Brown Safety Planning Tool Recommended Steps:

- 1) **Warning signs** – thoughts, images, feelings, behaviors that a crisis may be developed
- 2) **Internal coping strategies** – things I can do to take my mind off my problems without contacting another person (distracting & calming activities)
- 3) **People and social settings** that provide distraction
- 4) **People I can ask for help** with the crisis
- 5) **Professionals or agencies** I can contact during a crisis
- 6) **Making the environment safe** (removing or limiting access to lethal means)



“The one thing that is most important to me and worth living for is.....” (client identifies)

20, 21, 22

Resources & references



Refer to Beacon's COVID-19 webpage for the most up-to-date information

The screenshot shows the Beacon Health Options website. The top navigation bar includes 'Who We Are', 'Members', 'Brokers', 'Providers', 'Solutions', and 'Contact'. A red banner below the navigation bar reads 'COVID-19 Information and Resources: MEMBERS | CLIENTS | PROVIDERS'. The main content area is titled 'Provider Resources' and includes several paragraphs of text and a list of links under the heading 'GENERAL'. The right sidebar features the 'Caring through COVID-19' logo and a menu with 'Member Resources', 'Client Resources', 'Provider Resources', 'Additional Resources', and 'Español'.

HOME / CORONAVIRUS AND YOUR MENTAL HEALTH / PROVIDER RESOURCES

Provider Resources

Beacon Health Options is strongly committed to our members, clients and providers to ensure that mental health needs are being met during this stressful time.

We recognize that many of our members and providers are being encouraged or mandated to stay at home in order to prevent community spread of coronavirus. When clinically appropriate, telehealth can be an effective way for members to begin or continue their care through a mental health provider safely from their homes via phone, tablet or computer-enabled web cam.

The policy changes contained in these documents are intended to apply to most of our members and plans and offer general guidance only. Not all health plans have adopted the leniencies we describe (especially with respect to certain commercial, Medicaid and employer plans). If you are unsure of coverage please contact the National Provider Service Line at 800-397-1630.

Please note that since this is a rapidly evolving situation, any new state and federal mandates will override any guidance we have provided.

GENERAL

- > [Delivering substance use disorder care via telehealth – video | powerpoint](#)
- > [Compassion fatigue for providers and clinicians – video | powerpoint](#)
- > [Effective management of a remote team webinar – video | powerpoint](#)
- > [Telehealth for IOP and PHP – video | powerpoint](#)
- > [Exploring wellbeing in a pandemic – video | powerpoint](#)
- > [Crisis planning utilizing telehealth: Managing risk – video | powerpoint](#)
- > [Provider FAQs: IOP & telehealth](#)
- > [Provider FAQs: PHP & telehealth](#)
- > [ABA/COVID-19 FAQs](#)
- > [Business support FAQs for providers](#)
- > [Coronavirus general and mental health FAQs](#)
- > [Telehealth 101: What you need to know to get started – video | powerpoint](#)
- > [Beacon Health Options partners with Psych Hub to develop COVID-19 resource hub](#)

Upcoming webinars:

Treating children and families via telehealth

July 22, 3:00 P.M. EST

Integrating primary care and behavioral health during COVID-19

August 5, 3:00 P.M. EST

Use of telehealth for applied behavioral analysis

August 19, 3:00 P.M. EST

[Beacon COVID-19 provider resources & webinars LINK](#)

Resources

The Devereux Center for Resilient Children: Activities to do with your child to promote resiliency

<https://centerforresilientchildren.org/preschool/for-parents/activities-to-do-with-your-preschooler/>

The Council of State Governments: Lists to all executive orders regarding COVID-19

<https://web.csg.org/covid19/executive-orders/>

Stanley Brown Safety Planning Tool: A template for safety planning that can be modified to work with children and families

http://suicidesafetyplan.com/Home_Page.html

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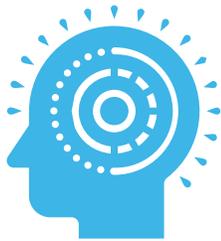
A brief intervention for reducing suicide risk; Retrieved from: http://suicidesafetyplan.com/Home_Page.html

22. <https://theactionalliance.org/sites/default/files/inlinefiles/ScreeningYouth%20for%20Suicide%20Risk%20in.pdf>



Caring through COVID-19

Questions?



Anxiety



Depression



Job loss



**Working
remotely**

Thank You



This presentation will be posted at
www.beaconhealthoptions.com/coronavirus/

CONTACT US:

Beacon's National Provider Services Line

800-397-1630 (Monday-Friday, 8 a.m.-8 p.m. ET) or contact your Provider Relations contact

