

# Sensitivity Training COVID-19

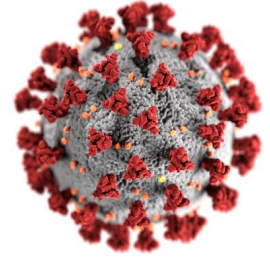


# Sensitivity Training Objectives:

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

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

# What is COVID-19?



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

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

# What is Social Stigma?

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

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

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

***Unfortunately, these factors are also fueling harmful stereotypes.***

# What Is The Impact of Social Stigma

## Social Stigma Can:

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

# How To Address Social Stigma

## Words Matter

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

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



# Policy 4002

## Ethics...

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

# Policy 6046: Harassment

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

## Sensitivity Requires that you...

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

# REMEMBER...

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

*Maya Angelou*



## Contact Information for Health Services

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**Take Care and Be  
Safe!**