

# COVID-19: Schools are Shut Down. Providing School Mental Health Supports Online.

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This pandemic experience is a massive experiment in collective vulnerability. We can be our worst selves when we're afraid, or our very best, bravest selves. In the context of fear and vulnerability, there is often very little in between because when we are uncertain and afraid our default is self-protection. We don't have to be scary when we're scared. Let's choose awkward, brave, and kind.

**And let's choose each other.**



# Google Google Google

How comfortable are you at using Google Suite?

Google Docs

Google Forms

Google Sheets

Google Keep

Google Hangouts

Google Hangout Meets

Google Classroom

Are you interested in online Google Instruction?

Look for upcoming Webinars on SSWNetwork





# Providing services online

## Benefits

- Enhanced access to social work services that cannot be given to at-risk students and families do to social distancing.
- Allows social workers to monitor student's emotional status
- Allows social workers to respond quickly to students and families when needed
- Provides for a cost-effective and productive means of delivering services
- Allows for ease of communication
- Students and families do not have to travel to obtain social work services



# Providing services online

## Risks

- Possible failure of technology and the interruption for services
- Possible break of confidentiality



# Online ethics and rules

Ensure professional boundaries are maintained regarding social media acceptable use policies. Follow your DISTRICT'S current acceptable use policy.

Keep appropriate boundaries with students and families.

## **DO NOT:**

- Use personal email
- Use personal cell phone number
- Use personal social media sites to make contact with students or families

## **DO:**

- Keep your normal school hours as your work hours
- Use your district email
- Use Google Voice
- Communicate with students and families using either: Google Hangout, Google Meet, school email, Google Voice, or Zoom

## Mindset Shift During a Pandemic

I'm stuck at home →

I get to be SAFE in my home and spend time with my family

I will get sick →

I will self-isolate and wash my hands, this will significantly DECREASE my chances of getting sick

I will run out of items at home during self-isolation →

I have prepared for this and I will use my items wisely. I have everything I NEED for now

Everything is shutting down, I'm panicking →

The most IMPORTANT places, such as medical centers, pharmacies and grocery stores, remain open

There is too much uncertainty right now →

While I can't control the situation around me, I CAN control my actions. Doing breathwork, calling loved ones, getting enough sleep and proper nutrition, prayer, and doing activities I love at home will all help during this time





# What to do in a Crisis

## Suicidal Ideation - EXAMPLE PLAN FOR MY DISTRICT

### Keep student on line if you can

- 1) Contact an adult - parent or guardian of the student immediately using emergency contact numbers on Infinite Campus. (Use your District's Student Information Platform)
- 2) Contact CCSD Police to do a wellness check **if** you are unable to get a hold of a parent or guardian or you feel the student is in imminent risk. (What does your District use for Emergency?)
- 3) Community services to help the student and/or family
  - Suicide hotline number: 1-800-273-8255
  - Mobile Crisis number: 702-486-7865 (What does your community have for Mental Health Emergency?)
- 4) Email your school administration immediately and let them know the name of the student, brief summary of the crisis and what actions you took.
- 5) Follow up with the student and the family to ensure help has been obtained.





# What to do in a Crisis

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5. Follow up with the student and the family to ensure help has been obtained.

# What to do in a Crisis

## Child abuse or neglect

Contact Child Protective Services

You can share this video to parents or families who might be concerned. Link to Video:

<https://youtu.be/ygVvaCLzYR0>

Follow your District's Policy & Procedures

Email your Administration to briefly explain the situation and what actions you took.

### WHAT IS CHILD ABUSE AND NEGLECT?

➤ Nevada breaks abuse into the following 4 subtypes:

- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Neglect





# MTSS Services - CCSD District Plan

1. Check the SISP tab in IC regularly as teachers and administration will be submitting new referrals to you using SISP Referral (What referral system do you currently have in place? How can you use this remotely?)
2. Document all MTSS interventions as usual in SISP tab (How does your District document student interventions? How can you use this remotely?)
3. Email the teacher who made the referral to let them know you have received it and will start working on the referral.
4. Contact the teacher if necessary using Google Meets or Zoom to interview the teacher as to his/her concerns.
5. Contact the student and/or parent using your district email or call the parent using your Google Voice and set up a Google Meet or Zoom meeting as needed to complete your assessment.
6. Talk to your administration at the school site to establish how they want to be kept up to date with your caseload i.e. will they check SISP or do they want you to establish a google sheet and share it with them so they have an updated list of students and services?



# Consent Form

As we will be using a form of Telehealth to provide our services we will need to used.

NASW Consent Form: [https://www.socialworkers.org/LinkClick.aspx?fileticket=fN67-dWQReM%3D&portalid=0&utm\\_campaign=sswn\\_newsletter&utm\\_medium=email&utm\\_source=Revue%20newsletter](https://www.socialworkers.org/LinkClick.aspx?fileticket=fN67-dWQReM%3D&portalid=0&utm_campaign=sswn_newsletter&utm_medium=email&utm_source=Revue%20newsletter)

Email this consent form to the Parent/Guardian using CCSD email. Once it is emailed back to you this will be used as signed consent for services. Keep track of these by saving them in Google Keep. For the note title use the student's ID #. This way you can easily find the consent form when needed in Google Keep.

Google Keep is a simple, note-taking app. It's great for getting random notes down quickly, and organizes them pretty well, too

# How to link Google Keep, Google Mail and Google Calendar

How to use Google Keep, Google Mail and Google Calendar? Watch this YouTube video for instructions on how to do this.

<https://youtu.be/pgp7311MGaI>





# Tier I Services

Tier I services will be provided to the families and students by either the development of a Google Classroom that is offered to all students or by working remotely with the school to upload necessary community resources and information using each school's method they already have in place i.e. ParentLink, CCSD mail, Google Classroom, or School Website.

Students may have many questions regarding the Coronavirus and social workers can use students and families at a Tier I-II or III level using social stories to support students.

- School Social Work Network has a useful article: [How to Talk to Your Kids about Coronavirus](#)
- PBS Kids uses cartoon characters to speak to younger students: [PBS: Coronavirus](#)
- Low-cost Internet from [Comcast](#)
- Podcast: Turnaround for Children – [Coronavirus: Keeping our children and ourselves safe, with Pamela Cantor, M.D.](#)
- Child Mind Institute: [Supporting Kids During the Coronavirus Crisis](#)



# Internet Services

Governor Sisolak posted this on his Twitter feed.

## Need Internet Connection? Here are some resources!

### Spectrum

For any student who doesn't have access to the internet, please call Spectrum at 1-844-488-8398. They will allow free access to the internet during the time that schools are closed.

### CenturyLink

Internet Basics program is available to eligible students and their families. For information, please visit [www.centurylink.com/home/internetbasics/](http://www.centurylink.com/home/internetbasics/)

### Cox Communication

Cox is teaming with Connect2Compete, to bring affordable internet to families. For information, please visit <http://connect2compete.org/cox/>





## Tier II Services

Tier II services will be provided to students using Google Classroom, email, Google phone, Google Hangouts, Google Meet, or Zoom. Groups will consist of Social Emotional Learning (SEL) using the [CASEL Wheel](#) to provided SEL Competencies, and Psycho-educational groups that will focus on mindfulness, coping skills, anxiety, depression, and anger management. Check-in/Check-out interventions will be provided to students using Google Hangouts, Google Meet, or Zoom and can be completed daily to ensure SSW touches base with Tier II students in the morning and again in the afternoon. The IASSW Facebook Group has a great spreadsheet with many SEL Lessons that can be used to help support students at Tier II and Tier III students: [SEL Activities](#) for K-8. Guidance Teletherapy created a blog post on March 15, 2020, to help support telehealth activities with students K-12: [Interventions for Online Therapy with Children and Youth](#)





# Always Use Agendas for Tier II Groups

Attach your agenda to the Google Calendar invitation so everyone has access to it at all times.

Example Agenda:

<https://docs.google.com/document/d/1dEFnWp5qfVtuuSwM7GOXW8Pi30mNOFYAsxuD1Unblks/edit?usp=sharing>

# I CANNOT CONTROL

(So, I can LET GO of these things.)

IF OTHERS  
FOLLOW THE  
RULES OF SOCIAL  
DISTANCING

THE AMOUNT  
OF TOILET  
PAPER AT THE  
STORE

## I CAN CONTROL

(So, I will focus on these things.)

THE  
ACTIONS  
OF  
OTHERS

MY POSITIVE  
ATTITUDE

TURNING  
OFF THE  
NEWS

FINDING FUN  
THINGS TO DO  
AT HOME

HOW  
LONG  
THIS  
WILL  
LAST

HOW I FOLLOW CDC  
RECOMMENDATIONS

LIMITING MY  
SOCIAL MEDIA

MY OWN SOCIAL  
DISTANCING

MY KINDNESS &  
GRACE

PREDICTING  
WHAT WILL  
HAPPEN

HOW  
OTHERS  
REACT

OTHER  
PEOPLE'S  
MOTIVES



Clipart: Carrie Stephens Art  
TheCounselingTeacher.com



## Tier III Services

Tier III services will be provided to students using Google Hangouts, Google Phone, Google Meet, or Zoom. Tier III services will consist of Solution-Focused Problem Solving techniques, therapeutic interventions will be provided via telehealth services that will be provided by a clinical social worker or school mental health professional. To provide clinical services using telehealth HIPAA and FERPA laws must be followed.

Resources that can be used for Tier III interventions regarding COVID-19 are:

- [SEL Resources for Parents, Educators & School Communities Related to COVID-19](#)
- [CDC Guide for Managing Anxiety & Stress](#)
- [Mental Health America – Mental Health and COVID-19 Information and Resources.](#)
- [Turnaround for Children – COVID-19 Pandemic Resources](#)
- [\*Ripple Effects for Teens\* - Desktops, Chromebooks, Laptops, Tablets](#)
- <https://rippleeffectsweb.com/v7.4/teens-desktop-demo>
- [\*Pocket Coach\* - Teens program only, for Smartphones](#)
- <https://rippleeffectsweb.com/v1.0/pocketcoach-demo/loading>



# Confidentiality - FERPA

## FERPA

To ensure FERPA regulations are followed the student's personally identifiable information will not be given to any educational agency or institution without written consent provided by the parent/guardian of the student. In addition, all rules and regulations will be followed as stated in the document provided by The United States of America Department of Education, Student Privacy Policy Office published [\*FERPA & Coronavirus Disease 2019 \(COVID-19\) Frequently Asked Questions \(FAQs\), March 2020.\*](#)



# Confidentiality - HIPAA

## HIPAA

When providing telehealth to students and families CCSD will use the recommendations set in place by the U.S. Department of Health and Human Services and the U.S. Department of Education in the *Joint Guidance on the Application of the FERPA and HIPAA To Student Health Records*, *December 2019*



# Confidentiality - SPECIAL EDUCATION & 504

## Special Education and 504

According to the U.S. Department of Education: [Questions and Answers on Providing Services to Children with Disabilities During the Coronavirus Disease 2019 Outbreak, March 2020](#). School Districts who are providing any type of eLearning or distance education, are required to provide Related Services to students who are absent from school due to COVID-19 school closures.

Any student that was provided counseling as a related services by a school social worker, shall continue to offer those services via Google Voice, Google Hangouts Meet, Google Hangout, or Zoom.



# Telehealth

## Google Suite

To ensure Google is HIPPA compliant The District HAS signed the Google Admin Console, and accept a HIPAA Business Associate Agreement. This causes all of Google Suite to be HIPPA compliant.

## Zoom to provide services

Zoom is considered to be HIPPA Compliant and is used by many healthcare organizations around the world to provide healthcare services.

**Do not** record sessions while using Zoom or Google Hangout Meet. This will save the session to the “Cloud” and the “cloud” is not HIPAA compliant to be used in this way.





# Using Google to work from home



Google Hangouts:

<https://support.google.com/hangouts/answer/3115553?co=GENIE.Platform%3DDesktop&hl=en>

Google Hangout Meets: Is free to use and does not limited your meeting time or the number of people you can invite to a meeting.

Add conferencing using Google Hangouts Meet: <https://docs.google.com/document/d/1i0dIGkOt-55FurFDam3NGqrNqFXVfrPG9dz3U4AbfJ8/edit?usp=sharing>

Set up a Google Voice: Google offers two options. Personal Google Voice and Business Google Voice with extra product services with the business service. The charge for Google Voice Business is \$20-\$30 per person per month. My District could not afford this added expense.  $300 \text{ SSW} \times \$20 \text{ per month} \times 3 \text{ months} = \$18,000.00$ . We use the free Personal Google Voice. Sign up for Personal Google Voice by using your personal Gmail account. Students and families do not know if you signed up the with personal Gmail or District Gmail. Use what your District decides is best.

Zoom: You can use Zoom for your meetings free of charge However the free services will limit your meeting to 40 minutes if you are scheduling more than 3 people at a time. You have unlimited time for 2 people.

Whatever you choose to use, be consistent.

# SOCIAL DISTANCING

Social distancing is the practice of reducing close contact between people to slow the spread of infections or diseases. Social distancing measures include limiting large groups of people coming together, closing buildings and cancelling events.



## HERE ARE JUST A FEW SAFE (AND REWARDING) THINGS YOU CAN DO:

**Take a walk**

**Go for a hike**

**Yard work**

**Play in your yard**

**Read a good book**

**Complete a puzzle**

**Clean out a closet or garage**

**Listen to music**

**Family game night**

**Go for a drive**

**Video chats**

**Stream your favorite show or movie**

**Check on a friend**

**Check on an elderly neighbor**



# Additional Free Webinar to Consider

Look on SSWNetwork for:

Supporting Our Kids from A Distance: Tools & Strategies to provide SEL & SpEd Services

Tuesday, March 31, 2020 5:00pm-6:00pm Central Time

<https://schoolsocialworkers.mn.co/events/supporting-our-kids-from-a-distance-tools-strategies-to-provide-sel-sped-services>

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Thank you for your time this  
morning.

From Las Vegas, NV to all of  
you, we can't wait to  
welcome you back soon.  
Stay home and stay healthy.  
#communitystrong

