Helping Families Manage Stress through the Coronavirus Crisis

- Take a break
- Practice breathing exercises
- Stay active

Mental Health Parent Resources

Youth Villages Mobile Crisis Services for Children and Youth: (866) 791-9226 (Memphis Region)

Statewide Crisis Line: 855-CRISIS-1 (855-274-7471) If you are experiencing a mental health or psychiatric emergency

TN REDLINE: 800-889-9789 If you need a referral to substance use disorder treatment or other resources, call or text

TDMHSAS Office of Consumers Affairs
Helpline: 800-560-5767 If you have issues accessing mental health or substance abuse services and it is not an emergency need

SAMHSA’s National Helpline: 1-800-662-HELP (4357) free, confidential, treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

Talk With Your Child: Answer questions and share facts about COVID-19 in a way that your child or teen can understand.

Reassure Your Child: Let them know that they are safe and it is ok if they feel upset. Share with them how you deal with your own stress so that they can learn how to cope from you.

Limit Screen Time: Limit your family’s exposure to news coverage of the event, including social media. Children may misinterpret what they hear and can be frightened about something they do not understand.

Keep Regular Routines: If schools are closed, create a schedule for learning activities and relaxing or fun activities.

Be a Role Model: Take breaks, get plenty of sleep, exercise, and eat well. Connect with your friends and family members.

If symptoms of stress become overwhelming for your family
Call your healthcare provider or The Crisis Hotline by texting HOME to 741741

For the most up-to-date COVID-19 information visit: https://www.cdc.gov
Tips to Help Families Create a Daily Schedule

- Wake up, get dressed and have breakfast at your normal time.
- Decide where everyone can do their work most effectively and without distractions.
- List the times for learning, exercise and breaks. If you are working from home, include your hours as well.
- Schedule time for nutritious lunches and snacks.
- Don't forget afternoon breaks as well!
- Have dinner together as a family and discuss the day.
- Enjoy more family time in the evenings by playing, reading, watching a movie or exercising together.
- Stick with normal bedtime routines as much as possible during the week to make sure everyone gets enough sleep.

Please visit https://www.healthychildren.org/ for more information

Printable and Digital Resources

Flexible digital curriculum that can also be printed.
Please visit: https://gm.greatminds.org/en-us/knowledgeonthego

Daily projects and resources to keep children engaged
Please visit: https://classroommagazines.scholastic.com/support/learnathome.html

Information about creating structure and rules for children
https://www.cdc.gov/parents/essentials/structure/index.html

Online offerings from the Memphis Public Library

Printable at-home activity packs to provide students with self-directed exercises and practice
https://www.curriculumassociates.com/supporting-students-away-from-school

Family toolkit provides a number of resources that can be used to support at-home learning
https://www.tn.gov/content/dam/tn/education/health-&-safety/School%20Closure%20Toolkit%20Families%20(Published).pdf

For the most up-to-date COVID-19 information visit: https://www.cdc.gov/
### Federal, State, and Shelby County Government Resources

**The IRS has established a special section focused on steps to help taxpayers, businesses and others affected by the coronavirus. Please visit [https://www.irs.gov/coronavirus](https://www.irs.gov/coronavirus) for more information.**

- For help with unemployment claims visit: [https://www.jobs4tn.gov/vosnet/Default.aspx](https://www.jobs4tn.gov/vosnet/Default.aspx)
- Utility Assistance, Rent/Mortgage Assistance, Prescription Medicine Assistance. Apply by email or mail. [www.shelbycountycsa.org](http://www.shelbycountycsa.org) Email utility applications to LIHEAP@shelbycountyttn.gov
- For Seniors, and Adults with Disabilities: Meals, CHOICES, Public Guardianship, SHIP, SNAP, Family Caregiver Services. Each call is handled on a case by case basis with care. Please visit [https://shelbycountyttn.gov/3433/Aging-Commission-of-the-Mid-South](https://shelbycountyttn.gov/3433/Aging-Commission-of-the-Mid-South)
- For trauma counseling, victim compensation, orders of protection, support groups, please call or use the online form. 24/7 Sexual Assault Forensic Exams will still be provided in partnership with law enforcement. For the Sexual Assault Hotline: 901-222-4350 Please visit [https://crimevictimscenter.shelbycountyttn.gov](https://crimevictimscenter.shelbycountyttn.gov)

**Assistance with food, clothes, and furniture available through Neighborhood Christian Centers. [https://www.ncclife.org/](https://www.ncclife.org/)**

**Internet Essentials from Comcast offers affordable in Internet at home for eligible households. [https://www.internetessentials.com/](https://www.internetessentials.com/)**

### Community and Business Resources

Apply for meal and utility assistance online at mifa.org/applyonline or call them at 901-529-4545. Walk-ins are temporarily closed.

- Disconnections have been suspended for 60 days, but charges will continue to accrue during this time. Call MLGW’s billing office at 901-544-6549 or use their drive-thru windows and drop boxes. [http://www.mlgw.com/residential/assistanceprograms](http://www.mlgw.com/residential/assistanceprograms)
- Meals for low-income and vulnerable people provided by Mid-South Food Bank. Find mobile pantries and partner food pantries by calling 901-527-0841 or visiting [www.midsouthfoodbank.org](http://www.midsouthfoodbank.org).
- Assitance with food, clothes, and furniture available through Neighborhood Christian Centers. [https://www.ncclife.org/](https://www.ncclife.org/)
- Comprehensive list of services for homeless available through Community Alliance for the Homeless at [https://www.caft.org/](https://www.caft.org/)
- Federal, State, and Shelby County Government Resources
- Internet Essentials from Comcast offers affordable in Internet at home for eligible households. [https://www.internetessentials.com/](https://www.internetessentials.com/)
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<td>Domestic Violence services available through Family Safety Center at 901-222-4400. <a href="https://familysafetycenter.org/">https://familysafetycenter.org/</a></td>
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<tr>
<td>Families with young children may be eligible for guidance through Parent Plus 901. Please visit <a href="https://www.parentplus901.org/">https://www.parentplus901.org/</a></td>
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<tr>
<td>Burger King- The free kids' meals will be available with any purchase on the Burger King app. Free kids' meals are only available for take-out or drive-thru. — not delivery. <a href="https://www.bk.com/">https://www.bk.com/</a></td>
</tr>
<tr>
<td>Smoothie King- Any kid 12 and under will receive a free, 12 oz. kid's smoothie with the purchase of any 20 oz. smoothie using the Smoothie King Healthy Rewards <a href="https://www.smoothieking.com/">https://www.smoothieking.com/</a></td>
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**COVID-19 Updates**

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<tr>
<th>Shelby County Schools</th>
<th><a href="http://www.scsk12.org/coronavirusfacts/">http://www.scsk12.org/coronavirusfacts/</a></th>
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<td>Shelby County Health Department</td>
<td>shelbytnhealth.com or call 833-943-1658 for the COVID-19 Call Center.</td>
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<tr>
<td>Center for Disease Control and Prevention</td>
<td>cdc.gov/coronavirus</td>
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Supporting Children through the Coronavirus Crisis

- Keep routines in place
- Manage your own anxiety
- Stay in touch virtually

Center for Disease Control
Tips for Children and Friends

**Limit Social Interactions:** The key to slowing the spread of COVID-19 is to limit contact as much as possible. If you have play dates, keep the groups small. Encourage older children to hang out in a small group and to meet outside rather than inside. It’s easier to keep and maintain space between others in outdoor settings, like parks.

**Practice Social Distancing:** If you have small meetups, consider hanging out with another family or friend who is also taking extra measures to put distance between themselves and others (social distancing).

**Clean Hands Often:** Make sure children practice everyday preventive behaviors, such as washing their hands often with soap and water for at least 20 seconds. This is especially important if you have been in a public place.

**Revise Travel Plans:** If you do decide to travel, be sure to take steps to help prevent getting and spreading COVID-19 and other respiratory diseases during travel.

Testing in Shelby County

**Baptist Health**
All locations (clinics & hospitals), by appointment only

**Christ Community Health**
By appointment only
Text “Test2020” to 91999


**UT Health Science Center**
Drive-Thru Testing at Tiger Lane
By appointment only
Text "covid" to (901)203-5526

If you or your child(ren) have fever, cough and difficulty breathing, seek medical care early

For the most up-to-date COVID-19 information visit: https://www.cdc.gov
Call your healthcare provider or the COVID-19 Hotline (833) 943-1658
Emergency cash assistance available to families affected by the COVID-19 emergency beginning March 26, 2020

Families can apply online at: https://tdhs.service-now.com/relief?id=relief_registration

To qualify, a family must:
- have been employed as of March 11, 2020
- have lost a job or lost 50% of their earned income due to COVID-19
- have children in the household
- be at or below the 85th percentile of the State Median Income
  Example: Below approximately $52,000 a year for a family of 3

Emergency TANF cash assistance provides two monthly cash payments to those who qualify.
- $500 for a household of 1 to 2 persons
- $750 for a household of 3 to 4 persons
- $1000 for a household of 5 or more persons

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**Action:** Add TANF/COVID-19 content to SCS COVID Information website  
**OPR:** FACE and Communications

**Action:** Include TANF/COVID-19 flyer in printed material distribution at Meal/Academic Packet sites  
**OPR:** FACE and Print Shop

**Action:** Identify families in need of support based upon current service, cohorts, and/or expressed interest and provide direct engagement via telephone.  
**OPR:** FACE (e.g., Family Engagement Specialists and Family Resource Center Associates) Early Childhood, and Department of Exceptional Children

**Action:** Invite Department of Human Services to be included on weekly COVID update via live stream  
**OPR:** FACE and Communications

**Action:** Engage partner organizations (e.g., Agape, Communities in Schools) to contact families on caseloads  
**OPR:** FACE and SEED

**Action:** Post TANF/COVID-19 to SCS social media sites (i.e., Facebook, Instagram, Twitter)  
**OPR:** FACE and Communications

**Action:** Use School Messenger to contact families via telephone, email, and text messaging using a tiered support model relative to the proportion of direct certified students in each school.  
**OPR:** Communications and Schools

**Action:** Develop Public Service Announcement to be shared via Voice of SCS Channels (i.e., 88.5FM and C19TV)  
**OPR:** Communications