In response to the social isolation and stressors created by the COVID-19 pandemic, our center developed a Family Warm Line - a temporary statewide resource line that offered help and brief counseling to community members suffering from the effects of COVID, whether that was losing their jobs, working from home and schooling their children, grief of lost loved ones and more. The warm line operated until January 1, 2022 when families had more direct access to mental health services throughout our state.

As a hospital-based site we were able to have our staff (who are trained in Psychological First Aid) provide support system wide to our health care workers working with COVID-19 positive patients. We provided workshops on acute stress, secondary traumatic stress, and resiliency building skills as well as ways to address grief and bereavement.

In July 2021, the NCTSN held a COVID-19 summit with over 1,700 people registered to learn from 90+ panelists.

On March 12, 2020, the post for the Parent & Caregiver Guide to Helping Families Cope with the Coronavirus Disease (2019) reached over 49,000 people on Facebook alone, and there was a 337.9% increase in downloads of this resource after the social media posting.

In the first three months to bring hope and trauma-informed care to the community. We provided trauma-focused information to schools and families such as grief, how to talk to a child after trauma, ways to support staff, and coping. A community resource center has been founded to provide relief and resources to those in the store when the shooting occurred, families, and anyone affected by this incident.

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