

PERSONS POINT OF VIEW

MICHAEL SHAW - EDITOR IN CHIEF

SPECIAL EDITION: COVID-19 IN MENTAL HEALTH



Detroit Wayne Integrated Health Network

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March 25, 2020

Dear DWIHN Member:

We at Detroit Wayne Integrated Health Network (DWIHN) hope that you and your family are staying safe and are well. We recognize that these are very different and challenging times. With that being said, we **will** get through them together.

Please know that DWIHN is making every effort to limit disruption to your services at this time; however, we realize that due to the COVID-19/Coronavirus and the Governor's Executive Orders, many of our Providers are having difficulty in providing the authorized services as outlined in your Individual Plan of Service (IPOS).

If you have not already done so, we recommend that you contact your Clinically Responsible Service Provider (CRSP) for direction on how and where to obtain services. Should you have problems in reaching your CRSP or obtaining this information, please do not hesitate to call DWIHN's **24-hour Access Center Helpline at 1-800-241-4949**.

Additionally, please continue to monitor our website at www.dwihn.org for updates regarding the Coronavirus/COVID-19, the Governor's Executive Orders, and DWIHN operations.

Wishing you health and safety,
Michele A. Vasconcellos, MSA
Director Customer Services

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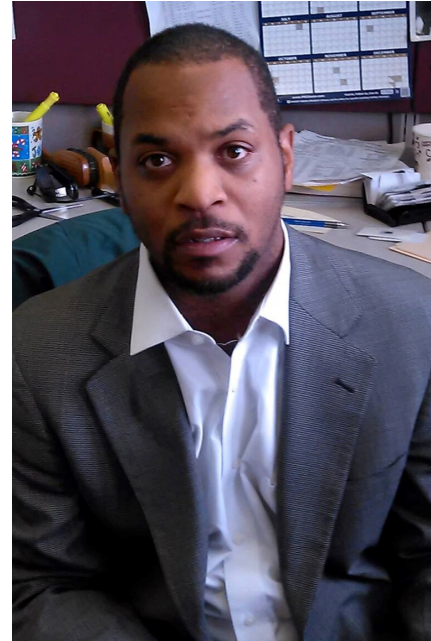


WHAT'S INSIDE:

"Stay Vigilant"

by Margaret Keyes-Howard

There is no doubt that everybody is feeling the anxiety of this unprecedented global crisis. All people are the same in worrying about things. We cannot control things that make us alter our routine and schedules, have us off kilter or make us uncomfortable. Robert Spruce, Peer Mentor Specialist for Detroit Wayne Integrated Health Network(DWIHN) has been managing with his altered reality by working from home. During his day, he often checks on other Peers and members to make sure that isolation doesn't creep in. During a short interview with Spruce, he had this advice, "Stay vigilant! It is so important for Peers, especially those that are responsible toward helping others with their achievements, remain true to our mission and communicate as much as possible."



"It's simple", he states, "keep to your routine as much as possible, get up timely, do your daily grooming, get some fresh air if possible and only eat as your schedule would regularly permit you to. The other thing is to avoid watching too much television especially the news which saturates the airwaves about social distancing. While {physically separating ourselves} is a good public health crisis policy, Peers need to extend themselves outside their comfort zone and use various forms of communication, like social media, face-time and other technology that puts them face to face with other people."

While Spruce settles into his own altered lifestyle, it seems clear that he also finds himself juggling a little as well. As a father of two, he recognizes that having his kids at home, trying to do work side by side with them, calling on others and completing assignments, takes effort. When asked what's his advice about that, Robert said, "The same advice applies, stay vigilant. I have had to establish the routine that this is work time and school time. We take occasional breaks to get fresh air or have lunch together, but I try to keep them focused on school work. It's a shift for us all, the best part though is getting to see them throughout the day, smiling and interacting, it makes me feel good and I know they are safe at home."

DWIHN staff are continuing to serve our community during this coronavirus outbreak, for suggestions about how to keep your day focused and to do creative things that keep your mind active, visit our website at www.DWIHN.org where you can also find information about managing and continuing to receive your services.



As enrollees in the DWIHN system, your rights are our responsibility. To get more details about your protections, visit us at <https://dwihn.org/operations/dwmha-customer-service/> and see the various Community Resources detailing what you can expect.

5 Myths About COVID-19

by Michael Shaw

The coronavirus is currently increasing in prevalence throughout the United States and the world, and the myths surrounding it are mounting too. Listed below are 5 myths that we, at DWIHN, have come across and would like to dispel.

MYTH: There is currently no national coordinated federal COVID-19 quarantine.

Fact: In Michigan, the Governor issued the "Stay Home, Stay Safe" order to combat the virus until at least April 13th.



MYTH: FEMA has deployed military assets.

Fact: FEMA is currently performing tasks such as stockpiling and providing protective masks to health care workers in hard hit areas, but as of this writing, not military assets.

MYTH: I need to stockpile as many groceries and supplies as I can.

Fact: Currently, there is no shortage of food or other supplies in stores, except temporary shortages due to persons buying more food than they normally would. You don't need to hoard.



MYTH: Only those over 60 years old and having an existing health problems are at risk.

Fact: It should be assumed that anyone can catch it and possibly catch it more than once. Older people and those with a preexisting health conditions, e.g., diabetes, high blood pressure, asthma, COPD, and heart conditions are more susceptible.

MYTH: Taking antibiotics will kill the virus.

Fact: Antibiotics are only effective against certain bacteria. They do not kill viruses. However, if a person develops a bacterial infection in the lungs, throat, nose, etc. while they have COVID-19, the bacterial infection may be treated with an antibiotic.





Happy Thoughts by Mary Ann Bozenski

Happy thoughts
Give me hope
For a better tomorrow
Reason to dream
Happy thoughts
Lighten my mood
Lessen my depression
With promise of a new day
Happy thoughts
Make me hold on
When darkness comes
And clouds my mind
Happy thoughts
Give me peace
And tranquility
A sense of calm
Happy thoughts
Give me strength
Courage to carry on
And not give up
Happy thoughts
Nourish my soul
Strengthen my connection
To a Higher Power
Happy thoughts
Are what I want
What I desire
What I need in my life
Happy thoughts...

SIGN UP TODAY

MEMBER-DRIVEN UPDATES, PUBLICATIONS AND INFORMATION

Check which one you would like to receive:

- Advisory group events and activities
- Clubhouses
- Community Health Workers
- Constituents' Voice member advisory group
- Drop-ins
- Member/Peer community events
- Member/Peer educational events
- Parent Support Partners
- Peer Mentors
- Peer Support Specialists
- Person's Point of View Newsletter (quarterly)
- Recipient Rights Advisory Council
- Recovery Coaches
- SUD Advisory group
- Youth Council
- Other, specify _____

I preferred to get my information via:

- Email Address @ _____
- Cell Phone @ _____
- Home Address @ _____

Send your response to Customer Service Member Engagement at
707 W. Milwaukee, Detroit, MI 48202 or email to rspruce@dwih.org



WAYS TO STAY CONNECTED DURING SOCIAL DISTANCING

A RESOURCEBOOK



APPS: HOW TO FACETIME



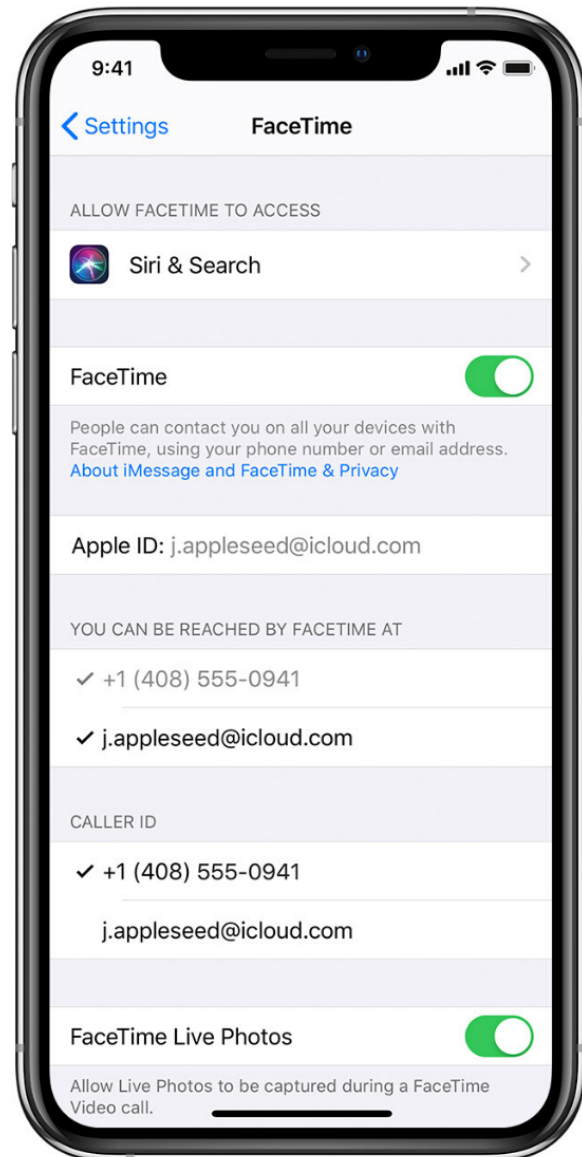
You can use FaceTime over Wi-Fi or over cellular on supported iOS or iPad OS devices.

Turn on FaceTime

Open the FaceTime app and sign in with your Apple ID. You can also do this from Settings > FaceTime.





If you're using an iPhone, FaceTime automatically registers your phone number. To also register your email address on your iPhone, go to Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.

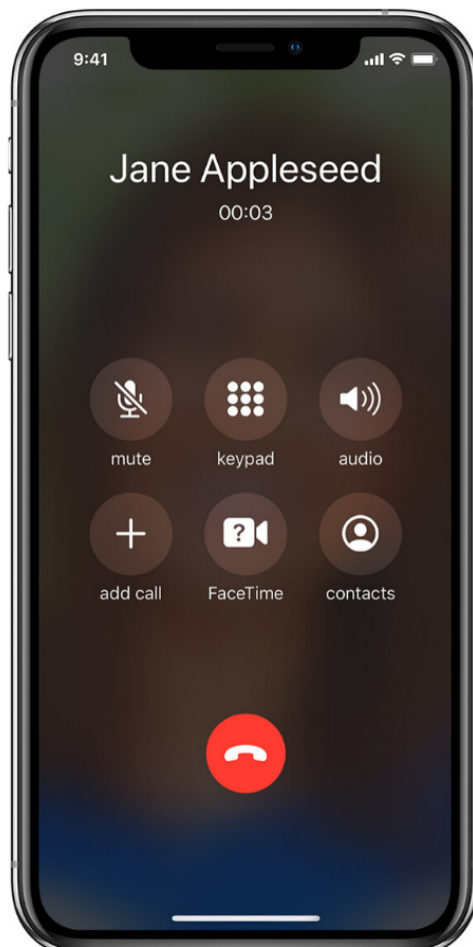
If you're using an iPad or iPod touch, register your email address by tapping Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.



Make a FaceTime call

To make a FaceTime call, you need the person's phone number or registered email address. There are a few ways to make a FaceTime call:

- In the FaceTime app, tap the plus button **+** and type the person's phone number or email address. Tap the number or address, then tap Audio  or Video .
- If you have the person's phone number or email address saved in your Contacts, you can start typing their name and tap the name when it appears. Then tap Audio  or Video .
- You can also start a FaceTime video call from your iPhone during a phone call. Tap the FaceTime icon in the Phone app to switch to FaceTime.



Use FaceTime Audio with Call Waiting

When another call comes in — either a phone call or another FaceTime audio call — you can choose one of these options:

- End the current call and accept the incoming call.
- Accept the incoming call and put the current call on hold.
- Decline the incoming call.



APPS: GOOGLE DUO - VIDEO CALLS

Group Calling

- Bring together all the people who matter most, even when you're apart, with group calling.
- Duo now supports up to 8 people in a group video call.

Make Calls Between Android and iOS

- Whether you're on your phone, tablet, or on the web, you can stay in touch with Duo.

Low Light Mode

- Duo lets you make video calls even in poor lighting conditions.

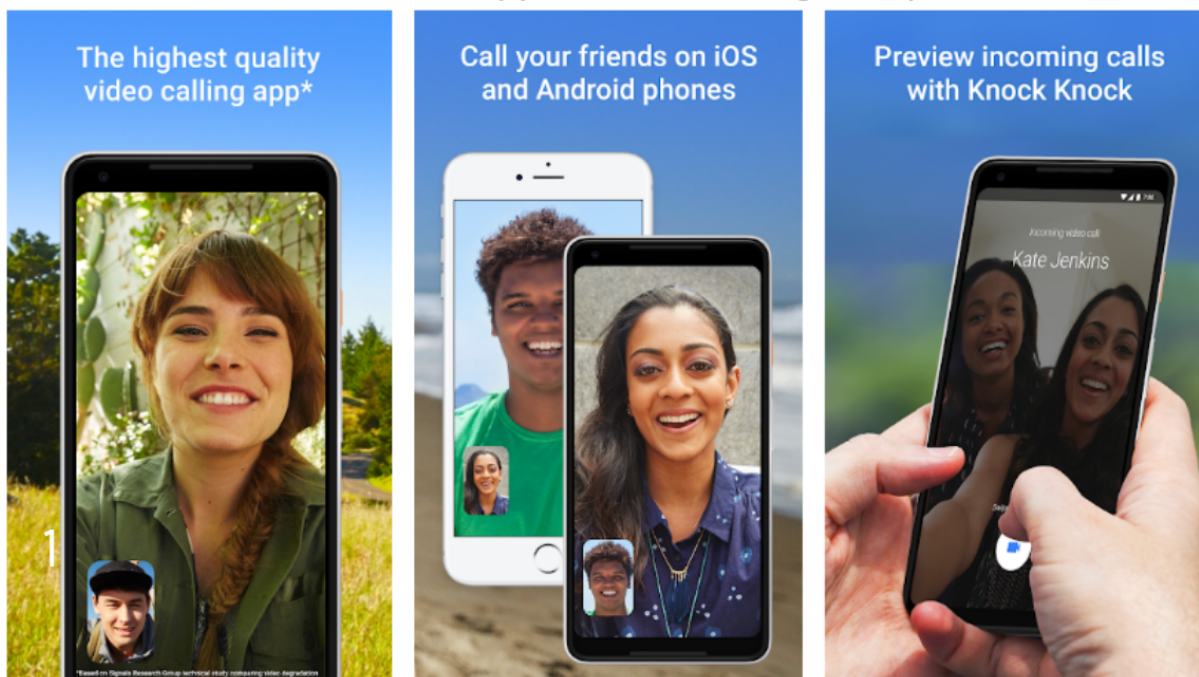
Video Messaging

- Short on time or your friends can't pick up? Leave a personalized video message with fun effects

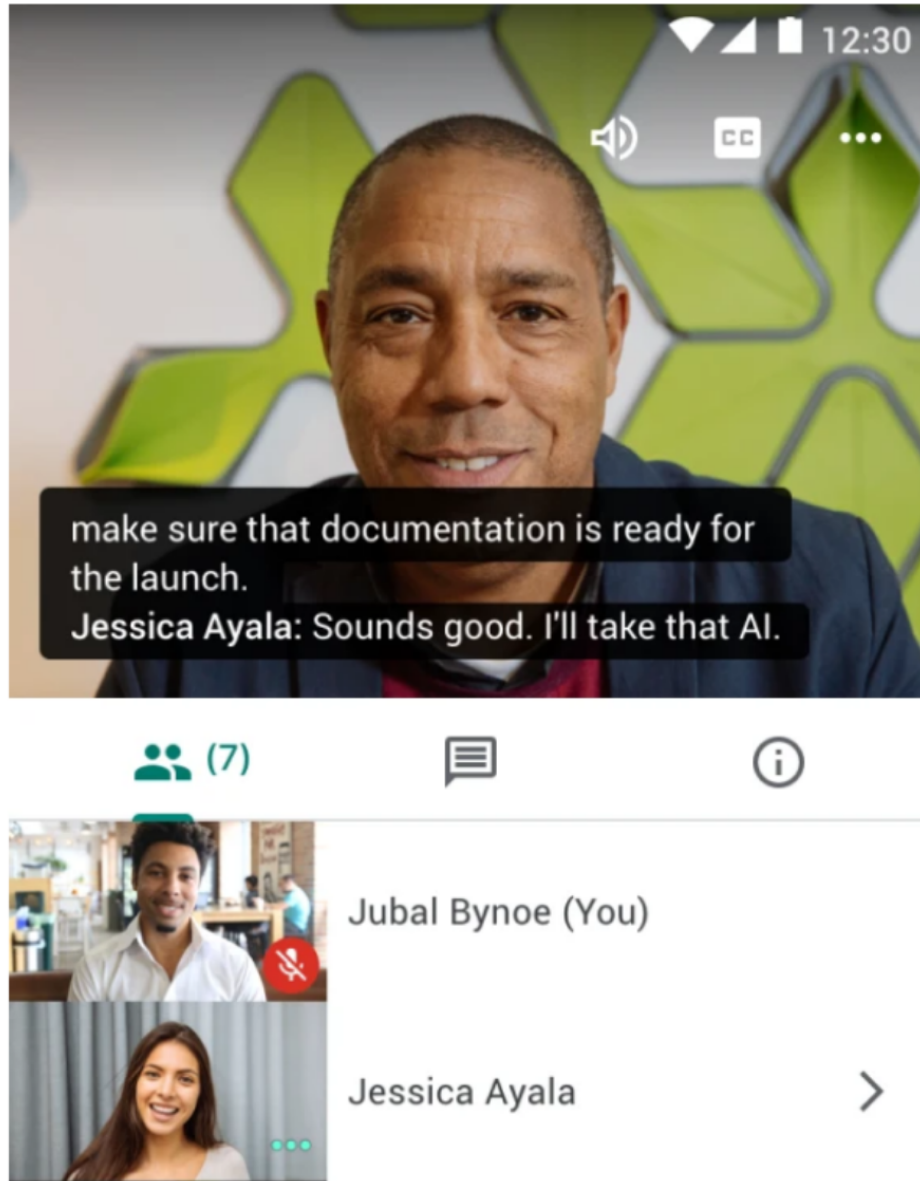
Voice Calling

- Make voice-only calls to your friends when you can't chat over video.

Download Duo in the Apple Store or Google Play



APPS: GOOGLE MEET



Full instructions are as follows:

- **On Android:** Tap the closed captions button on the top right of the Meet app when you are in a meeting. (Note that this button is only shown here for English language users. It can be found in the triple-dot menu for all other languages.)
- **On the web and on Chromebase for meetings touchscreen devices:** Tap the captions button at the bottom right of your screen. (Note that this button is only shown here for English language users. It can be found in the triple-dot menu for all other languages.)
- **On devices with a Mimo touchscreen:** Tap the captions option in the right-hand panel. (Note that this is only shown here for English language users. It can be found under Settings for all other languages.)

At the moment, this feature is only available in English, while Google is working to bring it to Meet for iOS. Captions are only visible on your device, and have to be enabled for each user. Additionally, live captions do not appear in post-meeting recordings. Google is rolling out Hangouts Meet live captions starting today on Android.

Set up Voice

With Google Voice, you get a free phone number for calls, text messages, and voicemail. You can use the apps on smartphones and computers, and you can link your number to any mobile or landline number.

- What you can do with Voice
- Text from your computer or mobile phone
- Read your voicemail and search through it like email
- Personalize voicemail greetings for family and friends
- Make international calls at low rates
- Get protected from spam calls, block unwanted callers, and screen calls before answering

What you need to use Voice

- A Google Account
- Computer or mobile phone with internet access (for sign-up)
- U.S. phone number that can forward calls after ringing

Cost and availability

- Almost all Google Voice calls to the U.S. and Canada are [free](#) when you're calling from the U.S.
- Calls to a few places in the U.S. and Canada cost 1 cent per minute (USD), or the [listed rate](#) for your local currency
- Calls to places outside the U.S. are at [listed rates](#)

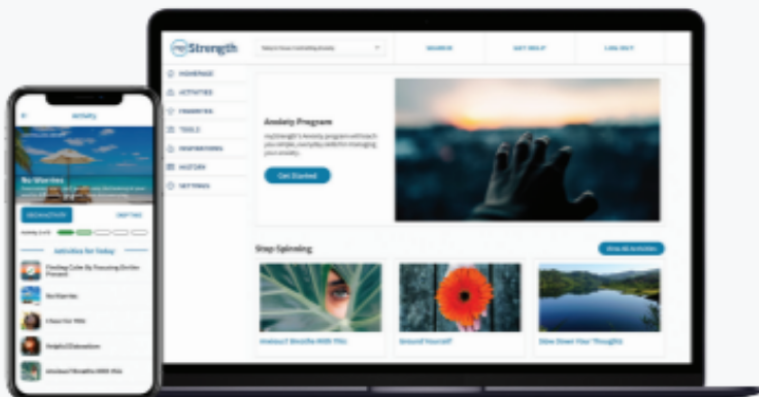
Sign up for Voice and get your number

- On your computer, go to voice.google.com
- Sign in to your Google Account.
- After reviewing the Terms of Service and Privacy Policy, tap Continue.
- Search by city or area code for a number.
- If there aren't any numbers available in the area you want, try somewhere nearby.
- Next to the number you want, click Select. Follow the instructions.

PERSONAL SUPPORT FOR YOU

Recharge, Refresh and Improve Your Mood with myStrength

Now you can use myStrength's web and mobile tools to support your goals and well-being. Learning to use myStrength's tools can help you overcome the challenges you face and stay mentally strong. And it's all safe, secure and personalized – just for you.



What myStrength users are saying:

"It's nice to have self-guided help that is so accessible."

"myStrength gives me back some of the 'light' I had lost."

SIGN UP TODAY

1. Visit www.mystrength.com and click on "Sign Up,"
2. Enter the **Access Code** marked below.
3. Complete the myStrength sign-up process and personal profile.

DWIHNc

Go Mobile! Download the **myStrength** mobile app, log in, and get started today.

myStrength

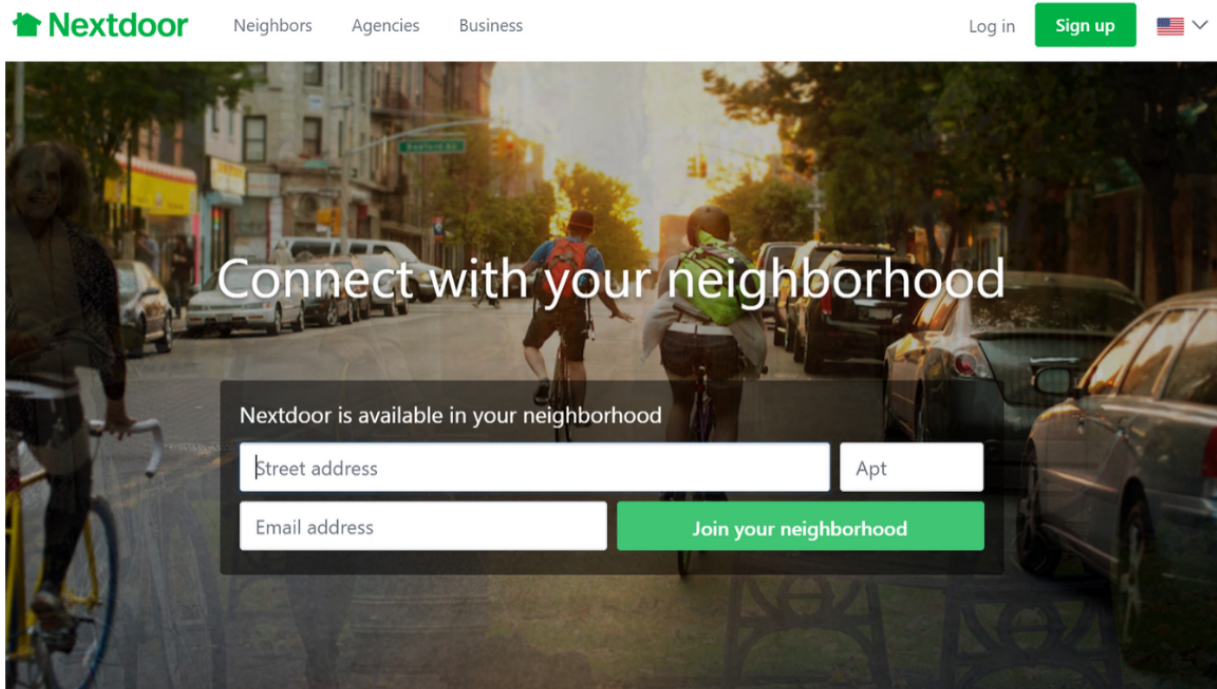
is presented by



APPS: NEXTDOOR

Nextdoor is your local hub to connect and share with the neighborhood.

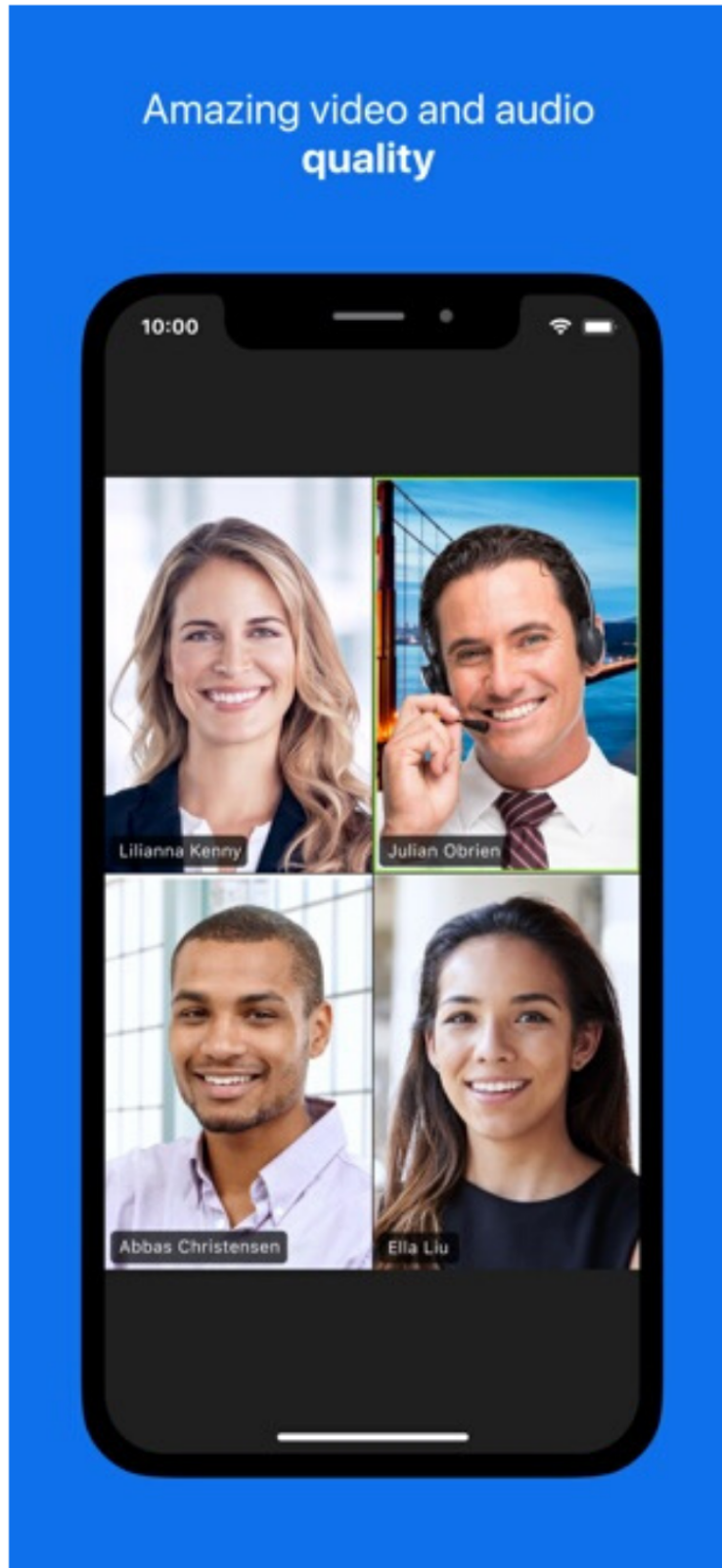
It's where communities come together to keep a local shopkeeper in business. Where neighbors exchange recommendations for babysitters, plans for local events, and tips about what to order at that new cafe down the street. Where local agencies connect with neighbors in need.



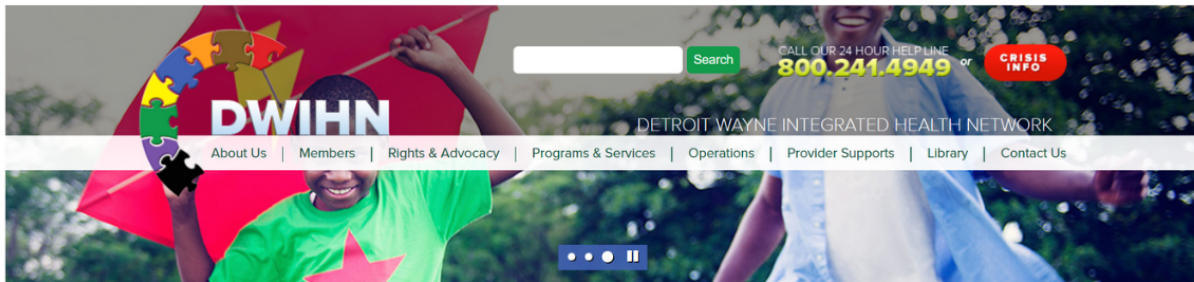
Get started by visiting [Nextdoor.com](https://www.nextdoor.com) and entering your address or download the app and register.

APPS: Zoom

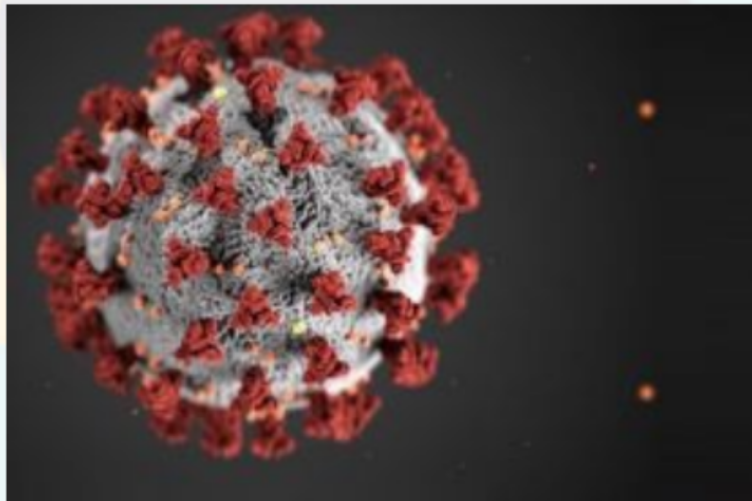
Zoom is a free and easy app that allows you to have conference calls, video calls, chats, and webinars. Use it by downloading the app and register for free in the Apple Store or Google Play.



For updates on COVID-19/Coronavirus, go to www.dwihn.org.



- Scroll down
- Click on COVID-19/Coronavirus Updates on the right hand side



The Detroit Wayne Integrated Health Network is doing everything it can to communicate accurate information to its Members, Providers and the Community in the wake of the COVID-19/Coronavirus Pandemic. Please click on the below for updated information.

COVID-19/Coronavirus Updates

RESOURCES: WARRIORS ON WHEELS

Warriors on Wheels mission is to ensure that our community is Americans with Disabilities Act (ADA) compliant for individuals with various disabilities especially those with physical challenges. To ensure that the underserved in our community, have the same opportunities as anyone else. Opportunities in Employment, Safe reliable Transportation, Universal Housing, Public Civic Access and safe passable sidewalks with ADA mandated curb cuts. To educate our community on the Rights of people with disabilities (PWD) through public service announcements, seminars, literature distribution and educational sessions. For information on membership, check-ins and events, visit <http://www.wow4metrodetroit.org/>.

Warriors on Wheels of Metropolitan Detroit



A 501c3 Non Profit, Public Charity

PRESBYTERIAN COMMITTEE ON THE
Self-Development
of People

"Advancing the Cause of Disability Rights..."



"Block the Bridge"

Nov. 4, 2013 Lock of Curb Cuts @ M39 & W. Outer Drive

email: wow4metrodetroit@yahoo.com



Detroit Wayne Integrated Health Network

707 West Milwaukee

Detroit, MI 48202

313-833-2500

www.dwihn.org

DWIHN Customer Service

(Toll Free) 888-490-9698 or 313-833-3232

TDD/TTY: 800-630-1044

Fax: 313-833-2217 or 313-833-4280

24-Hour Crisis Information and Referral

800-241-4949

TDD: 866-870-2599

Recipient Rights Office

888-339-5595

TDD/TTY: 888-339-5588

@DetroitWayneIHN

