

# CLINIC CARE

COMPLIMENTARY COPY | International SOS Clinic Magazine | Issue 10

## COVID-19

Special Edition

Clinic

## TELECONSULTATION

## 2020 HEALTH CHALLENGES

FOR MILLENNIALS

**Kid's Activities Inside**

# COVID-19 FACTS & FIGURES

FIRST FOUR MONTHS OF OUR SUPPORT



## CLIENT CASES



Assisted over **22,000** COVID-19 related cases



Operated **23 charters** with 1,570 passengers

Performed over **250** air ambulance movements for COVID-19 patients & other patients, from over **100** countries



Completed TeleConsultation cases in **22** countries



## HEALTH & SECURITY INTELLIGENCE



Through health & security consulting engagements, provided, to **over 200** clients, advise on how to address today's health & security challenges and keep their workforce productive



Sent **1,400** COVID-19 related security alerts



Issued over **300** security forecast & insight reports



## MEDICAL STAFFING & SUPPLY

Staffed, sourced & procured:



over **3,500** medical professionals to client sites every month



**15.5 Million** masks



**1 Million** protective coveralls including gloves, isolation gowns & face shields



**50,000** bottles of alcohol based sanitizers



## INFORMATION & ADVICE FOR ALL



Held over **150** free webinars & situation videos, providing over **100 hours** of information, viewed by over **50,000** people

Supported over **6,000** web enquiries



Over **2,000** articles in the press  
An audience over **60 million** reached via broadcast media

Over **2 million** social posts viewed



Our COVID-19 microsite & Pandemic Information website had **2.3 million** page views



Offered **130** free education materials in **22** languages

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## Letter from the EDITOR

What a time to mark the 10<sup>th</sup> edition of our clinic care magazine during the COVID-19 pandemic. Who would have thought our 2020 vision would be blurred with this widespread virus placing us in unprecedented times, anxious and uncertain about the future.

However, let us not be defined by these tough times but allow them to refine us. Not only has COVID-19 changed our way of life but has allowed us the unique opportunity to adapt and improve personally and professionally embracing changes.

In this 'refined' edition we start off highlighting sub-Saharan Africa's first COVID-19 case being detected by one of our own doctors in Nigeria, saving one life at a time. We then take a closer look at the effects of COVID-19 and how one can manage and deal with personal stress impacting on or work and family life turning these "negative" times into positive ones by taking advantage of opportunities presented during this crisis that has entered our lives. It's important to realise in these times that our enemy is

not only the virus but can also be our own minds shaped by an overflow of information shared in the media, on social platforms and through opinions of others.

In the face of this challenge is an opportunity for us to adapt and improve. This is what International SOS has done through the launch of its Clinic TeleConsultation solution. This service will help you to overcome some of the COVID-19 challenges when you need access to medical expertise. During the pandemic our clinics remain open and we have taken all the necessary measures to ensure that our clinics are safe for all those who have to come in for consultations and examinations.

One must make a choice to take a chance and adapt to the change reaping the benefits of ones' own resilience. Remember that our future is determined by our choices and not by chance, so make the choice now to stay safe and stay positive, become your own personal cure to COVID-19.

**Disclaimer:** These articles have been developed for educational purposes only. It is not a substitute for professional medical advice. Should you have questions or concerns about any topic described here, please consult your medical professional.

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# CLINIC TELECONSULTATION SOLUTION

Amidst the rapidly evolving Coronavirus (COVID-19) pandemic, International SOS Clinics remain operational in almost all locations worldwide, as local regulatory controls permit.

All active Clinics have implemented enhanced infection control measures to ensure that patients are able to continue utilising our Clinics for primary and emergency healthcare, to get treatment for medical conditions and issues that might occur during this time.

In addressing COVID-19 - our Clinic-based health professionals are appropriately equipped and trained to identify potentially infected individuals and, if required, to temporarily isolate them. The isolation measures include:

- 1 **Transfer of a patient** - applicable for both confirmed and suspected COVID-19 cases - to a mandated local isolation centre; and
- 2 **Admission of the patient** to governmental facilities for specific confirmatory testing, which is currently unavailable within the private health sector.

## SITUATIONAL OVERVIEW

Because International SOS is obligated to abide by these rules enacted by national health authorities, we are not permitted to accept nor admit known COVID-19-infected patients to our primary and emergency care and Occupational Health Clinics. In turn, this ruling enables us to support our own business continuity plan - ensuring that 'business as usual' operations, including treatment and care for medical conditions not related to COVID-19, can continue at our Clinics.

As this unprecedented crisis continues to develop and impact our clients' capacities and business operations, International SOS is reviewing and enhancing our current medical solutions, in order to best support your evolving needs.



## HOW DOES IT WORK?

Patients who require medical consultation should contact the relevant International SOS Clinic to discuss the appointment options available. The Clinic Receptionist will ask the caller routine questions in order to offer the most suitable appointment option - in person at the Clinic (if viable and recommended), or a Clinic TeleConsultation appointment with the Clinic Doctor utilising interactive technology.

Where the Clinic TeleConsultation solution via video platform is selected, the Clinic will issue a secure link to the patient.



Patient must first **call an International SOS Clinic**, prior to presenting there in person.



Clinic receptionist will confirm **appointment availability**.



Clinic receptionist will offer **Tele-Consultation via video call** with an International SOS Clinic Doctor, and ascertain if the patient has the proper technical devices to conduct the call: computer, internet access, etc.



Patients who elect not to conduct a video call are connected to the **Clinic Doctor via telephone**.



Patient's **medical record is created** on Clinic Software, as per standard appointment process.

## WHAT IS TELECONSULTATION

Faced with worldwide restrictions on both domestic and international people movement, paired with an increased need for the medical assessment of patients - either with a potential COVID-19 infection, or who have other medical concerns - we recognise a unique need for the provision of healthcare using communication technology between a patient and doctor in separate locations. This also applies to a patient and doctor located in the same city, but who are under governmental enforcement of measures such as physical distancing.

International SOS offers TeleHealth capabilities through the use of safe and effective technology solutions at our Clinics, to ensure that our clinical expertise remains available throughout the COVID-19 crisis. TeleConsultation allows our Clinic-based doctors to remotely review and screen medical cases, and deliver on-demand care quickly and affordably, removing time and distance constraints.

While the Clinic TeleConsultation solution does not replace the need for physical patient consultations, the ability to access the expertise of our health professionals ensures that concerned patients can still receive initial clinical assessment and guidance, as their symptoms are discussed in real-time. International SOS can then, where necessary, offer support with the triage and transfer of suspected COVID-19 cases into the local health system, as per requirements; or with the referral of patients with other medical conditions to credentialed third-party providers that are more available on a local level.

### Key note:

The International SOS Clinic TeleConsultation solution - an online appointment via video conferencing software - has been designed with a focus on medical confidentiality and data protection. This includes the following features:

- Access via a unique, single-use nine-digit code and password, which are provided only to the patient and International SOS Doctor - your personal details are not required for appointment log-in
- Video calls are encrypted and not recorded

International SOS is committed to data security and privacy, and holds numerous certifications, including ISO 27001:2013 and SOC 2 Type 2, which govern the development, implementation and management of this capability. Further information is available at [www.internationalsos.com/gdpr-commitment](http://www.internationalsos.com/gdpr-commitment)



Written by  
Dr. Amarachukwu  
Karen Allison  
Site Medical Officer

## Life in quarantine after detecting **NIGERIA'S FIRST COVID-19 CASE**



The first case of COVID-19 in Nigeria, was detected and diagnosed by Dr. Amara Allison, an International SOS site medical officer at the Medical Centre in Ogun state in the southwest of Nigeria.



Dr. Amara Allison, who was on duty, at one of our client's industrial site, examined the patient and ordered that he be isolated immediately. Along with four health workers and 35 other people who had been in contact with the country's index case, Dr. Allison was placed on a 14-day quarantine. She recounts her experience staying indoors for a fortnight.

### **BEING QUARANTINED IS QUITE KALEIDOSCOPIIC**



**On the first day**, I didn't quite understand the gravity of it. I guess I was unconsciously in a lot of denial, thinking 'no, not me' which in retrospect wasn't such a bad thing. This feeling lasted the first 48 hours.

I was cheerful and able to reassure my family. They were the only ones with whom I could share that I had been potentially exposed to the virus but could not share with them more details on how it happened in virtue of medical confidentiality.



**By my third day**, it was like a flood gate opened and a dam of emotions hit me smack in my face and gut. I woke up on day three, and I just couldn't get out of bed. That was the day the protective shock wore off. I was now unavoidably afraid.

This point was where I realized the importance of a support system. Luckily my family didn't fall short. They called to reassure me and in some way themselves. It was mostly welcome. I say mostly because I had highs and lows, periods when I absolutely didn't want to talk or feel like talking to anyone, even though I wanted them to call as it reassured me.

The psychological trauma was my greatest challenge, just being with my thoughts alone for 14 days, good, bad, ugly. I also had to deal with the accompanying boredom and missing real human contact. It hit me really badly because aside from all that was going on, I'm a very physically active person and I couldn't be that during this period.

However, it wasn't all fear if I'm being honest. The quarantine period also gave me time to self-develop as much as possible (through online courses) which was also a very welcome form of distraction.



**By my fifth day** in, I learned to dispel my boredom and persistent anxiety with movies and books. I'm a fitness enthusiast and as difficult as it was for me to muster the mental energy to workout, whenever I did eventually workout, it lifted my mood significantly and left me feeling healthier.

**We were comfortable in quarantine: steady power supply, spacious rooms, healthy frequent meals surely made it liveable. It's also important to anticipate boredom, low moods, maybe even depression. Having several means of entertainment would remedy these to an extent. The power of a good support system cannot be overemphasised, but overall maintaining a positive outlook as much as possible is imperative to getting through any quarantine period.**



# THE PSYCHO-SOCIAL IMPACT OF COVID-19



Written by  
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Medical Director,  
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COVID-19 is the term we will all remember from 2020, capturing the attention of global audiences and reaching a frenzied height on social media by the middle of March.

We may also remember the naming conundrum for the virus itself, before the WHO settled on the name SARS-CoV-2, as it is more than 88% similar genetically to the original SARS virus from 2003.

SARS-CoV-2 is also one of the most rapidly sequenced new pathogens, with sequencing taking less than one week after its discovery.

There are many more firsts for this virus, including being the pathogen that closed the most borders, stoked the most conspiracy theories and kept the greatest number of students away from school.

Amidst all this chaos and excitement and terror, the psychological aspects of this pandemic are often overlooked, even though these are probably going to be the most long-lasting in the collective human consciousness.



On an individual level, the uncertainty caused by a life-threatening pandemic and its impact on everyday life causes significant stress and anxiety. The changes to the daily routine for parents of school children, now grounded and spending a significant period of time working from home and homeschooling, can cause significant psychological stress. There is a palpable sense of despair as the pandemic drags on with an end (vaccine) being 18 months away.

## THERE ARE MANY THINGS THAT COULD BE DONE TO ALLEVIATE PERSONAL STRESS DURING THE PANDEMIC:



Ensure **good nutrition**



**Establish a routine** amongst all the chaos



**Exercise**



**Re-evaluate** priorities in life



**Have some alone time** especially when in-quarantine with family members



Know that one **cannot control everything** and accept a healthy dose of fatalism. Sometimes, giving up control can offer a sense of calm.

## FOR THOSE WHO ARE CAREER-MINDED, THIS IS REALLY A PARADIGM-SHIFTING MOMENT:



**For the older generation,** change your communication strategy and style, mainly by adapting to the digital world.

**For those digital-native millennials,** take time to appreciate the human connection and the social contacts that have been taken away.

Instead of looking desperately for the end of the pandemic, try to **adapt and modify** your current mindsets and practices.

As the pandemic progresses, there will inevitably be casualties. Know that there are stages of grief (Kübler-Ross model) that one will go through: **denial, anger, depression, bargaining, and acceptance.**

While this could be applied to individuals, organisations go through similar stages. The most important stage to overcome is that of denial as it is in recognising that there is a problem that individuals and organisations can be spurred into action to start to protect themselves and change the outcome into a more favourable one.



**The most important stage to overcome is that of denial.**

There will be fundamental changes to society after the pandemic is over. It is important to maintain our compassion, humanity and tenacity throughout this crisis.

Utilise the time well to think ahead of the curve on the kind of opportunities brought about by this pandemic.



**Is it more time to spend with your loved ones?**

**Is it a chance to restructure your work and communication style?**

**Is it changing the way you do things by adopting innovative ways to relate to each other?**

**The Chinese word for “crisis” contains the character “peril” (1) and the character “opportunity” (2).**

There are also issues of stigmatisation and victim-blaming. These same issues were rife at the beginning of the HIV epidemic. Pandemic mitigation efforts can be severely hampered if people are afraid to be tested because of stigmatisation and fear of quarantine.

While governments try to contain the spread of the COVID-19, there will invariably be security concerns and potential civil unrest when normal civil liberty has been suspended in

states of emergency and disaster, adding another layer of complexity to the pandemic.

Remember those who are vulnerable in society and look after them. We are only as strong as our weakest members.



**As the COVID-19 pandemic is no longer a purely medical crisis, organisations and individuals must adapt and prepare for the long-haul.**



**As the COVID-19 pandemic is no longer a purely medical crisis, organisations and individuals must adapt and prepare for the long-haul, considering the multiple aspects of the pandemic: the human aspect, the business/operational aspect and future risk assessment and risk mitigation strategies to ensure their survival.**

International SOS has been actively engaged in supporting organisations through this crisis that has become more than just a medical issue, as we have also done in the past for previous crises. Reliable, updated information has been provided on our website:

[www.internationalsos.com/client-magazines/novel-coronavirus](http://www.internationalsos.com/client-magazines/novel-coronavirus)

Here, readers will also find more in-depth, intensive support for organisations who require support through an ongoing partnership in this difficult time.

Quoting Winston Churchill: “Never waste a good crisis!”.

**Let the pandemic be the impetus for change, for the better.**



# RESILIENCE

## The role of resilience in the face of COVID-19



Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems or workplace and financial stressors.

It is the capacity for individuals to not only “bounce back”, “survive” or “cope successfully” in response to adversity, uncertainty, change or risk, but to do so “robustly” and recover more “quickly”.

Resilience involves an interaction between our internal and external environments as we respond to a stressor.

### WHAT DIFFERENCE DOES IT MAKE?

Everyone experiences failure in the workplace, heavy workloads, and disappointment.

#### Individuals who are less psychologically resilient are more likely to:

- dwell on problems
- feel overwhelmed
- use unhealthy coping styles to handle stress
- develop mental health issues

#### Thirty years of scientific research has helped us to understand and identify:

- those who will bounce back during a stressful time
- those who will feel overwhelmed
- how to build resilience

#### Resilience training involves the application of this research in the workplace to help employees build psychological resilience.

### BUT, AM I ALREADY RESILIENT

Resilience is not a static state, nor is it a transient phenomenon. It is a dynamic process that can be cultivated in most individuals. Importantly – evidence suggests the behaviours, thoughts and actions underpinning resilience can be learnt and developed.

### STRESS - THE GOOD, THE BAD

Stress is a normal and healthy reaction and affects our physical, behavioural and psychological states.

Some stress is good for you!

#### Eustress is healthy stress:

- It makes life exciting. e.g. when facing new experiences
- It can be motivating. e.g. when we need to perform – exam, athletics
- It keeps us alert for problem solving. e.g. when overcoming a challenge
- It is temporary. e.g. when the threat disappears, the stress disappears

### WHAT HAPPENS WHEN WE ARE STRESSED?



- ✓ Burst of energy
- ✓ Heightened memory function
- ✓ Burst of increased immunity
- ✓ Lower sensitivity to pain



- ✗ Impaired cognitive performance
- ✗ Suppressed thyroid function
- ✗ Blood sugar imbalance
- ✗ Decreased bone density
- ✗ Higher blood pressure
- ✗ Lower immunity
- ✗ Increased abdominal fat

### THINGS THAT HELP

**Your support network** – A strong network of supportive friends and family members can be an enormous buffer against life’s stressors. On the flip side, the more lonely and isolated you are, the greater your vulnerability to stress.

**Your sense of control** – It may be easier to take stress in your stride if you have confidence in yourself and your ability to influence events and persevere through challenges. If you feel like things are out of your control, you’re likely to have less tolerance for stress.

**Your attitude and outlook** – Optimistic people are often more stress-hardy. They tend to embrace challenges, have a strong sense of humour, and accept that change is a part of life.

**Your ability to deal with your emotions** – You’re extremely vulnerable to stress if you don’t know how to calm and soothe yourself when you’re feeling sad, angry or overwhelmed by a situation.

**Your knowledge and preparation** – The more you know about a stressful situation, including how long it will last and what to expect, the easier it is to cope.

### BUILDING PERSONAL RESILIENCE

#### The following four elements are important for developing and maintaining personal resilience:

1. Thoughts: Manage your self-talk/negative thoughts.
2. Behaviour: Awareness of self and your impact on others.
3. Physical health: Looking after yourself.
4. Social support: Build good relationships with family and friends.

### PHYSICAL HEALTH



#### Looking after your physical health is important,

- ✓ Eating healthily
- ✓ Exercising regularly
- ✓ Sleeping well
- ✓ Taking time to relax



- ✗ Feeling overtired through lack of sleep
- ✗ Poor diet
- ✗ Not exercising regularly
- ✗ Excess alcohol
- ✗ Drug usage

### SLEEP

Most adults need about 7-9 hours of sleep each night. Good quality sleep varies with age, with more fragmented sleep for people over 50.

#### A good night’s sleep is incredibly important for health:

- Good sleep can improve concentration and productivity
- Poor sleep is linked to weight gain
- Poor sleep is linked to depression

### MINDFULNESS

Mindfulness is about being present in each moment, rather than getting stuck remembering the past or fantasising negatively about the future.

It involves being aware of this moment – letting unhelpful or judgemental thoughts come and go without letting them hijack your attention.

#### Regular mindfulness practise improves:

- Learning and memory
- Stress reduction
- Your emotional balance
- Your attitude and perspective

**Mindfulness meditation** – is one way of training our brain to become more mindful. However, there are also quick ways that we can start incorporating mindfulness into our lives.

**Take 3 mindful breaths** – notice the sensations while you inhale through your nose and exhale through your mouth.



Having a clear sense of purpose, clear values, drive and direction helps individuals to persist and achieve in the face of setbacks.



### RESILIENCE COMPONENTS

- 1 Having a clear **sense of purpose**
- 2 **Flexibility and adapting** to changing situations
- 3 Having feelings of **competence and strong self-esteem**
- 4 Building **good relationships**

**Eat mindfully** – for every first bite of any meal, take a moment to solely appreciate the sight and smell of the food. Experience the sensations of biting, chewing, tasting and swallowing the food.

**Walk mindfully** – notice the sensations of your feet touching the ground.

**Appreciate the beauty of nature** – notice the colours, sounds, textures, and smells.

**Conduct a body scan** – take a moment to notice the sensations in each part of your body.

**Choose to do one action mindfully** – brushing your teeth, putting on shoes, petting a dog or something you do regularly.

### MINDFULNESS BREATHING EXERCISE

The primary goal of mindful breathing is simply a calm, non judging awareness, allowing thoughts and feelings to come and go without getting caught up in them. Here's how to breathe mindfully:

- Sit comfortably, with your eyes closed and your spine reasonably straight.
- Bring your attention to your breathing.
- Imagine that you have a balloon in your tummy. Every time you breathe in, the balloon inflates. Each time you breathe out, the balloon deflates. Notice the sensations in your abdomen as the balloon inflates and deflates. Your abdomen rising with the in-breath, and falling with the out-breath.
- Thoughts will come into your mind, and that's okay, because that's just what the human mind does. Simply notice those thoughts, then bring your attention back to your breathing.
- Likewise, you can notice sounds, physical feelings, and emotions, and again, just bring your attention back to your breathing.
- You don't have to follow those thoughts or feelings, don't judge yourself for having them, or analyse them in any way. It's okay for the thoughts to be there. Just notice those thoughts, and let them drift on by, bringing your attention back to your breathing.
- Whenever you notice that your attention has drifted off and is becoming caught up in thoughts or feelings, simply note that the attention has drifted, and then gently bring the attention back to your breathing.

**It's okay and natural for thoughts to enter into your awareness, and for your attention to follow them. No matter how many times this happens, just keep bringing your attention back to your breathing.**

#### Resources

*The Miracle Of Mindfulness: The Classic Guide to Meditation by the World's Most Revered Master* (Classic Edition), 2008, by Thich Nhat Hanh

**Free internet resources:** Mindful.org, <http://time.com/4306492/boost-emotional-resilience>, [www.calm.com](http://www.calm.com), <https://www.psychologytoday.com/basics/resilience>, American Psychology Association [www.apa.org](http://www.apa.org), <https://www.mind.org.uk/>

**Apps:** Insight timer, Aura, Omvana, Stop, Breathe & Think, Calm, Headspace



# ADAPTABILITY

Facing the challenges in a new world.

Adaptability is your ability to move in a given direction at any time. This may mean physically, mentally, emotionally, or spiritually:

- It's your willingness to learn, make mistakes, and learn some more.
- It's your ability to render adequate feedback and make adjustments or changes in your behaviours that produce positive and productive results.

### PREJUDICES

**Most of us walk into any new situation with a set of prejudices about what we think is possible. These prejudices can come from:**

- past personal experiences
- other people's experiences
- mistaken beliefs

We then form rules about what will happen based on these beliefs and those rules typically affect the choices or actions that we take.



Prejudices are opinions, beliefs or feelings formed beforehand without knowledge, thought or reason.

## THE POWER TO ADAPT

Whether it's changing your diet, starting a relationship with someone, or taking a new job, all of us go into every situation with a set of expectations, requirements, and desires.

### Expectations:

Where we assume what will happen.

### Requirements:

What we need to actually happen.

### Desires:

What we want to happen.

The power to adapt to any situation in life lies in getting a clear idea on what these expectations, requirements, and desires actually are.

It's about closing the gap between the risks that we see in the changes that are taking place and all of the opportunities we'd like to seize from those risks.



## THE ABILITY TO ADAPT

Your ability to adapt to situations and become comfortable with the ever-changing circumstances in your life will influence your:

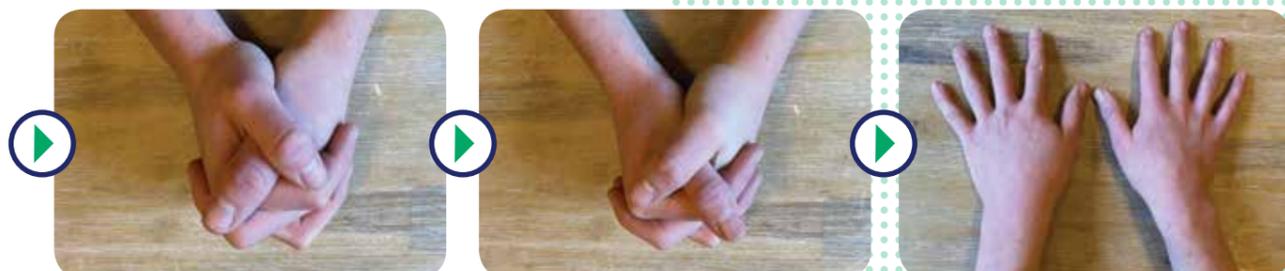
- 1 Happiness
- 2 Stress
- 3 Health
- 4 General well-being

## DOMINANT THUMB EXERCISE

Your brain cannot run on auto pilot for something new, different or out of the ordinary. Your mind has to think about things.

The brain/mind becomes more adaptable when practising this kind of exercise!

**Clasp your hands together so that your non-dominant thumb is on top.**



Your brain cannot run on auto pilot for something new, different or out of the ordinary. Your mind has to think about things.

Try activities like Sudoku, the Stroop, Find the Number or Crosswords.



We need to practise adaptability in order to become excellent at it!

Make a habit of practising 'flexibility'.



All living things contain a measure of madness that moves them in strange, sometimes inexplicable ways. This madness can be saving; it is part and parcel of the ability to adapt. Without it, no species would survive.

Life of Pi

## MINDFULNESS IN PRACTICE

What is it? A quick way of bringing yourself into the present moment, so that you maintain your energy and stay grounded in here and now.

- When you dwell negatively in the past, you leak energy.
- When you crystal ball negatively into the future, you leak energy.
- Staying present is like investing positively in the energy of now.
- All the other thoughts fade away into the background

Mindfulness meditation reduces stress of repetitive "rat-wheel" thoughts by interrupting those thoughts and taking you into a peaceful state.

## MINDFULNESS BREATHING EXERCISE

The primary goal of mindful breathing is simply a calm, non judging awareness, allowing thoughts and feelings to come and go without getting caught up in them.

- Sit comfortably, with your eyes closed and your spine reasonably straight.
- Bring your attention to your breathing.
- Imagine that you have a balloon in your tummy. Every time you breathe in, the balloon inflates. Each time you breathe out, the balloon deflates. Notice the sensations in your abdomen as the balloon inflates and deflates. Your abdomen rising with the in-breath, and falling with the out-breath.
- Thoughts will come into your mind, and that's okay, because that's just what the human mind does. Simply

## HABITS

Whether a behaviour, thought process, emotion or body language, we are creatures of habit who run on automatic pilot.

## IDEAS

**Do things differently - Change your routines:**

- Have dinner at breakfast and vice versa
- Step off on your opposite foot instead of your dominant foot
- Kick a ball or swing a bat with the opposite foot or hand
- Write with your non-dominant hand
- Switch from angry to happy.

notice those thoughts, then bring your attention back to your breathing.

- Likewise, you can notice sounds, physical feelings, and emotions, and again, just bring your attention back to your breathing.
- You don't have to follow those thoughts or feelings, don't judge yourself for having them, or analyse them in any way. It's okay for the thoughts to be there. Just notice those thoughts, and let them drift on by, bringing your attention back to your breathing.
- Whenever you notice that your attention has drifted off and is becoming caught up in thoughts or feelings, simply note that the attention has drifted, and then gently bring the attention back to your breathing.

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**In the words of Tony Robinson, remember: "your life is controlled by what you focus on. Where your focus goes, energy flows."**



Written by  
Dr. Dave Knight  
Occupational  
Medicine Physician

## A SHORT GUIDE TO FIGHTING COVID-19

The global Coronavirus disease (COVID-19) pandemic has shaken every country on the planet to its boots. It is forcing many of us to rethink our priorities in life and dig deep within to adapt to lockdown situations, and to confront fears of what may happen in the future.

For others, while cognisant of the risk and negative impacts, it has brought the opportunity for reconnecting with household members and experiencing a new awareness and more simple rhythm to life. The economic impact, however, will be huge; many will lose jobs and experience illness and hardship. It is estimated that the pandemic may cost the global economy USD\$10 trillion. The pandemic however also creates opportunities for those more fortunate to reach out and support less fortunate members of society.

Over the last few months, I have been privileged to work with several large multinational organisations to help structure their response. This has given me an appreciation of the severe challenges some societies and companies are facing and allowed me to hear stories from many parts of the world - from Sudan to Australia, from the DRC to Europe. The DRC, for instance, has no laboratory testing capability in most of the country and, as such, doctors and nurses will be flying blind in the coming months.

### AS OF 1 MAY 2020, COVID-19 HAS RESULTED IN:



over  
**3.4 million reported cases**



over **234,000 reported deaths globally**, of which most are in Europe and the USA.

In many countries, cases and deaths are significantly under-reported; one reason for this is that many cases of COVID-19 are asymptomatic or only have very mild symptoms. Furthermore, in many countries there are severe constraints on testing; either there are insufficient laboratories or shortages in the supply of reagents and cassettes needed to run the PCR machines on which diagnosis relies.

With regards to death under-reporting, an analysis by the New York Times in April found that by looking at the usual number of deaths a country reports over the previous five years, one can determine the number of excess deaths almost certainly attributable to COVID-19 this year. For example, in New Jersey between March 8 and April 11, 2,183 deaths were reported due to COVID-19, whereas looking

at the excess death trends, it's estimated the true number was 5,200 deaths, a gap of almost 3,000 deaths (more than double those officially reported). The same issue is being seen in European countries with under-reporting of deaths in the U.K., Sweden, Spain and others.

COVID-19 has tragically impacted so many communities, especially in hard-hit areas, where many people have extended family members and friends who have been seriously ill or died - particularly the elderly. Healthcare systems and workers on the frontline in some cities in Europe and the USA, and now in countries like Brazil, are experiencing unprecedented strain and simply do not have enough support, supplies, and in some cases ICU capacity, to cope.

In Europe, based on daily death data trends, most countries seem to have now turned the corner or come over the peak of the first wave. Many countries in Asia also seem to have come over the first pandemic peak, apart from countries such as Russia, India and Pakistan. Some countries, New Zealand, South Korea, Taiwan and others seem to have broken transmission chains with very few new cases presently reported.

In many countries in Africa, the combination of poor data reporting and a lack of testing means there is great uncertainty about what is actually happening with COVID-19. South Africa stands apart, with robust testing and transparent and quite accurate reporting. The tightening of restrictions occurred in South Africa just in the nick of time, with the government implementing one of the world's strictest lockdowns.

In Central and South America the trends are quite variable, with some countries experiencing surging epidemics like Brazil and Peru, and others with what seems like good control but insufficient testing to be sure.

With fewer than 1% of the world's population having been infected to date, most of humanity is still susceptible to COVID-19. The pandemic is only just out of the starting blocks, and will probably come in waves over the next two years or until a vaccine is widely available (best estimate 18 months from now).

Businesses will need to be prepared for the long haul. They will need expert medical advice to adapt to the ever-changing landscape as we learn more about the virus, and as technology and medical treatment evolves, and also as government and sectoral responses change with time. Multinationals will need to remain agile and predict risk and supply chain challenges while supporting their most valuable asset - their employees.

Return to work and return to operations will need to cater to the specific context in each geopolitical area, yet tie into their corporate framework to ensure consistent mitigation of risk.

### WHAT CAN YOU DO AS AN INDIVIDUAL TO PREVENT YOURSELF FROM GETTING COVID-19 AND ALSO TO SUPPORT SOCIETY?



**Support** - Look for opportunities to build relationships of those less fortunate and support where possible.



**Social distancing** - Strict application of social distancing measures and avoid close contact situations, especially with elderly or vulnerable people, who are at higher risk of severe COVID-19



**Hand hygiene** - Proper disinfection of hands on a regular basis and not touching your face.



**Cleaning** - Regular cleaning of potentially contaminated surfaces with an appropriate disinfectant solution.



**Masks** - Use a cloth mask in public but remember masks do not provide complete protection



**Quarantine and isolation** - Compliance to any quarantine or isolation orders or requests



If unwell with possible COVID-19 symptoms, **do not go to work** - rather call the workplace to inform them and seek advice from the local health authorities community doctor or nurse

# COVID-19

Dealing with COVID-19 pandemic can be very stressful.

## STRESS SYMPTOMS



### Physical symptoms:

- Tense or aching muscles
- Headache
- Sleep disturbances
- Digestive disturbance - nausea, constipation or lack of appetite
- Rapid heartbeat



### Emotional symptoms:



Lack of concentration



Nervousness or anxiety



Increased anger or aggression



Irritability

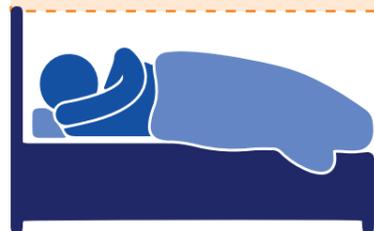


Sadness

## COPING WITH STRESS DURING THE COVID-19

### Things you can do to reduce stress:

- **TAKE BREAKS** from listening to, watching or reading about COVID-19, including checking social media.
- **FOCUS ON THE FACTS** of COVID-19 and understand the risk to yourself and those you care about.
- **SEPARATE** facts from rumours.
- Gather information from **RELIABLE SOURCES**.
- Keep yourself in the **BEST POSSIBLE HEALTH**. Sleep well, eat healthy, and be physically active.
- Practise **POSITIVE THINKING**.
- Plan your day, **PRIORITISE TASKS**.
- **FEEL GOOD** about the decisions you make.
- Engage in **ACTIVITIES YOU ENJOY** - keep yourself stimulated and entertained.
- **TALK TO PEOPLE YOU TRUST**, share your concerns and feelings.



## SOCIAL DISTANCING TIPS



**Keep at least 1 to 2 metres (3 to 6 feet)** distance from others even if they appear well.



**Use private vehicles** as much as possible. Avoid public transport.



**Stay away** from a sick person.



**Work from home**, where possible.



**Call or use online services** for getting essential items. Go out only when necessary, maintain distance.



**Call and use social media to interact with friends and family.** Stay away from large and small gatherings.



**Stay at home when sick**, even if symptoms are mild.



**Wave, bow, nod** or use any other culturally appropriate gesture to greet others. **Don't shake hands, kiss or hug.**



**Phone your doctor for routine consultation.** Visit hospitals when medical attention is necessary.



**Avoid non-essential travel.**



Written by  
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# HEALTH CHALLENGES FOR MILLENNIALS IN 2020



Because significant health challenges are rising among millennials earlier than in previous generations, we must address these issues now.

Dr. Victor Nelsen, Vice President, Blue Cross Blue Shield Association. Washington, DC, USA.

Recent decades have had particular health challenges. However, non-communicable diseases are on the rise in all countries and we here we will particularly discuss how they affect millennials.

The term millennial was coined by Neil Howe and William Strauss, author of the 1991 book *Generations: The History of America's Future, 1584 to 2069*. They described a predictable cycle where generational personalities form in opposition to their immediate predecessors but share significant traits with groups they may never meet. They referenced people born between 1980 and 2000.

**Millennials:** According to the Oxford Living Dictionary, refers to people who attained young adulthood in the early 21st century. Reuters, Ernst & Young and American Psychology Association stipulate people born between 1981 - 1996. This period is characterised by internet explosion, technological advancement, etc.

Millennials are the largest and most educated recent generation, but they are also the most unhealthy, according to an article by Ashley Stahl in *Forbes Magazine*, December 30, 2019; "Millennials: The Most Unhealthy Generation at Work."

The same article above opined that as of 2020, the oldest millennial will be 39 and the youngest 24.

Millennials make up about a quarter of the world's population. They are known as the self-care generation. Insight around how they take care of their well-being is something most people from other generations should note. This is according to Women's Health South Africa:

- Health refers to a complete sense of physical, mental and social well-being and not merely the absence of disease or infirmity according to the world health organisation.
- A challenge is defined according to Cambridge Business English Dictionary as difficulty encountered by someone or something.

**Health challenges facing millennials refer to difficulties affecting the state of complete sense of physical, social and mental health of their generation.**

A study conducted by Blue Cross Blue Shield estimates that without intervention, millennials could see mortality rates increase to 40% more than those of Generation Z (those born after 1996) of the same age. It also indicated that millennials between the ages of 34 and 36 were 11% less healthy in 2017 than those of Gen X (those born before 1980) were when they were the same age three years earlier.

## HEALTH CHALLENGES FOR MILLENNIALS IN 2020

With reference to the African continent, millennials are the most digital native citizens and their acquisition of health knowledge is no longer limited to physical sources. The internet and social media have become powerful tools to educate and influence millennials' behavioral patterns in health. Although African millennials think they are in their prime of life, they are at a vulnerable age for some health-related issues.

In the USA, the Trust for America's Health and the Wellbeing Trust reported that nationally, millennials are dying by suicide and drug overdose more than members of Generation X did at the same age.



## SO, WHAT ARE THE HEALTH ISSUES CAUSING THIS RAPID DECLINE AND CONCERN FOR THE FUTURE?

The Blue Cross Study reported that millennials' behavioral health is becoming a widespread concern. Rates of major depression have increased by 31%, rates of psychotic conditions have increased by 15%, and rates of substance use have risen by 10%. The unfortunate truth here is that overall health appears to be worse for female millennials compared to their male counterparts especially in regard to major depression, Type 2 Diabetes Mellitus and endocrine conditions.

Also worthy of note is that depression, anxiety and loneliness are on the rise for millennials.

Given that millennials make up most of the workforce, their overall health will largely impact the health of the entire economy. Unhealthy employees are less productive. Also, other infectious diseases that millennials need to be aware of include polio, dengue fever and measles.



**Millennials have experienced several disease outbreaks including SARS in 2002-2004, 2009 flu pandemic, 2015-2016 Zika epidemic, and the 2018-2020 Ebola epidemic.**

Now we have the COVID-19 pandemic which has affected virtually every country in one way or another. Global measures of travel and movement restrictions, social distancing, self-isolation to total lockdowns are currently changing the way we live our lives. Have millennials seen the end of epidemics or pandemics? Probably not.

The Blue Cross study mentioned earlier summarised the top ten conditions affecting millennials today. These include:

- Depression
- Substance Use Disorder
- Alcohol Use Disorder
- Hypertension
- Hyperactivity (ADHD)
- Psychotic conditions
- Inflammatory Bowel Disease
- High Cholesterol
- Tobacco Use Disorder
- Type 2 Diabetes Mellitus

The study showed that major depression, hyperactivity, and Type 2 Diabetes Mellitus had the largest growth in prevalence for millennials between 2014 and 2017. It added that the major decline of health began at age 27.

Let me end this article with a statement made by the Vice president of the medical affairs for the Blue Cross Blue Shield Association, Dr. Victor Nelsen who stated that:

**“Because significant health challenges are rising among millennials earlier than in previous generations, we must address these issues now”.**



## OTHER HEALTH ISSUES ACCORDING TO AN ARTICLE IN AFRICA.COM ESPECIALLY AS IT CONCERNS AFRICAN MILLENNIALS INCLUDE:

### OBESITY

- **Overeating, sleep deprivation, lack of exercise and stress** can contribute to weight gain.
- **Millennials must eat better, sleep well and exercise more.** Obesity increases risk for hypertension and high cholesterol leading to heart disease and type 2 diabetes mellitus.
- **High rates of untreated hypertension, diabetes and obesity** are an increased risk for stroke.

### EFFECT OF TECHNOLOGY ON HEALTH

- Spending **too much time on your phone or device** may support a sedentary lifestyle. Also, frequent use of lifts in buildings and intercoms in offices contribute to less daily movement, encouraging people to avoid the stairs or stay seated.
- According to research, there is an established relationship between **increased video gaming; television viewing and obesity.** The constant and excessive use of technology can lead to depression, social isolation, lack of activity and high intake of junk food that contribute to weight gain.
- **Working long hours sitting at a computer desk** can lead to bad posture which is a major contributor to back pain.

### INCREASED STRESS LEVELS

- **Due to the increase in societal pressures** on millennials for perfection, this can result in depression and anxiety.

### SEXUALLY TRANSMITTED DISEASES

- **Sexually transmitted infections (STDs)** are on the rise amongst African millennials who engage in unprotected sexual intercourse with multiple partners. Most of today's youth did not witness the AIDS epidemic in the 80s.
- Their view towards the STDs including HIV/AIDs can be **casual and complacent** especially with the advent of molecular laboratory diagnostics, early detection strategies and availability of antiretroviral drugs, potent antibiotics, etc.
- Another factor is that **alcohol binge drinking**, common in African millennials, tends to impair judgement in using protection during sexual intercourse.



## WHAT CAN WE DO TO IMPROVE THE HEALTH OF MILLENNIALS?

### 1 Reduce screen time

It is no secret that millennials are some of the most connected people online today. A study by university of Pennsylvania established a correlation between increased time spent on social media and decreased well-being.

According to Blue Zone studies, the “Healthiest Regions of the World”, researchers found that good diet, exercise, adequate sleep, and a sense of community kept these people healthy. Face-to-face connections should be more frequent with dedicated time away from social media.

For those who are highly addicted to social media, it has been shown that people who generate a connected community online are less likely to associate with depression and anxiety as opposed to someone who has high usage on a wide variety of platforms with a broad audience.

A 2019 Deloitte Global Millennial Survey, “A Generation Disrupted”, reported that 64% of millennials agree that they'd be physically healthier if they reduced time spent on social media.

2 Periodic medical check-ups have been advocated for millennials who often rely solely on online health information.

3 Promote safe sex practices.

4 Maintain no more than a moderate alcohol intake.

5 Set realistic targets and expectations for millennials to reduce the pressure that can precipitate mental health issues.

6 Early detection and support of mental health issues is important.

7 Use of ergonomic workplace practices.



# SAVING A LIFE MIGHT BE AS EASY AS PUTTING A FINGER ON THE HOLE!

Written by  
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For us to live, we need air to move in and out of our lungs, and blood to move round and round our bodies. When either of these functions is not working properly, this is serious, and we may even die. So, to be prepared to help in an emergency, we need to know how to care for victims who are not breathing or who are bleeding badly. Thankfully, with some basic knowledge and skills, we can save the life of a person in either one of these situations.

If someone has collapsed and is not awake and not breathing, we should immediately start CPR with chest compressions, and call for an ambulance and AED (automated external defibrillator or 'shock machine'). If you have not been trained in CPR and the use of an AED, please contact your local International SOS office for more information. This article will help you with bleeding emergencies.

When we breathe in, oxygen moves into the blood, which is then pumped, by our hearts, through our body. Do you know that you have about 70 mL of blood for every kilogram of your body weight? So, for example, if you weigh 80 kg, then you have 70 mL x 80kg = 5600 mL, or 5.6 L of blood. That is not very much, and if we lose ¼ of that (i.e. 1400 mL), we go into shock. Once we lose 40% of our blood volume (just over 2 L), we are likely to die. So, it is very important, and

urgent, to stop bleeding! Thankfully it is normally quite easy to do this.

When we are bleeding, there is less blood, less blood pressure, and so less oxygen getting to our most important organs. How does the body respond to this? Well, the blood vessels in the less important parts of the body constrict, which means they shrink down to allow less blood through. This explains why our skin becomes pale and cool, as blood is shunted away from the less important skin to the more important internal organs, like the brain, heart, lungs, etc. Our hearts also beat faster to try to keep the blood moving. However, these attempts to compensate are only temporary, and we must still stop the bleeding without any further delay!

- 1 STEP 1:** Make sure the area is safe.
- 2 STEP 2:** Put your gloves on carefully without breaking them.
- 3 STEP 3:** Call for help: ambulance, AED & first aid kit.

- 4 STEP 4:** Check that the patient is awake & breathing.
- 5 STEP 5:** Place your gloved finger/hand directly over the bleeding area & push down hard.
- 6 STEP 6:** Keep up this direct pressure until the bleeding stops.

**The simple steps above will work for most bleeding. If you push with enough pressure, the bleeding must stop. Let's look at some of these steps more closely.**

## PUTTING ON GLOVES

Are you prepared for a bleeding emergency? Do you have gloves readily available to be helpful in a bleeding emergency? Where are your gloves right now? Are they the right size for you? We should carry gloves with us - they should be in our homes, cars, first aid kits, briefcases, handbags, desk drawers, etc., together with a CPR one-way valve. Make sure you put your gloves on carefully and slowly - they can easily tear.

## CALLING FOR HELP

Are you prepared to call for help? Do you and your family know the right numbers to call for emergency medical services (EMS)? Do you know if there is an AED in your workplace/community? Is there a fully equipped first aid kit in your home, car, workplace, that is checked regularly? Is there a tourniquet in your kit?

## DIRECT PRESSURE

Once you have your gloves on, push down directly onto the bleeding area with your finger/s (if it is a small wound) or whole hand (if it is a large wound). It's very easy - put a finger on the hole!

## WHAT TO DO NEXT

Since the victim has lost some blood, he or she is likely to feel faint, because of this, you need to sit them down or help them to lie down, in whatever position they find most comfortable. You may lift the injured bleeding arm or leg, but do not release your direct pressure!

Let's assume the bleeding stops due to your quick thinking and life-saving actions. By now, the first aid kit should have arrived. Find a suitably sized first aid dressing - this is a

bandage with a pad attached to it. Unravel the first part of the bandage until the pad is exposed. Place this pad over the bleeding wound and get an assistant or the patient themselves, to push down on the pad to maintain the pressure. Using the long end of the bandage, wrap around the injured area, crisscrossing over the pad to exert pressure. When the bandage is completely wrapped around, then use the small piece of initial bandage that is sticking out, and the end piece of the long bandage, and tie these two ends of bandage together. This is called a pressure bandage.

If your first aid kit does not have a first aid dressing, then you can take a wad of gauze, and a bandage and do the same thing. Familiarise yourself with the contents of your first aid kit before the emergency happens!

“Are you prepared for a bleeding emergency? Do you have gloves readily available to be helpful in a bleeding emergency? Where are your gloves right now? Are they the right size for you?”

## WHAT TO DO IF THIS IS NOT WORKING

So, you have applied direct pressure with your gloved finger/hand, and you have applied a pressure bandage, and perhaps elevated the injured limb. But you still notice blood oozing through the bandage and dripping to the floor. This clearly has not worked! What are your options now?

### Firstly, **DO NOT** remove the first bandage.

Any clotting that has already happened will be removed. Apply more direct pressure and go through the process again, applying another wad of gauze and another - this time tighter - bandage over the first one.

If this still does not stop the bleeding, you need to first make sure the ambulance/EMS is on their way, once you have done this, you can then open up your first aid kit again.

Try to find a tourniquet. This is a device that you will wrap around the arm/leg above the site of bleeding and will allow indirect pressure to be exerted to decrease the blood flow to the affected area, thus decreasing the bleeding. This is a life-saving device and should be used quickly when direct pressure is ineffective to control bleeding.



If you don't have a commercial tourniquet, no problem, take out a triangular bandage and fold it to make a broad band as shown in the pictures. Then use a pen, spoon, stick, etc. to twist the lever in the knot to tighten it. This creates a tourniquet and can be life-saving! Make sure the bandage is broad enough because if it is too narrow, it may cause injury. Also, make sure you write the time of application on the bandage to alert the EMS and hospital staff - they will want to know when the tourniquet was placed.

**If the bleeding continues despite the tourniquet, apply another one above the first one, i.e. a few centimetres above the first one on the same arm/leg. Make sure you get the patient to the hospital quickly.**



If you don't have a commercial tourniquet, no problem, take out a triangular bandage and fold it, then use a pen, spoon, stick, etc. to twist the lever in the knot to tighten it.

## WHAT TO DO IF SOMEONE'S NOSE IS BLEEDING

The same principles apply. Firstly, quickly and carefully put on gloves. Then, you need to exert direct pressure on the bleeding area by firmly pinching the soft part of the nose closed. This pressure should be maintained for at least 5 minutes, and then the bleeding can be re-assessed. This pinching of the nostrils can be done by the patient themselves, as is illustrated here while sitting forward.



**DO NOT tilt the patient's head back! They will gag and cough and may even vomit, as they swallow blood.**

**DO NOT allow the patient to breathe through their nose or to blow their nose. Allow the blood to clot.**

If the bleeding does not stop after 10 - 15 minutes, continue the direct pressure, in the forward position, and seek medical care. If the patient feels dizzy or faint, you can lie them down, on their side, while maintaining pressure to the nose.



### REMEMBER!

- Safety first (always) - Put your gloves on
- Stopping bleeding is a life-saving skill, and it is usually easy to do
- Put your finger on the hole
- Press hard - keep the direct pressure until you can apply a pressure bandage
- If the bleeding is severe, and not controlled by direct pressure, use a tourniquet quickly, and note the time you tightened it
- Call the ambulance/EMS quickly or get the patient to medical care
- Check your first aid kits - be prepared
- Your blood is precious - every drop counts



Written by  
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Clinic Manager  
in PNG

# Strategies for EXPATRIATE'S MENTAL HEALTH

Taking care of your mental health as an expat is important. A study in 2018 suggests that expatriates experience a greater deal of risk to their mental health than their home-based counterparts (Truman, Sharar, & Pompe, 2018).

Being in a foreign land and diving into a new culture is no easy task. You may be located in a country where your movements are monitored or restricted, you may miss your social circle back home when your interaction is reduced to an hour of a phone call or less, or you may find yourself having trouble adjusting to a new working environment – new place, new people, new country.

This article discusses some methods that one can do to take care of their mental health while living abroad.



## JUST MOVE

There have been numerous studies suggesting the effects of exercise and physical activity to one's mental health. From Dr. Oz to Dr. Phil, to numerous researchers and fitness coaches, there is glaring evidence of exercise to overall wellness.

Exercise is well known to stimulate the body to produce endorphins which are feel-good hormones that make problems seem more manageable. Exercise also increases focus, energy and uplifts mood. In fact, there is robust evidence that suggests physical activity is not only necessary for the maintenance of good



You may be located in a country where your movements are monitored or restricted.

health, but also in the treatment of chronic mental illness (Gingell, 2018).

However, if you're similar to me and can wake up like the energizer bunny on steroids who wants to exercise one day, then totally transforms into a couch potato the next, it can be hard to exercise consistently. I learned a simple trick from one of my colleagues and that is to "Just Move!" If you don't feel like doing an entire routine, a few minutes of walking is better than nothing.

Moreover, to keep you motivated, find exercises that work for you. For example, I hate running on the treadmill, but I find the elliptical is something that I can tolerate and I can read a book while doing so. The key is to just move!



## CONNECT

Human interaction has a lot of positive effects on mental health. This includes regulation of stress and anxiety, relief of physical pain, improvement of memory and recall, lower mental decline and higher life satisfaction (Cohut, 2018).

**While the current COVID-19 pandemic may limit our physical social interaction, technology and social media such as WhatsApp, Facebook, Instagram and Viber can offer some alternative solutions to reconnect with your circle.**

Technology, when used properly, can be a good tool to socialise. For example, I'm currently in Papua New Guinea and started a book club this year with my friend from California. Two of our members are located in the Philippines from two different provinces. After we read a book, we have a discussion via Facebook messenger and interact together on our takeaways from the book.

Meaningful connections can be achieved no matter the distance; all one needs to do is find the best way to connect!



## BE AWARE

When was the last time you just sat down and reflected on your day? When was the last time you reflected on your values, your goals, or your life in general? When was the last time you took some time off and tried to understand who you are or why you behave the way you do?

Schools of thought call this process by many different things – introspection, self-reflection, meditation, etc. but all these activities lead to one thing: "self-awareness".

By definition, self-awareness is a form of stepping back and observing your thoughts and feelings as they unfold (Baulch, 2020). It is a core personality strength in which activities relating to it have found its uses in business, psychology, nursing and medicine.

There are different ways you can be more aware of yourself: having a quiet time to reflect on your day; setting objectives in the morning and running through them at the end of the day; journaling; praying; meditating. All of these will allow you to be more aware of who you are, what values you adhere to most and why you behave the way you do.

Expats are often bombarded with the daily clutter of their work, but taking the time and reflecting in the silence of oneself is a necessary tool to increase mental health.



## KNOW WHEN TO ASK FOR HELP

The journey through mental health can be challenging for some. Knowing when to seek help is probably one of the most important aspects of mental wellness. Help may be needed if patterns or changes in thinking, feeling or behaving cause distress or disrupt a person's ability to function (Mayo Clinic, 2019).

This means you most probably need help if your way of thinking starts negatively affecting your daily living activities.

Knowing when to ask for help and seeking help can be difficult for expats due to their location, the culture of the country they're in, and the resources available to them.

Identification of the resources you currently have and what other resources are available to you is key. Companies like International SOS offer employee assistance programmes (EAP) which is a 24-hour mental health hotline that their employees can access for counselling.

Knowing when to ask for help and acting on it with the resources available to you can be the difference between mental health and mental disorder.



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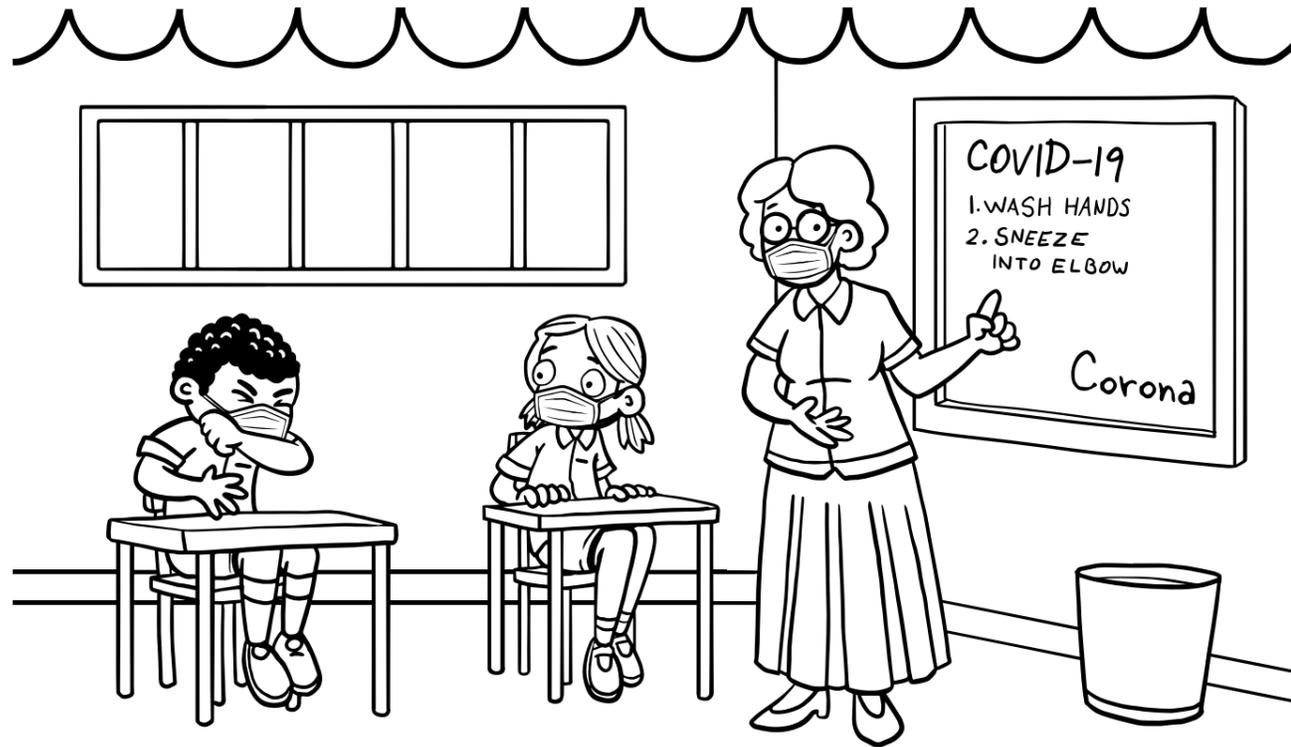
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# WEAR A MASK

Sneeze or cough in your elbow or a tissue.  
 Throw away the tissue immediately.  
 Always wear a mask covering your nose and mouth.  
 Colour in the pictures.



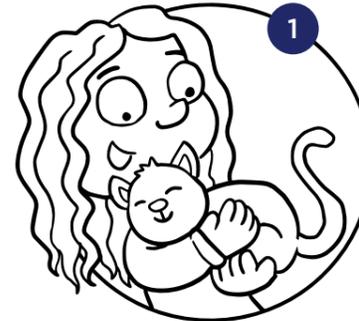
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O	H	D	F	K	M	I	Y	A	Q	O	E	T	A	L	W	P	O	G	E	N	A	M

1. Stay safe
2. Wash hands
3. Mask
4. Positive
5. Virus
6. Healthy
7. Social distancing
8. Adapt
9. Worldwide
10. Pandemic

# ALWAYS WASH YOUR HANDS AFTER...

**When to wash your hands.**  
 Match the words to the illustrations.  
 Colour in the pictures.



Sneezing, coughing and blowing your nose

Touching a cut or an open sore



Using the bathroom

Playing with your pets



Playing outside

Eating

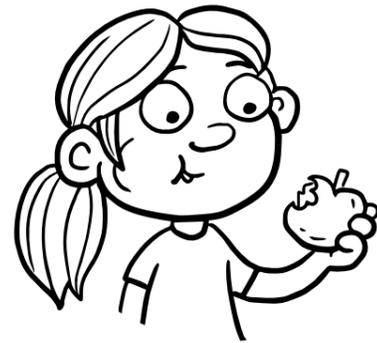


# TAKE CARE OF YOURSELF

Name the things you can do to take care of yourself?  
Insert the words next to the correct picture and colour in the pictures.



Start a vegetable garden



Get enough rest and sleep



Drink lots of water



Eat healthy



Create some art



Brush your teeth

Play with your pets



Exercise everyday



# EXERCISE IS FUN

Playing and exercising with others makes everyone happy.  
Colour in the pictures.





# SUPPORTING YOU THROUGH THE COVID-19 CRISIS WITH CLINIC TELECONSULTATION

At International SOS we understand that it may be challenging to consult with your doctor in person during the COVID-19 pandemic.



To ensure that our clinical expertise remains available throughout the COVID-19 crisis, International SOS Clinics can assist you through our Clinic TeleConsultation solution now available to all clinic members.

Our solution provides you with immediate access to our medical expertise. It allows our clinic-based doctors to remotely review and screen medical cases to support you at home or at work.

**GIVING YOUR EMPLOYEES PEACE OF MIND.**

WORLDWIDE REACH.  
HUMAN TOUCH.

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