



NEVADA
**resilience
project**

Blooming with Self-Care

Inviting all NEST Collaborative Program Participants

Grow your self-care
skills and learn
about spring
cleaning for your
mind!

Includes:

Meditation & Breathing

Group Discussions

Decluttering Your Mind

Growing in Your
Relationships

Tuesdays, March 2nd, 9th, and 16th
3:30 PM - 4:30 PM via Zoom

Facilitated by Resilience Ambassadors
Marina and MacKenzie

Register at:

tinyurl.com/blooming-self-care

Or Call MacKenzie at (702) 469-4809

Or Email mrooney@health.nv.gov



NEVADA
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Blooming with Self-Care

Inviting all NEST Collaborative Volunteers and Partners

Grow your self-care skills and learn about spring cleaning for your mind!

Includes:

- Meditation & Breathing
- Group Discussions
- Decluttering Your Mind
- Growing in Your Relationships

Mondays, March 1st, 8th, and 15th
2:00 PM - 3:00 PM via Zoom

Facilitated by Resilience Ambassadors
Marina and MacKenzie

Register at:
tinyurl.com/blooming-self-care

Or Call MacKenzie at (702) 469-4809
Or Email mrooney@health.nv.gov

**We all need to stay home
and stay safe for Nevada.**

While you do, stay connected
with free volunteer-hosted
virtual social support through
The NEST Collaborative!



WHAT IS THE NEST COLLABORATIVE?

Our volunteers help
elders and people with
disabilities across the
state of Nevada
stay connected
during social
distancing



SCAN ME

What can you do with The NEST Collaborative?

Receive one-to-one check-in
calls twice a week

Receive one-to-one tutorials for
navigating technology

Get connected with group
gatherings through video- or
teleconference

**Just because you need to
stay at home doesn't mean
you have to feel alone!**

To get started, visit:

[http://nevada211.org/aging-and-
disability-services/](http://nevada211.org/aging-and-disability-services/)

Or call 2-1-1 from any phone and ask
about "Nevada CAN Social Support"

**NEVADA
ENSURES
SUPPORT
TOGETHER**



MAKE A
DIFFERENCE IN
THE LIVES OF
VULNERABLE
NEVADANS!

**Do you enjoy meaningful
conversations?**

**Are you naturally helpful
and supportive?**

**Would you like to make new
intergenerational connections?**

If yes, we need YOU!

The NEST Collaborative is dedicated to fostering social support, friendships, and virtual communities that include elders and people living with disabilities during COVID-19.

Our volunteers have three options to serve:



Making one-to-one check-in telephone calls



Facilitating small-group social opportunities online or via teleconference



Providing one-to-one technical support and mentorship

If you're interested in volunteering, visit:
<https://tinyurl.com/volunteer-with-NEST>
and fill out our application!

Questions? Call (775) 682-8641 or email socialsupport@unr.edu



We are here for you and your family

We are all trying to balance different challenges right now.

The **Nevada Resilience Project** supports families and individuals experiencing struggles and challenges due to COVID - 19. Our **Resilience Ambassadors** provide education, information, counseling, and resource navigation while promoting healthy coping, empowerment, and resilience. It's normal to be experiencing difficulty with adapting to the new challenges of managing work, school, family, or home due to COVID-19, feeling isolated or anxious, or worried about meeting basic needs like having enough food or access to healthcare.

In this challenging time, you are not alone. Our Resilience Ambassadors can provide support and connection to resources over the phone, through text and video-chat, or face to face.



Bi-lingual access to services



Assistance navigating to needed resources in your community



Help to reduce stress, build coping skills, and develop a resilience plan



Services are free and confidential

To learn more about the Nevada Resilience Project or to connect with an Ambassador: nevadaresilienceproject.com

Local Nevada CAN Resilience Ambassador – MacKenzie Rooney
(702)469-4809 / mackenzierooney@health.nv.gov

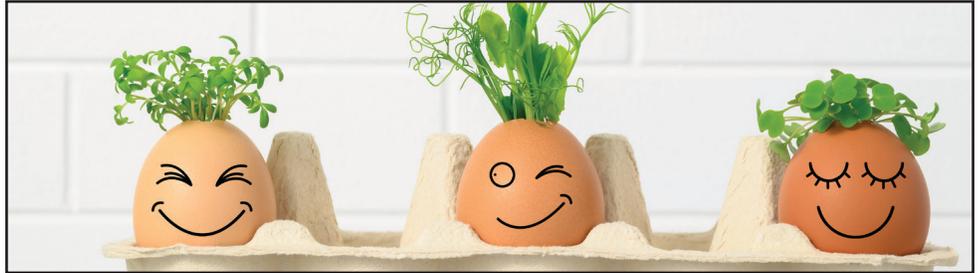
For immediate help, please contact Crisis Support Services of Nevada

Call: 1 (800) 273-8255 Text: CARE to 839863

NEVADA
resilience
project

GREET SPRING WITH RESILIENCE!

SKILLS FOR PSYCHOLOGICAL RECOVERY IN THE WAKE OF PANDEMIC



We are proud to introduce **Skills for Psychological Recovery**, a workshop designed to help you during this stressful time of the pandemic. The series helps you practice using the coping skills you already know and introduces you to new techniques that have been shown to help people during challenging times.

In the six-part workshop, instructor Marina Hedwall — a Resilience Ambassador with the Nevada Resilience Project — will point the way to resilience through:

- Problem-solving skills and strategies
- Managing reactions
- Promoting helpful thinking
- Rebuilding healthy social connections
- Encouraging positive activities



DETAILS:

WHAT: Introduction to Skills for Psychological Recovery

WHO IT'S FOR: NEST Collaborative volunteers and partners

WHEN: Thursdays, March 25 to April 29 from 10 to 11 a.m.

WHERE: Sessions are held via Zoom videoconferencing — no need to leave your home!

COST: Free

INFORMATION AND REGISTRATION:

Email mhedwall@health.nv.gov or register at <https://tinyurl.com/nest-spr-workshop>

This series was developed by national experts in PTSD and trauma, and is used in training by FEMA.

Sponsored by:



Nevada Department of
Health and Human Services
Helping People
It's who we are and what we do.



Responding to Social Isolation and Loneliness

Jennifer Carson, PhD, Director
Dementia Engagement, Education and Research Program
School of Community Health Sciences
University of Nevada, Reno



University of Nevada, Reno

NEST Collaborative Support Team



Jennifer Carson, Program Director

Casey Acklin, Program Coordinator

Samantha Savalli, Graduate Research Assistant

Mekai Smedley, AmeriCorps VISTA

Heather Rose Gonzales, Volunteer

Mackenzie Rooney, Nevada Resilience Ambassador

Marina Hedwall, Nevada Resilience Ambassador

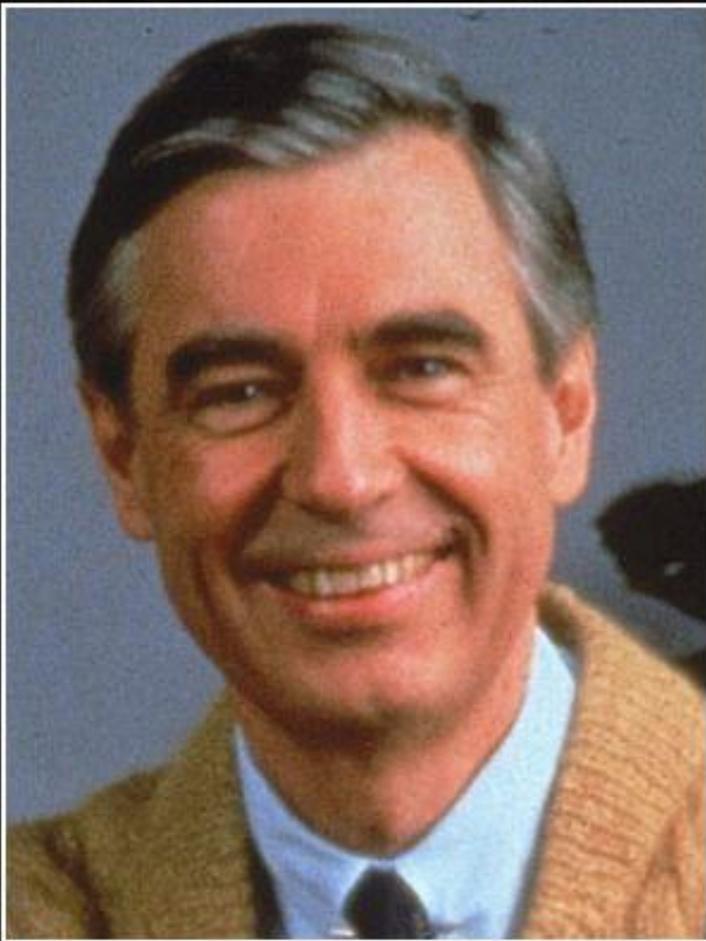
UNR Interns Spring 2021:

Ciara Hornbarger

Katie Newton

Olivia Smirlock





Anything that's human is mentionable, and anything that is mentionable can be more manageable. When we can talk about our feelings, they become less overwhelming, less upsetting, and less scary. The people we trust with that important talk can help us know that we are not alone.

— *Fred Rogers* —





Please use the chat box to respond:

1. In one sentence, please summarize what Mr. Rogers is trying to say.
2. For extra credit: What's the name of Mr. Rogers' puppet seen here?



Social Isolation: the objective state of having few social relationships or infrequent social contact with others



Loneliness: a subjective feeling of being isolated



Social Isolation and Loneliness

- Social isolation and loneliness are serious public health risks associated with higher rates of mortality, depression, and cognitive decline among older adults (National Academies of Sciences, Engineering and Medicine, 2020).
- In the U.S., prior to COVID-19, approximately one-quarter of community-dwelling older adults were considered socially isolated, and 43% of them reported feeling lonely (National Academies of Sciences, Engineering and Medicine, 2020).
- COVID-19 has exacerbated this problem and expanded the need for social supports among a much wider population of older adults, in addition to other populations.



**A program innovation of the
Nevada CAN
Social Support Action Team**



Nevada Ensures Support Together

This statewide coalition is based in the Dementia Engagement, Education and Research (DEER) Program,
School of Community Health Sciences, University of Nevada, Reno



What is Nevada CAN?

The Nevada COVID-19 Aging Network (Nevada CAN) rapid response is a statewide, inter-organizational collaboration of many aging and social services organizations, led by the Nevada Aging and Disability Services Division (ADSD), working together to meet the essential needs of homebound Nevadans (60+) during the COVID-19 pandemic.





Our Goal



To mobilize all available resources and ensure that Nevadans 60+ have **access to medical, social and daily essential items at home**, reducing risk of exposure to and impact of COVID-19.



How do Nevadans request help?

The screenshot shows a web browser window with the URL nevada211.org/aging-and-disability-services/. The page features a header with the Nevada 211 logo and contact information: "Call 2-1-1 or 1-866-535-5654" and "Text your zip code to 698211". A navigation menu includes links for HOME, ABOUT 211, DISASTER, RESOURCES, and CONTACT. Below the header is a language selection dropdown and a large banner image of hands holding a red heart. The banner contains the Nevada Care Connection logo and the slogan "Together Nevada CAN support your independence!". A prominent blue button labeled "REQUEST HELP" with a right-pointing arrow is positioned in the lower right of the banner. A green button labeled "< BACK" is on the left. A note states: "This form must be accessed through Internet Explorer, Firefox or Safari browsers". The Windows taskbar at the bottom shows the time as 6:16 PM on 2/22/2021.



Food and Medication Action Team

Led by Jeff Klein,
Nevada Senior Services

- Food Delivery
- Medication Delivery
- Medical Supplies
- Pet Supplies



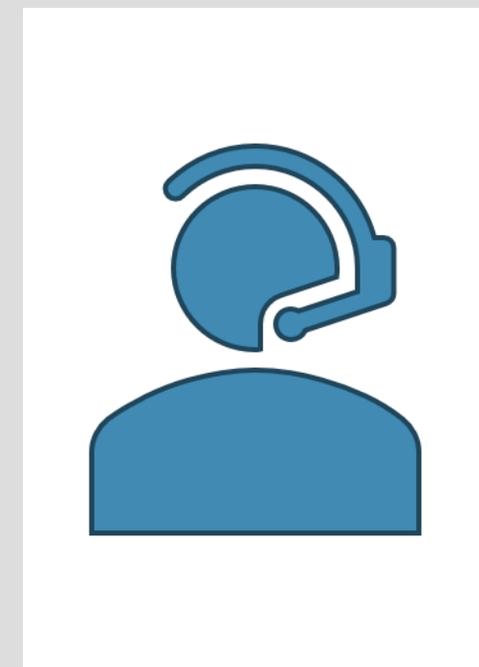
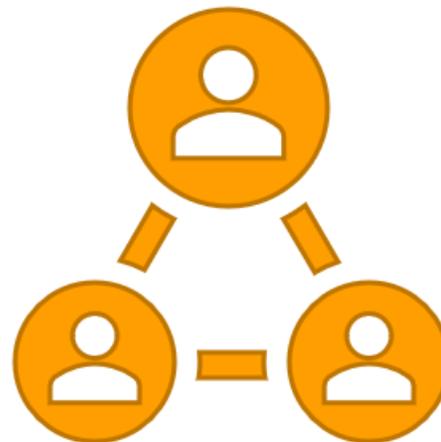
Telehealth Action Team

Led by Peter Reed,
UNR Sanford Center for Aging

- **Telemedicine Services (online)**
 - Primary Care
 - Geriatric Assessment
 - Psychiatry
 - Dementia Care
 - Other clinical services as available
- **Tele-Social Work Services (phone or online)**
 - Assessment
 - Case Management
 - Counseling

Social Support Action Team

Led by Jennifer Carson,
UNR Dementia Engagement, Education
and Research (DEER) Program





Please use the chat box to respond:

- Have you referred someone to Nevada CAN? If so, what was their **primary** need?
- If you've referred more than one person, then what would you say is the most **common** need?





Nevada Ensures Support Together

NEST Collaborative Overview

- 30+ aging/social service organizations working together to provide volunteer-hosted virtual social support
 - ✓ Alleviate social isolation and loneliness during this time of social distancing
 - ✓ Ensure the essential needs of **homebound** elders, people living with disabilities, and veterans are met
 - ✓ Provide opportunities for **mutual** social support

It's not just about what Nevada CAN do for the community, but also what the community can do for our volunteers and each other!



No matter the problem, **community** is the answer.

- NEST Collaborative Program Participants need community, and our communities need them!
- The social fabric of community is formed through reciprocity and a shared sense of belonging.
- The NEST Collaborative aims to cultivate community, one conversation at a time.





The NEST Collaborative was developed in partnership with Elder Advisors...





Samantha Savalli



Jennifer Carson



Casey Acklin



Dr. Elaine Brown



Susan Hirsch



Crystal Wren



Carrie Aalberts-Nevada Senior Services



MacKenzie Rooney



Kelley Macmillan



Amy Garland



Jennifer Williams-Woods



Jane Gruner



Cody Yamada



Amy Dewitt-Smith, N4



Riley Franco

... and is guided by a diverse advisory team of partners.



NEST Collaborative Programs

- One-to-One Calls = *Twice-weekly calls from a NEST Collaborative Volunteer*
- Peer Social Groups = *Weekly conversations with a small group of other Nevadans*
- Tech Assistance = *One-to-one tutorials on using technology for any purpose*

Available in English, Spanish, and other languages based on volunteer availability.



One-to-One Calls

- One-to-one check-in calls twice per week
- Purpose: provide a friendly visit and identify the unmet needs of homebound Nevadans
- Each NEST Collaborative volunteer will be assigned a list of up to 10 participants to call
- We pair the same participants with the same volunteers to build trust and foster authentic relationships
- Volunteers report identified needs to the Support Team who report the needs to qualified case managers



Peer Social Groups

- These groups help Nevadans stay connected and draw support from one another
- Founded on the values of inclusion, reciprocity and respect, these virtual social groups open a space for community members to build relationships, socialize and create a mutual support system
- Once per week for an hour, each NEST Collaborative Volunteer will host up to two groups of five Nevadans (or couples) via Zoom and/or teleconference



Tech Assistance

- One-to-one technological coaching and mentorship to anyone looking to use technology to meet their needs.
- Each participant is supported by the same volunteer until they have successfully navigated their desired use of technology.



Heroes for Heroes



Heroes for Heroes

- Offer virtual, volunteer-hosted social support to residents of the Northern and Southern Nevada Veterans Homes, along with homebound veterans across the state
- Spearheaded by the Nevada Department of Veterans Services Family Connections Task Force
- Volunteers receive in-depth training, including a module on military culture, and are asked to make a **commitment of one year** of service
- Program launched: December 2020



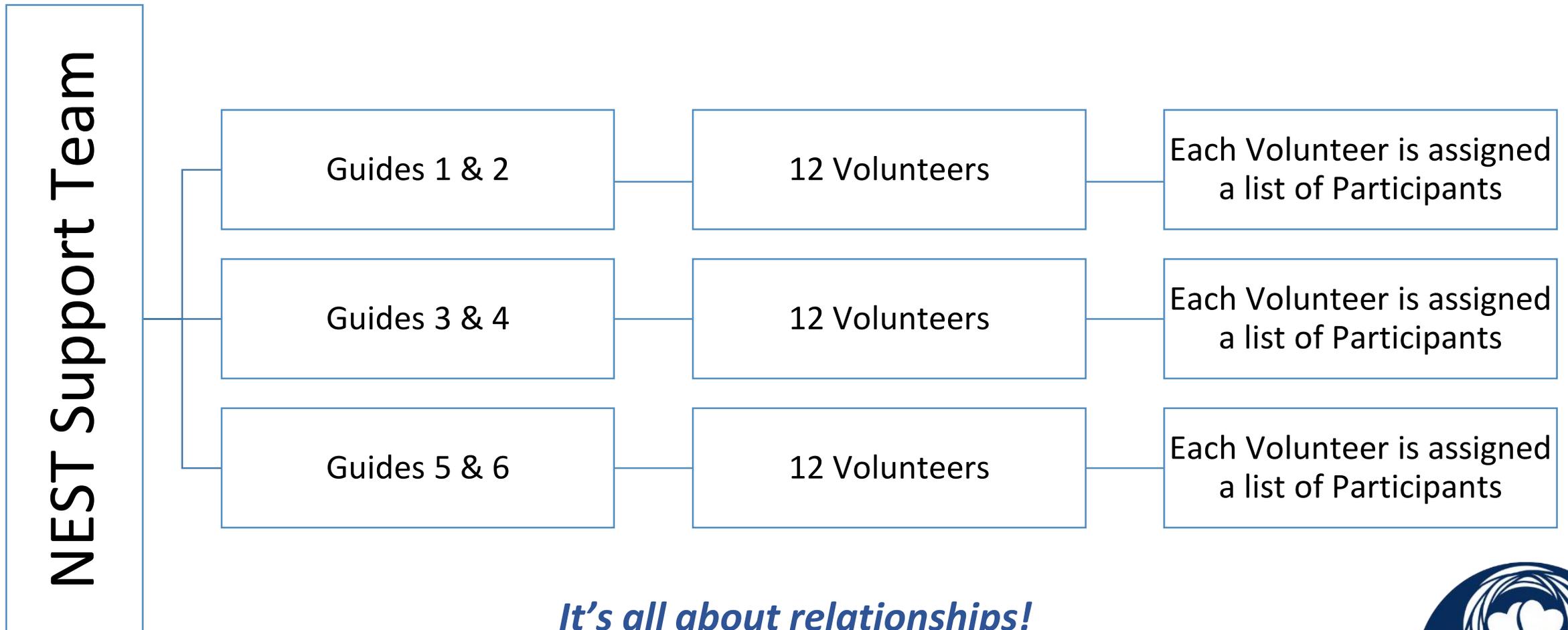


Please use the chat box to respond:

- If you were in a situation where you felt **socially isolated** and **lonely**, which NEST Collaborative program might you consider joining, and why?
- Options: One-to-one calls, peer social groups, or tech assistance
- Example: One-to-one calls **because** I don't want to be on video-camera.



NEST Support Structure



NEST Support Structure

- **The Nevada Resilience Project** supports families and individuals experiencing struggles and challenges due to COVID - 19.
- Our **Resilience Ambassadors** provide education, information, counseling, and resource navigation while promoting healthy coping, empowerment, and resilience.

Resilience Ambassadors:

MacKenzie Rooney

Marina Hedwall



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NEST Volunteer Training – Part 1

- NEST online education portal for **self-directed webinar trainings**
 - Overview of The NEST Collaborative
 - Elder abuse prevention
 - Suicide prevention
 - Cultural competency and sensitivity
 - Zoom training
- Approx. 3 hours
- Knowledge checks
- Email certificate of completion



NEST Volunteer Training – Part 2



Day 1: 3.5 hours

- Introductions
- Group Guidelines
- Effective Communication
- *Military Culture (Heroes for Heroes)*

Day 2: 3.5 hours

- Group Facilitation
- Referring Participant Needs
- Next Steps
- Q&A

Upon completion:

- ✓ Email certificate of completion for Part 2
- ✓ Connected with Volunteer Guides
- ✓ Receive list of assigned participants
- ✓ Begin program delivery
- ✓ *Magic happens!*





Please use the chat box to respond:

- What is one piece of advice you'd like to share with the NEST Collaborative to help us grow our services and increase our impact?



Thank you!

Questions?



To volunteer, please visit tinyurl.com/volunteer-with-NEST
or email: socialsupport@unr.edu

Need help with technology?

FREE ONE-TO-ONE ASSISTANCE!

We can help with any topic:

Zoom, Email, Facebook, and more!

Talk to the same volunteer every time.



To sign up, visit:

<https://www.nevada211.org/request-for-assistance>

or call 2-1-1 and ask for Tech Assistance



Reach out,
relate,
stay engaged!

The NEST Collaborative is helping Nevadans over the age of 60 or living with a disability stay connected during this time of social distancing.

Find support in one of these programs:

One-to-One Calls

Receive a check-in call twice a week from a NEST Collaborative volunteer. We'll ask how you're doing and help you connect with local resources.

We're also happy just to shoot the breeze, chat about activities, hobbies or what you're reading or watching on TV.

Peer Social Groups

Participate in a weekly conversation with a small group of other Nevadans who are staying home during the pandemic. All you need is a phone or a computer with a webcam. Peer social groups help you get to know new people and develop a network of mutual support.

Tech Assistance

Looking for help with technology? Connect with a NEST Collaborative volunteer for one-to-one telephone-based support in using technology for any purpose. Whether its email, social media, Zoom, or something else, we can help!

To get started, complete the Request for Assistance Form at:
tinyurl.com/nevadans-talk
or call 2-1-1 from any phone and ask about "Nevada CAN Social Support."

All NEST Collaborative volunteers have had background checks and quality training in the best ways to support your social engagement.

Nevada CAN's NEST Collaborative, led by the Nevada Aging and Disability Services Division, is comprised of aging- and social-services professionals from across the state.