Coping Support (CS) Intervention

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| Disaster Overview **Week 1 – Preparation**  Day 1: Stay Informed  Day 2: Create a Disaster Box  Day 3: Clear leaves & debris from catch basins to help water flow to the drain  Day 4: Assure that you have housing/flood insurance  Day 5: Plan for the ‘Just In Case’  **Week 2 – Ready for evacuation**  Day 1: Make an evacuation plan  Day 2: Find your nearest Evacuspot  Day 3: Create a go-bag  Day 4: Secure your home  Day 5: Find a place to store your disaster prep materials and lists. |

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General Structure of Coping Support (CS) Intervention:

# Daily Plan:

* Send affirmation in morning (users pick time/window of time) - **B-RESILIENT ONLY**
* Send daily content
* Send check-in about daily goal in late afternoon/evening (users pick time/window of time)
* Send daily mood measure after response to daily check-in message - **B-RESILIENT ONLY**

# Daily Mood Measure:

* **OPTION 1**: Over the past day, rate your mood on a scale from 0 to 10 where 0 to 4 is a low mood, 5 to 8 is a so-so mood, and 9 or 10 is a good mood. (taken directly from B-RICH manual)
* **OPTION 2**: Over the past day, rate your mood on a scale from 0 to 10 where 0 is the lowest, 5 is so-so, and 10 is the best. (also taken from manual but different place)

# Main Menu:

Hi [Client Name] what do you need help with today? TEXT back the corresponding number:

1: a boost (helpful thinking)

2: a break! (pleasant activities)

3: a buddy (social support)

4: resources

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# Error Messages:

* Sorry, didn’t catch that! Text NEXT to continue. This is an automated text messaging system.
* Sorry, didn’t catch that! Text YES or NO. This is an automated text messaging system.
* Sorry, didn’t catch that! Text back the corresponding number. This is an automated text messaging system.
* Sorry, didn’t catch that! Text MENU to return to the Main Menu. This is an automated text messaging system.
* Sorry, didn't catch that! Text the number corresponding to the lesson you'd like to review. This is an automated text messaging system.

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| Introductory Message to the Intervention: Thank you for enrolling in the C-LEARN study! You have been randomized into the Coping Support (CS) intervention! This means you will receive text messages, over the next 3 months, with information on improving your mood, problem solving, financial empowerment, and disaster preparedness. (1/2)  Please keep in mind that these text messages are from an automated system. There is no person receiving the text messages you send. If at any time you have a medical or mental health emergency and need to talk to someone, please call 911. (2/2) |

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Disaster Preparedness Text Thread

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# Introduction Message:

Welcome to Disaster Preparedness! For the next 2 weeks we will learn about some common ways to prepare for disasters and evacuations. The information that we will cover is very broad, so please be sure to watch your local news for specific information in your area. Text NEXT to continue.

# Week 1 - Ready

# WEEK 1 INTRO:

Let’s get started on Week 1! This week is called READY and is all about how to prepare ahead of time for emergencies like floods or hurricanes. Even if you wouldn’t plan to leave home before a disaster, it’s important to always be prepared because you never know when one might happen. Text NEXT to continue.

## Day 1: Staying Informed

1. Today we’re going to learn about staying informed and evacuating just in case a disaster is ever close to home. When you’re ready to begin, text NEXT to continue to Step 1.
2. Hurricane season is June 1-November 30. Check out which radio station you would need to tune in to in an emergency situation like a hurricane:
   1. Alexandria: AM 970 (KSYL), AM 580/FM 96.9 (KZMZ), FM 93.1 (KQID)
   2. Baton Rouge: AM 1150 (WJB), FM 102.5 (WFMF)
   3. Crowley: FM 102.9 (KAJN)
   4. Lafayette: AM 1330 (KVOL), FM 99.9 (KTDY)
   5. Lake Charles: AM 1470 (KLCL), FM 99.5 (KHLA)
   6. New Orleans: AM 870 (WWL), FM 101.9 (WLMG)
   7. Northeast: AM 540/FM 101.9 (KNOE)
   8. Ruston: AM 1490 (KRUS), FM 107.5 (KXKZ)
   9. Shreveport: AM 1130/FM 94.5 (KWKH)

Text NEXT to continue to Step 2.

1. Another way to stay connected is by signing up to receive NOLA Ready alerts to your phone or email. You can sign up to receive NOLA Ready alerts at [www.ready.nola.gov](http://www.ready.nola.gov). Text NEXT to continue to Step 3.
2. If there was an emergency evacuation in the New Orleans area, would you need assistance to leave? **Text back YES or NO.**

* **If YES:** If you don’t have transportation of your own, and would need assistance during an evacuation out of the New Orleans Area, you will need to register. It’s best to register well before any hurricane is close to Louisiana. Register by dialing 311 on your phone, or register on the NOLA Ready website: [www.nola.ready.gov/plan/hurricane/evacuspot-survey](http://www.nola.ready.gov/plan/hurricane/evacuspot-survey). If you have special needs and will be using the city assisted evacuation plan, call 311, or register <https://specialneeds.nola.gov/Signin?ReturnUrl=%2f>.
* **If NO:** If there was an emergency evacuation,how will you leave the city? Plan your route ahead of time using this: <http://gisweb.dotd.la.gov/evacuationroute/desktop.html>.

1. **TODAY’S GOAL: Make a plan for how you would stay informed, and how you would evacuate if you needed to.**

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### CHECK-IN:

**Were you able to plan for how you would stay informed, and how you would evacuate if you needed to? Text back YES or NO.**

o If YES: Great job!

o If NO: Can you identify a problem-solving strategy that might help you accomplish today’s goal? Text back the corresponding number.[MP2]

1. Selecting and defining the problem

2. Establishing realistic and achievable goals

3. Generating alternative solutions

4. Implementing decision making guidelines

5. Identifying hidden emotions

**Great job identifying the type of problem-solving strategy that might help you accomplish today’s goal! Keep working to solve problems and plan ahead.**

## Day 2: Creating a Disaster Box

1. Yesterday, you learned how to stay informed and some basics on how to evacuate just in case a disaster is ever close to home. Today, you’ll learn how to create a disaster box so that you have supplies on hand if needed! When you are ready to begin, text NEXT to continue to Step 1.
2. What goes into a disaster box: Non-perishable food for 3 days; At least 3 gallons of water per person; Manual can opener; Flashlight & extra batteries; Matches or lighter; First Aid Kit; supply of prescription meds; Radio (battery operated or hand crank); Books & games.
3. Do you have any of these items already? Keep in mind that you would need enough supply for children or others you may care for, in addition to yourself. **Text back YES or NO.**

* **If YES**: Great! Take a moment to write down any additional items from the list that you would need to gather. Text NEXT to continue.
* **If NO**: That’s OK! It can be hard to save up money and find the time to get all those things. Spend some time problem solving or making a SMART goal on how you might get some of these items ahead of time – Especially food and water! Text NEXT to continue.

1. You or someone you know may have a hard time getting an extra 3-month, or even a week supply of their prescription meds. Talk to your doctor or clinic ahead of time about getting an emergency supply of meds, or at least for a list of your prescribed meds.
2. **TODAY’S GOAL: Make a list of all the supplies for a disaster box. Think about ways to gather all these items in the next couple days. You’ll receive a check-in text later to see how it went.**

### CHECK-IN:

**Were you able to think about how to collect items for a disaster box? Text back YES or NO.**

* **If YES: Great job! Tomorrow you’ll learn how to help prevent flooding by cleaning your catch basin!**
* **If NO: Have you considered using the problem-solving techniques to gather these supplies. Text \* to see the menu of problem-solving tips.**

You can review the content you’ve learned today and other B-RESILIENT skills and tips if you text MENU.

## Day 3: Cleaning Catch Basins

1. Yesterday you learned what goes in a disaster box. Today you’ll learn how to help prevent flooding by cleaning your catch basin. Ready to get started? Text NEXT to continue to Step 1.
2. Catch basins cause flooding when they fill with trash and debris. Although the Sewerage and Water Board helps clean the catch basins, you can prevent flooding in your neighborhood if you clean them too. Text NEXT to continue to Step 2.
3. To prevent flooding due to a filthy catch basin: Regularly remove debris from gutters and downspouts; Clear debris from catch basins; Report clogged catch basins to 311; Adopt-a-catch-basin at<https://catchbasin.nola.gov/>; [MP3] Prune trees and shrubs. Text NEXT to continue to Step 3.
4. Your neighborhood association might help clean the catch basins in your area, or have other great community events. Check out who your neighborhood association is by visiting: <https://tinyurl.com/y898rpsz>
5. **TODAY’S GOAL: Find the catch basins around your house, and consider cleaning one out. You’ll receive a text later to see how it went.**

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### Check-in:

**Were you able to find the catch basins around your house, and consider cleaning one out? Text back YES or NO.**

* If YES: Great job! Tomorrow you’ll learn how to be sure you have housing and flood insurance.
* If NO: That’s OK! What is a problem-solving strategy that might help you collect these items? Text back the corresponding number.

1. Selecting and defining the problem
2. Establishing realistic and achievable goals
3. Generating alternative solutions
4. Implementing decision making guidelines
5. Identifying hidden emotions

You can review the content you’ve learned today and other B-RESILIENT skills and tips if you text MENU.

## Day 4: Prepare with Insurance

1. Over the last 2 days, you learned how to stay informed for disaster evacuation, and clean out a catch basin. Doing a preparation activity each day can be hard, especially when there’s not a hurricane in the Gulf right now! To be sure that you are prepared and safe, it is best to plan ahead. Today, let’s be sure that you’re prepared with flooding, housing, and renter’s insurance! Text NEXT to continue to Step 1
2. If you rent a place to live, renter’s insurance will help replace your belongings if they are lost, stolen, or damaged. But renter’s insurance DOES NOT cover water damage! Renter’s insurance is good to have to protect your belongings, but if your house might flood, consider asking your landlord if they have flood insurance and what happens if your house or apartment floods. As a renter, you can also buy a separate flood insurance policy.
3. Did you know that it can take 30 days for a flood insurance policy to take effect? To talk to an agent now about flood insurance, Call 1-800-427-4661 to connect to the National Flood Insurance line. If you already have house, hurricane, or renter’s insurance, check your insurance policy to be sure wind and flood damage are covered! Text NEXT to continue to Step 2.
4. New flood maps were made in 2016. This means you might be eligible for a lower rate on flood insurance. Check out the FEMA Flood map service center at<https://msc.fema.gov/portal/home>. Check out the Louisiana flood map at <http://maps.lsuagcenter.com/floodmaps/?FIPS=22071>. Text NEXT to continue to Step 3.
5. **TODAY’S GOAL: If you own a home, make sure you have flood insurance! If you rent, make sure you have renter’s insurance and ask your landlord if they have flood insurance! You’ll receive a text later to see how it went.**

### CHECK-IN:

**Were you able to talk to an agent about flood insurance coverage today? Text back YES or NO.**

o If YES: Great job! J You are getting more and more READY every day!

o If NO: If you feel overwhelmed by all the steps it takes to be prepared, remember Catch It, Check It, Change It and see if you can make yourself feel better!

You can review the content you’ve learned today and other B-RESILIENT skills and tips if you text MENU.

## Day 5: Other Preparation Tips

1. There are a few more important pointers you can do to be prepared in case a disaster hits. Ready to start?! Text NEXT to continue to Step 1.
2. Remember that hurricane season is June 1-Nov 30. Be sure to keep your gas tank at least on half during hurricane season. It’s helpful to also write a list of resources, contacts, and important information like phone numbers of friends and family members, primary care physician, pharmacist, and your local police/fire department. Text NEXT to continue to Step 2.
3. To be READY, be sure to collect and protect documents. In case of flooding, make sure copies of important papers, personal identification, insurance policies, social security cards, and birth certificates are all in one place, ideally sealed in a plastic bag. Text NEXT to continue to Step 3.
4. ATMs may not work if electricity is out, so it is good to have extra cash on hand. Try to have a mixture of large and small amounts set aside with your important documents. Photograph inside and outside of your property, your possessions, and your car if you have one for insurance purposes. Text NEXT to continue to Step 4.
5. **TODAY’S GOAL: Accomplish at least two of the preparation tips mentioned in the last text messages. Text back DONE after you’ve completed two of these tasks.**
   * + **If DONE:** FANTASTIC! You're awesome! You finished the first week of READY. Write a note to remind yourself to do the remaining three preparation tips mentioned. While you’re at it, write yourself a note of how much you accomplished this week!
     + **If NOTHING RECEIVED:** Remember to try to set time aside time today for accomplishing some disaster preparation tips. It might be helpful to set aside some worry time, or think of problem solving strategies if accomplishing these tasks seems hard.

You can review the content you’ve learned today and other B-RESILIENT skills and tips if you text MENU.

**Week 2 – Just In Case**

# Week 2 INTRO:

You made it to week 2! This week is called JUST IN CASE and is all about knowing what to do during an evacuation. This will cover different types of ways to secure your home, where to gather during an evacuation, and what to bring!

## Day 1: Evacuating

1. For week 2, you will be learning more about what to do in case you would ever have to evacuate for an emergency or a disaster. Today, you’ll learn about making an evacuation plan. If it’s helpful, grab a piece of paper and a pen or pencil to write this down as we walk through this week’s lessons. When you’re ready to begin, text NEXT to continue to Step 1.
2. Do you have a car that you would use to drive during an evacuation? **Text YES or NO.**
   * + **IF YES:** Great. It is also important to think about how will you leave the city. You can plan your route ahead of time through the Louisiana Department of Transportation and Development at<http://gisweb.dotd.la.gov/evacuationroute/desktop.html>**. Text NEXT to continue to Step 2.**
     + **IF NO:** No worries! The city of New Orleans has an assisted evacuation program. As we mentioned last week, you must register ahead of time for the city assisted program. Call 311 to register, or visit<https://ready.nola.gov/plan/hurricane/evacuspot-survey/>
3. If you will be using the city assisted evacuation plan and have special needs, mention that when you call 311, or register at <https://specialneeds.nola.gov/Signin?ReturnUrl=%2f>. Text NEXT to continue to Step 2.
4. Before you need to evacuate, think about some of these things ahead of time and try to have them ready to go, just in case. Make a list of the medical equipment you need to bring with you. Establish a meeting place with or a way to contact your family, loved ones, or caregivers. Get extra copies of your medical records and prescriptions.Think about what medical equipment you might need to bring, like an oxygen tank, or a wheelchair. Text NEXT to continue to Step 3
5. If you have to be gone for a while, find your pharmacy (like Walgreens or CVS) in another city ahead of time. If you have a pet or service animal, they might need medicines, food, and adoption papers. **It may be stressful to think about what you would do during an evacuation, but it is important to be prepared. Allow yourself some worry time, if you need to!** Text NEXT to continue to Step 4.
6. **TODAY’S GOAL: Think about the answers to these evacuation preparation questions. You’ll receive a text later to check-in about how the activity went.**

### Check-in:

**Did you think about your evacuation plans today? Text YES or NO.**

* **If YES:** You’re great! Keep up the good work!
* **If NO:** Remember doing evacuation preparation activities is about making things easier for you in the long run. There may be a time where you are glad you prepared so well! Here are some ideas: talk to your neighbor about your evacuation plan; take a walk to clear your head before writing your plan; or just focus on targeting one problem at a time.

You can review the content you’ve learned today and other B-RESILIENT skills and tips if you text MENU.

## Day 2: Evacuspots

1. You’ve learned about how you can make an evacuation plan. Today you’ll learn about the Evacuspot statues around New Orleans. Ready to get started?! Text NEXT to continue to Step 1.
2. Evacuspot statues mark the pick-up locations where residents may go to use City-Assisted Evacuation when a mandatory evacuation is called for the city of New Orleans. These are the places to gather for a city assisted evacuation. From the Evacuspot statues, you will be transported to a safe place to stay. Check out where the nearest Evacuspot is to you at<http://www.evacuteer.org/evacuspots/>. Text NEXT to continue to Step 2.
3. **TODAY’S GOAL: If you have time, try to find your nearest Evacuspot, and tell a friend or a neighbor about them. You’ll receive a text later to check-in about how the activity went.**

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### Check-in:

Did you find your nearest Evacuspot and tell a friend or neighbor? Text YES or NO.

* **If YES:** Great job! Hopefully it made you feel good and motivated to do more!
* **If NO:** It can be hard to find the motivation to do an activity. However, preparation activities are helpful for setting you up for a safe exit, if you ever had to evacuate. Give it a shot tomorrow!

You can review the content you’ve learned today and other B-RESILIENT skills and tips if you text MENU.

## Day 3: Making a Go-Bag

1. Today, you’re going to learn about making a go-bag. Ready?! Text NEXT to continue to Step 1.
2. A go-bag is what you would need to take with you in case of an evacuation. Do bring: Clothes, soap, toothbrush, toothpaste, Identification, phone chargers, cash, list of medical records and medications, list of emergency contacts, list of emergency contacts, birth & marriage certificates, documents that prove where you live (bills or leases), insurance policies, pet supplies (I.D. collar, leash, medications, food, and pet carrier). Text NEXT to continue to Step 2.
3. Do NOT bring weapons, alcohol, or illegal drugs with you in your go-bag when evacuating
4. **TODAY’S GOAL: If you have time, try to make a list of what you already have on hand for a go-bag, and what you would need to gather in case of an emergency. You’ll receive a text later to check-in about how the activity went.**

### Check-in:

**Did you do take note today of what you need for a go-bag? Text YES or NO.**

* **If YES:** You’re great! Keep up the good work!
* **If NO:** Remember doing these activities is about making sure you are taking care of and safe during an evacuation. You deserve it!

You can review the content you’ve learned today and other B-RESILIENT skills and tips if you text MENU.

## Day 4: Securing your Home

1. Doing a preparation activity each day can be hard. Today is about learning how to secure your home. Ready?! Text NEXT to continue to Step 1.
2. To secure your home: Check your roof and siding for any loose pieces. Cover your windows with plywood or storm shutters. Secure boats and recreational vehicles. If you live in a trailer or mobile home, evacuate for any storm. **Text NEXT to continue to Step 2.**
3. Before you would leave during an emergency, shut off fuel lines but do not disconnect them. Turn off water where it enters your home. Use both “over the top” and “frame” ties to secure your home. Bring outdoor furniture and decorations inside. Secure or bring garbage bins inside. Move possessions to your highest floor. Photograph your property for insurance purposes. Text NEXT to continue to Step 3.
4. If you wouldn’t be able to leave town during an emergency, you may need to shelter-in-place. You would need to be prepared to improvise and use what you have on hand. Access to TV, Radio, or Internet would be vital to check for news and instructions. Sealing windows, doors, and air vents is a MUST if sheltering-in place.
5. **TODAY’S GOAL: Write down a list of these tips to secure your home, and store the list with your disaster supplies. If you have time, share the list with a neighbor or friend, and see if it helps you remember all the steps. You’ll receive a text later to check-in about your activity.**

### Check-in:

**Did you make your secure-the-house list and share it with someone today? Text YES or NO.**

* **If YES:** You’re great! Keep up the good work!
* **If NO:** Remember doing preparation activities is about setting you up to be resilient in a disaster situation. Try using the problem-solving techniques again to identify and resolve the obstacles to doing a preparation activity.

You can review the content you’ve learned today and other B-RESILIENT skills and tips if you text MENU.

## Day 5: Storing Disaster Supplies

1. You’ve learned about different types of preparation and evacuation activities, how to share your plans with others, and how to overcome obstacles to doing preparation activities. Today is about putting your disaster supplies and lists together in one place Ready to go?! Text NEXT to continue to Step 1.
2. We have made a lot of progress over the last few weeks on disaster preparation. It is important to have your supplies and ‘just in case’ lists all in one safe place, so that you know where to access them. Text NEXT to continue to Step 2.
3. **TODAY’S GOAL: Pick any safe place to store your disaster supplies. Maybe you have a safe box, or a high place in your house that you can store these ‘just in case’ things. Check in on the main menu with the tips you learned this week to be sure you are as prepared as possible! You’ll receive a text later to check-in about your activity.**

### Check-In:

**Did you gather your disaster supplies and lists and put them somewhere safe today? Text YES or NO.**

* **If YES:** You’re great! Keep up the good work! Text NEXT to continue.
* **If NO:** Remember doing preparation activities is about keeping you safe and ready. Text TIPS to review the preparation tips for help picking an activity or text NEXT to continue.

# Final Message

You have finished Disaster Preparedness! This also means that you have reached the end of the Coping Support Intervention with the C-LEARN study. We hope that the information provided to you is useful in helping you build personal resilience.

If you have any questions or concerns about the study, please reach out to [Project Coordinator] or [Principal Investigator]. You will be contacted in the future to complete an additional monthly check-in and follow-up survey. Thanks again for participating in C-LEARN!