FIGHT THEM GERMS!

Follow these important tips to keep your shared residence areas clean!

**SHARED BATHROOMS >**
- Disinfect high-touch areas daily (like doorknobs, handles, light switches and remote controls).
- Flush the toilet with the lid closed.
- Use a separate hand towel from your roommates.

**LOUNGES >**
- Wipe down the kitchen after you use it.
- Wash dishes right away & bring them back to your room.
- Be mindful of the number of people in the lounge.
- Maintain a distance of 1-2 metres between you & others.

**SHARED APARTMENT >**
- Disinfect common touch areas daily.
- Maintain social distancing with your roommates by keeping 1-2 metres apart.
- If you feel sick, try to stay in your room.
- When possible, use separate bathrooms. If it’s not possible, make sure you are cleaning your bathrooms regularly and using separate towels.
- Clean up after yourself in the kitchen right away.
- Wash your hands frequently.
FIGHT THEM GERMS!

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**SHARED APARTMENT >**
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- If you feel sick, try to stay in your room.
- When possible, use separate bathrooms. If it’s not possible, make sure you are cleaning your bathrooms regularly and using separate towels.
- Clean up after yourself in the kitchen right away.
- Wash your hands frequently.
KEEP IT CLEAN!

Follow these important tips to keep your working areas clean!

BATHROOMS >
- Disinfect high-touch areas (including sinks, taps, flush handles, toilets, door handles, showers)
- Use chemicals & equipment as directed by your supervisor
- Use appropriate coloured cloths for task

COMMON AREAS >
- Disinfect & wipe high touch point areas (including light switch, tables, doorknobs, handles, elevator buttons)
- Disinfect & wipe main surfaces (tables, counters, keypads)

DON'T FORGET >
- Disinfect common touch areas daily (including phones, cellphones, keyboards)
- If you feel sick, stay home
- Wash your hands frequently
- Maintain distance between yourself & others
Contact with surfaces can cause the spread of illness.

Follow these key steps to keep your shared kitchen areas safe & clean:

> Minimize your use of shared appliances
> Wash your hands before & after you touch surfaces
> Wipe down surfaces you’re using before & after use
FIGHT THEM GERMS!

Contact with surfaces can cause the spread of illness.

Follow these key steps to keep your shared kitchen areas safe & clean:

> Minimize your use of shared kitchen appliances
> Wash your hands before & after you touch surfaces
> Wipe down surfaces you’re using before & after use
FIGHT THEM GERMS!

Contact with surfaces can cause the spread of illness.

Follow these key steps to keep your shared areas safe & clean:

> Minimize your time in shared spaces
> Studying in your own room is safest for yourself & others
> Consider using online technology to connect with others, instead of meeting in person
> If you need to leave your room, consider going for a walk while maintaining physical distance
CLOSED
UNTIL FURTHER NOTICE
This property is strictly reserved for UBC Child Care Services to support parents who are working in provincially-defined COVID-19 essential service roles.

Do not increase transmission risk by using this space.
Access for authorized families and staff only.
STOP!

Please wash your hands thoroughly before entering the dining room. Public washrooms are behind you by the event space. Please help keep our shared spaces healthier for you, your friends, and our staff.
STOP!

Please wash your hands thoroughly before entering the dining room. Public washrooms are located in the ballroom. Please help keep our shared spaces healthier for you, your friends, and our staff.
STOP!

Please wash your hands thoroughly before entering the dining room. Public washrooms are downstairs in the commons block. Please help keep our shared spaces healthier for you, your friends, and our staff.

UBC HOUSING & COMMUNITY SERVICES Sign for FEAST // 60” X 24” laminated poster.
Please wash your hands thoroughly for at least **30 seconds** using soap & water before entering the servery and dining room.

Detailed handwashing instructions are placed above sinks in washrooms.
No more than 30 guests are allowed in our servery areas at once.

Please queue up outside servery entrance on markers placed 2 metres apart until you are invited to enter.

All meals will be to go.

All meals will be served on/in single use, disposable containers.

Only disposable cutlery will be used.

Directives are from Vancouver Coastal Health and are in response to COVID-19.
Please wash your hands thoroughly for at least **30 seconds** using soap & water before entering this location.
Food choices at this location will be reduced in the coming days.

We also expect to transition to meals pre-packaged in single-use containers, and reduced hours of operations.

This is due to ongoing guest and staff safety precautions, as well as possible supply chain disruptions.
PLEASE KEEP YOUR PHYSICAL DISTANCE

Physical distancing means keeping 2 metres (6 feet) apart from one another at all times.

If you are symptom free, here’s some advice on how to go about your day...

SAFE TO DO:
• Connect with others online
• Get some fresh air
• Netflix and actually chill
• Indulge your creative spirit … think drawing, knitting … a large puzzle!
• Read a book or write your own
• Clean your living space

AVOID:
• Avoid non-essential gatherings
• Avoid common greetings, like handshakes
• Avoid crowded places
• Limit contact with people at higher risk like older adults & those in poor health

STAY CONNECTED WHILE STAYING APART :)
PLEASE KEEP YOUR PHYSICAL DISTANCE

Physical distancing means keeping 2 metres (6 feet) apart from one another at all times.

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• Avoid crowded places
• Limit contact with people at higher risk like older adults & those in poor health

Physical distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak.
PLEASE KEEP YOUR PHYSICAL DISTANCE

Physical distancing means keeping 2 metres (6 feet) apart from one another at all times.

If you are symptom free, here’s some advice on how to go about your day...

SAFE TO DO:
- Connect with a coworker while maintaining distance
- Go for a walk to get some fresh air during breaks
- Clean your break room & high touch areas

AVOID:
- Avoid non-essential gatherings
- Avoid common greetings, like handshakes
- Avoid crowded places
- Limit contact with people at higher risk like older adults & those in poor health

Physical distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak.

STAY CONNECTED WHILE STAYING APART :)

THE UNIVERSITY OF BRITISH COLUMBIA
Student Housing & Community Services
PLEASE RESPECT THE 2 METRE PHYSICAL DISTANCING RULE WHILE USING THIS SPACE.

If this rule is not adhered to we may be forced to temporarily close this area.
COVID-19

PLEASE RESPECT THE 2 METRE PHYSICAL DISTANCING RULE WHILE USING THIS SPACE.

If this rule is not adhered to we may be required to temporarily close this area.

Group activities that share equipment are not permitted.
Physical distancing means keeping 2 metres (6 feet) apart from one another at all times.

Practice physical distancing in all production areas.

Respect the personal space of your co-workers.

Avoid all physical contact with your co-workers.

Let your manager or chef know if physical distancing is difficult to adhere to.

STAY CONNECTED WHILE STAYING APART :)
PLEASE STAY 2 METRES APART
WAIT HERE
STOP!

- BEFORE ENTERING THIS SPACE
  Wash your hands thoroughly. Handwashing instructions are available in public and communal washrooms.

- WHILE IN THIS SPACE
  Disinfectant spray has been provided to clean surfaces. Please help take care of yourself & others by disinfecting surfaces before and after touching them.

  Frequently touched surfaces include hand weights and handgrips on fitness equipment.

  Please let the Front Desk know if additional solution spray or towels are needed.

- AFTER EXITING THIS SPACE
  Wash your hands thoroughly again.
BEFORE ENTERING THIS SPACE
Wash your hands thoroughly. Handwashing instructions are available in public and communal washrooms.

WHILE IN THIS SPACE
Disinfectant spray has been provided to clean surfaces. Please help take care of yourself & others by disinfecting surfaces before and after touching them.

Frequently touched surfaces include hand weights and handgrips on fitness equipment.

Please let staff know if additional solution spray or towels are needed.

AFTER EXITING THIS SPACE
Wash your hands thoroughly again.
At this time, **UBC Food Services** is removing a number of self-serve food options from its dining locations.

This is a preventative measure in response to the COVID-19 pandemic.
• Stay 2 metres (6 feet) away from one another.
• Enter during off-peak times* when possible.
• If there is no seating available, please request your food in a to-go container (waived fee), or return at a later time.

WHILE IN THIS SPACE

* Peak times: 9:30am – 10:30am, 11:30am – 1:30pm, 6:00pm – 7:30pm

This is a preventative measure in response to the COVID-19 pandemic.

For updates please visit food.ubc.ca/covid-19
Food choices at this location will be reduced in the coming days.

We also expect to transition to meals pre-packaged in single-use containers, and reduced hours of operations.

This is due to ongoing guest and staff safety precautions, as well as possible supply chain disruptions.
**STOP!**

- **LIMIT CONTACT WITH SURFACES**
  When possible, take care to limit how often you touch surfaces that others may come into contact with. Frequently touched surfaces in this space include: door handles, faucets, & the toilet lever. Use paper towels to create a barrier between your hand & these surfaces.

- **COVER YOUR COUGH**
  Because this is a shared space, if you have a cough, be sure to cough into the upper portion of your arm.

- **WASH YOUR HANDS**
  Wash your hands thoroughly for 30 seconds using soap and water. Detailed handwashing instructions are placed above the sink.

- **TAKE CARE OF THIS SPACE**
  If you notice soap or paper towels have run low, report this to the Front Desk.

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**THE UNIVERSITY OF BRITISH COLUMBIA**
Student Housing & Community Services
LIMIT CONTACT WITH SURFACES
When possible, take care to limit how often you touch surfaces that others may come into contact with. Frequently touched surfaces in this space include: door handles, faucets, & the toilet lever. Use paper towels to create a barrier between your hand & these surfaces.

COVER YOUR COUGH
Because this is a shared space, if you have a cough, be sure to cough into the upper portion of your arm.

WASH YOUR HANDS
Wash your hands thoroughly for 30 seconds using soap and water. Detailed handwashing instructions are placed above the sink.
As of Wednesday, March 18, we’ll be closing our office doors until further notice & will not be offering in person inquiries.

While this may be concerning, we assure you we are still committed to supporting our students & residents. For the health & safety of all involved, we encourage you to contact us by phone or email with your inquiries. We feel this is the best decision for the health of our staff, residents and UBC community.
Do you have a delivery within the hours of 8:15 am – 4:30 pm?

Please buzz the doorbell & we will accept the delivery.

If you have a delivery for a student, or a staff delivery outside the hours of 8:15 am – 4:30 pm, please bring the delivery to the Marine Drive Commonsblock that is located in the courtyard.
Elevator buttons are a high touch surface. Consider using a key (or something that is not your hand) to depress elevator buttons to limit touching these surfaces.

As always, please wash your hands with soap for 20 seconds after touching any shared surface.
PLEASE USE ELEVATORS ONE PERSON AT A TIME ...

Since you can’t stand 6 feet apart from each other inside an elevator.

Elevator buttons are also a high touch surface. Consider using a key (or something that is not your hand) to depress elevator buttons to limit touching these surfaces.

As always, please wash your hands with soap for 20 seconds after touching any shared surface.
Please maintain appropriate physical distance and hygiene while using this elevator.

**Elevator buttons are a high risk touch surface.**
Consider using a key (or something that is not your hand) to depress elevator buttons to limit touching these surfaces.

As always, please wash your hands with soap for 20 seconds after touching any shared surface.
Greetings!

We have arranged for you to stay in a unit where you are able to self-isolate for the next 14 days. It is equipped with dishes, basic cookware as well as an extra set of bed and bath linens.

Please note there will not be housekeeping services provided during your stay. Your contact details have been provided to one of our Residence Life Managers who will be in touch with you later tonight or tomorrow to see if you have any questions.

We know self-isolation can be challenging, and encourage you to connect online with your friends and family.

Your friends and colleagues can bring you food or groceries and leave these outside your suite door. If you are looking for other ways to have food/meals brought directly to you, consider using these popular delivery options:

> **Groceries:** Save On Foods
  [saveonfoods.com/shop-online-how-it-works](http://saveonfoods.com/shop-online-how-it-works)
> **Meal deliveries:** Uber Eats & Door Dash

Please arrange to accept your delivery at the exterior door of your residence building. Before leaving your unit, you must put on a mask and wash your hands.

**Also...**

Virtual appointments are available with a Counsellor-in-Residence.

Follow the instructions at: [vancouver.housing.ubc.ca/counsellor-in-residence](http://vancouver.housing.ubc.ca/counsellor-in-residence)

Indicate that you are self-isolating and need a virtual appointment.

**Here are contact details for the Front Desk of this residence (open 24 hours):**

**Walter Gage Front Desk**
6002 Walter Gage Road, Vancouver, B.C. V6T 1K1
Tel: 604.822.1020

Kind Regards,
Student Housing & Community Services
Information from the BC Centre for Disease Control for people who have been tested for COVID-19 and then directed to self-isolate.

Your next steps are to:

1. Self-isolate and avoid contact with others. When you cough and sneeze, it is easy for germs like COVID-19 to spread from person to person.
2. Wait for a health care provider to call you with your test results.
3. They will tell you if you need to continue to self-isolate and avoid contact with others.
4. If you do not receive a call within the window provided, please phone 1.833.707.2792 to get your test results. This line is available 7 days a week from 8:30 am - 4:30 pm.

How do I avoid contact with others?

Do not have visitors. Do not go to work or school; ask your doctor if you need a note. Do not go to public areas, including places of worship, stores, shopping malls and restaurants. Cancel or reschedule appointments. If leaving your home for medical care, do not take buses, taxis or ride-sharing where you would be in contact with others.

You can use delivery/pick up services for groceries or other needs, but avoid face-to-face contact (within 1-2 metres (3-6 feet) of another person).

How do I avoid contact with others in my home?

It is better if those you live with can stay somewhere else, especially if they have a weak immune system or chronic health conditions. We know this isn’t always possible. If you are sharing your home, stay and sleep in a room with good airflow that is away from others. Use a separate bathroom if you can. Wear a face mask (surgical/procedure mask) if you are in the same room with anyone. Avoid face to face contact; friends or family can drop off food outside your room or home.

What if I need medical care?

• Pay attention to your health and how you are feeling after getting the test. You can call 8-1-1 anytime to talk to a nurse at HealthLinkBC and get advice and what to do next. 8-1-1 has translation services in 130 languages.

• Urgent medical care means that there is a change in your health that needs medical help right away. If it becomes harder to breathe, you can’t drink anything or feel much worse than when you got tested; seek urgent medical care at an urgent care clinic or emergency department. If you or someone in your care has chest pains, difficulty breathing, or severe bleeding, it could be a life-threatening emergency. Call 9-1-1 or the local emergency number immediately.

• Call ahead before you get medical care. If leaving your home for medical care, call ahead and tell the clinic you are coming in and that you just had a COVID-19 test. By calling ahead, you help the clinic, hospital, lab, urgent care or doctor’s office prepare for your visit and stop the spread of germs. Remind each health care provider that is taking care of you that you are waiting for COVID-19 test results.

How do I stop the spread of germs?

• Wear a face mask. When you are sick, wearing a face mask (surgical or procedure mask) helps to stop the spread of germs from you to others. Wear a face mask when you are in the same room with other people and when you get medical care. If your mask gets wet or dirty, change it and wash your hands right away. You and those you live with do not need to buy and wear other types of masks, such as an N-95 respirator mask.

• Cover your coughs & sneezes. When you feel a cough or sneeze coming on, cover your mouth and nose with a tissue. Don’t have a tissue? Cough or sneeze into your upper sleeve or elbow, not your hands. Wash your hands right after you sneeze, cough or touch used tissues or masks. Throw used tissues into a lined trash can in your room and tie up that trash bag before adding it with other household waste.

• Wash your hands. Wash your hands often with soap and water for at least 20 seconds. It is best to dry your hands with a paper towel and throw it away after use. If you can’t wash your hands, use an alcohol-based hand sanitizer. Avoid touching your eyes, nose, and mouth with unwashed hands. Learn more at healthlinkbc.ca/healthlinkbc-files/hand-washing.

• Do not share household items. Do not share dishes, cups, eating utensils, towels, bedding, or other shared belongings. After using these items, wash them with soap and water.

• Flush the toilet with the lid down. COVID-19 virus may also be present in poop (stool or feces). Always wash your hands with soap and water after using the toilet.

• General cleaning. Water and detergent (e.g., liquid dishwashing soap) or common household cleaning wipes should be used. Apply firm pressure while cleaning. Surfaces should be cleaned at least once a day. Clean surfaces that are touched often (e.g., counters, table tops, doorknobs, toilets, sinks, taps, etc.) at least twice a day.
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Indicate that you are self-isolating and need a virtual appointment.

---

**Here are contact details for the Front Desk of this residence (open 24 hours):**

**Ponderosa Commons Front Desk**  
2075 West Mall, Vancouver, B.C. V6T 1Z2  
Tel: 604.822.2708

Kind Regards,  
Student Housing & Community Services
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**Your next steps are to:**

1. **Self-isolate and avoid contact with others.** When you cough and sneeze, it is easy for germs like COVID-19 to spread from person to person.

2. **Wait for a health care provider to call you with your test results.**

3. **They will tell you if you need to continue to self-isolate and avoid contact with others.**

4. **If you do not receive a call within the window provided, please phone 1.833.707.2792 to get your test results. This line is available 7 days a week from 8:30 am - 4:30 pm.**

---

### How do I avoid contact with others?

Do not have visitors. Do not go to work or school; ask your doctor if you need a note. Do not go to public areas, including places of worship, stores, shopping malls and restaurants. Cancel or reschedule appointments. If leaving your home for medical care, do not take buses, taxis or ride-sharing where you would be in contact with others.

You can use delivery/pick up services for groceries or other needs, but avoid face-to-face contact (within 1-2 metres (3-6 feet) of another person).

### How do I avoid contact with others in my home?

It is better if those you live with can stay somewhere else, especially if they have a weak immune system or chronic health conditions. We know this isn’t always possible. If you are sharing your home, stay and sleep in a room with good airflow that is away from others. Use a separate bathroom if you can. Wear a face mask (surgical/procedure mask) if you are in the same room with anyone.

Avoid face to face contact; friends or family can drop off food outside your room or home.

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- **Call ahead before you get medical care.** If leaving your home for medical care, call ahead and tell the clinic you are coming in and that you just had a COVID-19 test. By calling ahead, you help the clinic, hospital, lab, urgent care or doctor’s office prepare for your visit and stop the spread of germs. Remind each health care provider that is taking care of you that you are waiting for COVID-19 test results.

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- **Wash your hands.** Wash your hands often with soap and water for at least 20 seconds. It is best to dry your hands with a paper towel and throw it away after use. If you can’t wash your hands, use an alcohol-based hand sanitizer. Avoid touching your eyes, nose, and mouth with unwashed hands. Learn more at [healthlinkbc.ca/healthlinkbc-files/hand-washing](http://healthlinkbc.ca/healthlinkbc-files/hand-washing).

- **Do not share household items.** Do not share dishes, cups, eating utensils, towels, bedding, or other shared belongings. After using these items, wash them with soap and water.

- **Flush the toilet with the lid down.** COVID-19 virus may also be present in poop (stool or feces). Always wash your hands with soap and water after using the toilet.

- **General cleaning.** Water and detergent (e.g., liquid dishwashing soap) or common household cleaning wipes should be used. Apply firm pressure while cleaning. Surfaces should be cleaned at least once a day. Clean surfaces that are touched often (e.g., counters, table tops, doorknobs, toilets, sinks, taps, etc.) at least twice a day.
Building Resilience + Self-Care Practices

Below is a list of effective self-care practices. This is not an exhaustive list. Think about what improves your wellbeing the most. Take some time to reflect and make a list of the top five things on page 2.

Practice gratitude. Start your day by writing down three things that you are thankful for. Gratitude is linked to increased happiness,* contentment, and hope and can also make us more willing to help others.

Walk briskly for 10 minutes (or more) a day. Get out in nature. There is strong evidence that vigorous physical exercise is beneficial in regulating mood. Help banish negative emotions and stress in combination with your workout.

Improve your sleep hygiene. Go to bed at the same time each night and wake at the same time each morning to help your body develop a routine. Develop an evening routine that encourages your body to relax and prepare for sleep. Reserve your bedroom for sleeping and intimacy and refrain from using the room for other activities, such as doing work.

Discover your “positive significant distraction.” With hobbies (like reading, sewing, drawing, volunteering, gardening) we have control of the involvement and outcome. The domain is manageable and the task is fun, interesting, and absorbing. They feed our need for completion, progress and success and help take the focus away from professional and personal demands.

Take five deep breaths counting to five on each inhale and to five on each exhale. Practice these methods to reduce your own physical body response of over arousal and stress.

Digital detox: Select a five-minute period in each day and turn off all forms of communication and digital connection for 5 minutes (email, cell phone, notifications, TV, tablet, radio). Getting away permits us to come back with vitality.

Start eating breakfast or add protein to your breakfast (egg, peanut butter, nuts/seeds, plain greek yogurt). Breakfast is the fuel that gets the body and mind going. Eating breakfast can help prevent over eating later in the day and helps maintain alertness and focus in the morning. Aim to eat 3 meals a day with snacks in between if meals are more than 4-5 hours apart. Increase the benefits even more by practicing mindful eating.**

Trade your sugary drinks for flavoured or fizzy water. Sugary beverages such as cola and energy drinks have a negative impact on your health and can increase your risk for chronic disease. Use water as your drink of choice to keep hydrated, which can help reduce fatigue and aid digestion.

Connect with others. If you can’t talk in person, video calling is a great option. Spend time connecting with those you love and give them your full attention.

* https://www.health.harvard.edu/healthbeat/giving-thanks-can-make-you-happier
** https://www.headspace.com/mindfulness/mindful-eating
SELF-CARE SAFETY NET

Planning ahead may not allow us to avoid a challenging or overwhelming situation, but anticipating such scenarios can make the process easier to get through. Fill in the form below to create your own self-care safety net.

**Identify strategies you find helpful in managing the impact of stressors:**

My personal self-care strategies

1. 
2. 
3. 
4. 
5. 

**Identify and list people that you could reach out to when faced with a challenging or overwhelming situation:** (who is the best fit to give advice, provide perspective, give you a hug, empower, make you laugh etc.)

<table>
<thead>
<tr>
<th>Name:</th>
<th>Could help with: (personal and/or professional)</th>
<th>Contact info:</th>
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Document adapted from UBC HR Health, Wellbeing and Benefits resource.
Things I **cannot control**

- the behaviour + actions of others
- what will happen next + how long this will last
- neighbour’s chatting while I meditate
- physical distancing efforts of others
- panic buying

..... so I will let go of these.

Things I **can control**

- limiting intake of news & social media
- connecting with others
- following physical distancing instructions
- the songs I sing while I style my hair
- maintaining a positive outlook
- frequently washing my hands
- reading interesting books

..... so I will focus on these.

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Try to recognize & avoid thinking traps, like catastrophizing, jumping to conclusions, and over-generalizing.