

Telehealth Tip Sheet: Solution Cards

Purpose

Solution Cards are one of the first ways FCT clinicians connect with individuals in families to learn their existing coping skills and identify ourselves as a resource. Using Telehealth services, Solution Cards should still be completed with a copy available to both the individual and the clinician. Use the tips below to maintain the Solution Card activity as one that's impactful and useful to the family, even without being in person.

Procedure

- If the family does not have the tools to fill out a solution card, drop off a pen and index card to the door without making physical contact.
 - Discuss the Solution Cards in your Telehealth session while you both fill out a Card.
 - You can have the client take a picture of their Card and to show you their completed work.
- Have the client explain their Solutions to you while you fill out the Card. Text or e-mail a completed copy of the card. The family member can make it the wallpaper on their phone or keep it somewhere they will be able to access it often.
 - If a family doesn't have a phone that accepts photos or a printer, you can drop off the completed Solution Card without making physical contact.
- Be sure all the Solutions listed are things that can be accessed while maintaining Social Distancing.
 - For communities under stay at home orders, instead of walking next door to a neighbor's house to de-escalate, they may call the neighbor or plan to meet with them in the yard.
- Families are together more than ever and changes in schedules and routines can cause confusion, depression, increase frustration and give a sense of loss¹. Continue to use tools that have worked for the client in the past, while ensuring Solutions are tailored to the heightened needs of the family:
 - List safe places within the home to have alone time to de-escalate
 - Discuss the importance of being outside and accessing nature
 - Include any physical outlets they find useful: riding their bike, walking around the block
 - Encourage clients to memorize phone numbers of their supports so they can utilize them as a support, even if access to a particular phone is restricted.
 - COVID-19 changes have led to an increase in stress and crises¹; to address this, include information for the crisis line
 - Clients can text HOME to 741741 to reach out for help 24/7
<https://www.crisistextline.org/text-us/>
 - Revisit Solution Cards routinely and update them every few months or more often as needed.

¹<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>