

**To:** All Trillium Members and Stakeholders

**From:** Cindy Ehlers, Executive Vice President

**Date:** July 17, 2020

**Subject:** New Text Messages from Trillium, My Learning Campus training videos, A to Zs of COVID-19 for Families and Individuals with I/DD, Hurricane Preparations through new Community Crisis and Disaster Response Team

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As the State of North Carolina begins the reopening of businesses and activities, Trillium will continue sharing information with our members, their families or guardians, and our community stakeholders. While some temporary COVID-19 changes will end, such as working from home and not visiting loved ones, we realize some changes may be here to stay. Throughout this next phase, Trillium will send email and other communications to share news about opportunities, updates from the State, and how we are serving you during this unusual time.

### NEW TEXT MESSAGES FROM TRILLIUM

Now more than ever, Trillium has invested in innovative ways meet the unique needs of our communities. Through a food resource request form or offering payment for hotel stays for anyone under formal quarantine, Trillium works to help improve well-being and build community connections.

Later this month, we will start sending text message to adult members who have shared their mobile phone numbers. The text messages will include interesting information, links to Trillium training videos, ways you can strengthen your mental and physical health, and more.

We will not send more than one text a month, and you can choose to stop receiving them at any time. Trillium's name will be displayed in each text but you will not be able to respond or communicate with a Trillium staff person through these texts. If you have not provided your cell number and want to be sure you are included, [please complete the form from our website.](#)

### MY LEARNING CAMPUS TRAINING VIDEOS

Trillium's Training Unit has recently added three new courses to our [My Learning Campus](#) website. This free, online platform offers a variety of content related to physical, mental, and overall well-being. Each course is short and provides wonderful tools you can use in your day-to-day life.

- ♻️ **Managing Stress by Building Resistance** - This course will explain what resilience is, why it matters, and what we can do to build it within ourselves, and others.
- ♻️ **Trauma 101** - In this course, we will define trauma, discuss its impacts, and talk about what to do if you or others are struggling with the effects of trauma.
- ♻️ **All About ACEs** - In this course, you'll learn what are Adverse Childhood Experiences (ACEs), why ACEs matter, and what to do in response to Adverse Childhood Experiences. We also have some resources to help find your ACE and Resiliency scores.



## A TO Zs OF COVID-19 FOR FAMILIES AND INDIVIDUALS WITH I/DD

FREE WEBINAR

July 29, 2020

Noon - 1:00 P.M. EST

[REGISTER NOW](#)

The i2i Center, as part of the Cross-System Navigation grant from the NC Council on Developmental Disabilities, will host this webinar.

The webinar is targeted to individuals and family members with I-DD and will offer information on:

- ♻️ Personal health and care needs during COVID-19;
- ♻️ What you need to know if you or a family member is hospitalized with COVID-19;
- ♻️ Understanding your rights when visiting family members residing in congregate care settings;  
*and*
- ♻️ What to do if you are choosing to keep your child or family member at home and not receiving services

### Presenters:

- ♻️ **Ann Rodriguez**, MHA, Assistant Director, i2i Center for Integrative Health
- ♻️ **Kelly Friedlander**, MSW, MPA, Project Director, Cross-System Navigation in a Managed Care Environment Initiative
- ♻️ **Cindy Ehlers**, MS, LPC, Family Member and Executive Vice President, Trillium Health Resources

Questions, email [kelly@i2icenter.org](mailto:kelly@i2icenter.org).

## HURRICANE PREPARATIONS THROUGH NEW COMMUNITY CRISIS AND DISASTER RESPONSE TEAM

Trillium partners with health care providers and community stakeholders to build and strengthen foundations of well-being and help deepen connections between citizens and their communities. Our Community Crisis and Disaster Response team works within each of our counties to ensure communities are prepared in the event of natural disasters, public health situations, or behavioral health crises. We collaborate with the local and state Emergency Operations Center during and after events, to help share vital information with our stakeholders and the public along with assessing improvements that may be needed for the future.



We are trusted experts with deep roots and relationships within the counties we serve. We are proud of these relationships and understand how important they are not just in everyday life, but especially when emergencies arise. Our **new Roadmap2Ready campaign** was developed with guidance from SAMSHA, FEMA, and the North Carolina Department of Public Safety to help prepare our communities for the hurricane season. The 2020 Hurricane Season begins June 1 and ends November 30. Please [view our new webpage](#) for up to date resources on how to plan and prepare. It is important to know that the steps taken will be different this year because of COVID-19.

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As always, members may contact our Call Center 24 hours a day through our **Access to Care Line at 1-877-685-2415**. The health, safety, and overall well-being of our community is first and foremost in everything we do. We are actively working with our local hospitals and provider agencies to coordinate care for our members and strengthen support for our direct support professionals and first responders. We are in this together.

If you were forwarded this email and have not signed up to receive these notifications, [you can do so here](#).

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Any questions about this Communication Bulletin may be sent to the following email: [MemberEngagement@trilliumnc.org](mailto:MemberEngagement@trilliumnc.org).

These questions will be answered in a Q&A format and published on Trillium's website.