

## *What we have done in school of nursing and midwifery in line with our social accountability*

The work group of “Education and Counseling in Corona Management” is one of the 5 work groups of Tehran School of Nursing and Midwifery, which has been formed with the aim of providing educational content for the public as well as healthcare staff in the field of education and counseling. The work group has over 100 members. Its members consist of faculty members, students and a number of employees. A total of 75 and 65 people are active in the education group and counseling group, respectively.

Counseling: Counseling is in the form of direct, active (0 reverse), telephone or WhatsApp and includes midwife's voice, nurse's voice, mental health nurses' voice and mourning voice.

### **Direct counseling:**

Midwife's Voice (61054001): It started on 13 March 2020 with 11 tutors and 4 hours of answering per day, and from 4 April 2020, it reached 8 hours a day with the participation of 18 tutors. Since its inception until now 10 May 2020, more than 3500 phone call have been answered by tutors.

Outside the telephone answering hours, people's phone calls were directed to WhatsApp's counselling with a recorded audio message.

Nurse's Voice (61054002): It started on 13 March 2020 with 5 tutors and 5 hours of answering per day, and from 4 April 2020, it reached 8 hours a day with the participation of 19 tutors. Since its inception until now 10 May 2020, more than 1000 phone call have been answered by tutors.

Outside the telephone answering hours, people's phone calls were directed to WhatsApp's counselling with a recorded audio message.

Mental Health Nurses' Voice (61054005): Due to the long duration of mental health counseling and the greater need of people in these days, from 5 April 2020, in addition to the previous hot line, a separate line was considered for the mental health nurses' voice. Since its inception until now 10 May 2020, about 100 phone call have been answered by 5 tutors. Outside the telephone answering hours, people's phone calls were directed to WhatsApp's counselling with a recorded audio message.

Mourning Voice: A telephone counseling hot line is being formed with the participation of experts in this field as well as experts of other centers, and will start working in May. Since its inception until now 10 May 2020, about 10 phone call have been answered by 7 tutors. Outside the telephone answering hours, people's phone calls were directed to WhatsApp's counselling with a recorded audio message.

Active (reverse) counseling: The counselor calls the client from his or her home. This method is used for counseling the elderly and people who need follow-up.

### **WhatsApp Consultations:**

Nurse's voice: Due to WhatsApp's popularity among the people, informing and advising in this way was on the agenda of work group. The WhatsApp group's link to answer people's question was posted on the school's website and telegram channel, and the WhatsApp's group of nurses' voice started working on 26 March 2020, which welcomed very well by the public. Since its inception until now 10May 2020, more than600 questions have been answered by WhatsApp.

Midwives' Voice: Due to the privacy of midwifery questions, the People's Questions Group was not established, but people who fail to receive telephone counseling will be redirected to WhatsApp channel by voice message after the end of answering time. Tutors and PhD students answer the questions. Since its inception until now, more than600 midwifery questions have been answered.

### **Teaching (content production)**

After the formation of work group on 14 March 2020, 6 specialized groups were formed in the field of education:

- Public health and geriatric,
- Reproductive health,
- Pediatrics' health,
- Mental health,
- Art in health
- Health technology

These groups consist of faculty members and doctoral and master's degree students who are scientifically responsible for producing and approving production content. The produced content will be used in the consultations, Telegram channel and the website for public education. Content is presented in the form of PDF files, clips, posters and webinars via the website, Telegram channel and Instagram.

## **Content production in educational groups for Corona management**

### **Public health and geriatric group**

#### **The produced contents:**

- 1- Care of elderly against Corona 1, 2, 3, 4 and 5 (poster)
- 2- Prevention of Corona in nursing homes (elderly nutrition) (pamphlet)
- 3- Health recommendations for family, parents and caregivers of patients with Corona at home 1 and 2 (poster)
- 4- Recommendations for using a mask to deal with covid-19 (pamphlet)
- 5- Preventing the spread of covid-19 in long-term care centers (pamphlet)
- 6- Nutritional recommendations for the elderly against Corona (poster)
- 7- Disinfectants 1 and 2 (poster)
- 8- Motivational-educational materials (poster)

#### **Contents under production:**

- 1- Common nutritional questions in Corona (poster)
- 2- True beliefs about Corona (poster)
- 3- Stress control and family compatibility with Corona
- 4 - Acceptance or non-acceptance of patients with Corona in the elderly home
- 5- Consistent considerations during the covid-19 pandemic
- 6- Chloroquine care
- 7- Adaptation of children at different ages with Corona
- 8- Coronavirus (patient education) (pamphlet)
- 9- Corona virus (general) (educational clip)
- 10 - How to use personal protective equipment (poster)

## **Reproductive health group**

### **Produced contents:**

Educational Guide No. 1: Answer frequently asked questions about Corona

Educational Guide No. 10: Corona and pregnancy 1: Pregnancy and childbirth care during Corona pandemic (for public)

Educational guide No. 11: Corona and Pregnancy 2: Caring for a pregnant mother with Corona (for medical staff)

Educational Guide No. 12: General education on Corona

Educational Guide No. 13: Corona and Pregnancy 3: Necessary information about Corona in pregnancy and lactation

Educational Guide No. 14: Sex and Corona

Educational Guide No. 15: What we need to know about masks

<https://fnm.tums.ac.ir/section147/page1/lang/Fa>

### **Contents under production:**

Cigarettes and Corona

Birth challenges at home during Corona pandemic

Sex and Corona 2

Pre-natal care during Coronapandemic

### **Children's health group**

#### **Produced content:**

How to talk to our children about Covid-19?  
Poster for Preventing Children from Covid-19  
Poster for taking care of patient with Corona at home  
Negligence towards working children at risk of Corona

#### **Educational clips:**

Hand wash training  
Child and nurse questions and answers  
Teach children how to wash their hands to fight Corona  
How we (children) defeat Corona / Attractive and childish educational video  
Guidance on the care of patient with covid-19 at home  
<https://fnm.tums.ac.ir/section147/page1/lang/Fa>

### **Mental health group**

#### **Produced content:**

Educational guide: Mourning counseling  
Educational guide: Mental health at home  
Educational webinar: Anxiety in children and adolescents  
Educational webinar: Family mental health in Corona crisis  
Educational webinar: Familiarity with panic disorders during Coronal pandemic

#### **Contents under production:**

Post-traumatic stress disorder (PTSD) counseling  
General anxiety disorder (GAD) counseling

**Art in health****Produced content:**

- 1- Design poster badge of training and counseling group in Corona
2. Information poster about smoking during the outbreak
- 3- A collection of posters for the care of elderly (5 posters - cooperation with the public health and geriatric group)
- 4- Another collection of posters for the care of elderly (3 posters - cooperation with the health and geriatric group)
- 5- Calligraphy collection that encourages the public to observe hygiene and stay at home
- 6- Incorrect belief correction poster (children immunity toward Corona)
- 7- Four posters to promote the nurse's voice and midwife's voice counseling line
- 8- Extracting and translating educational content in the field of home disinfection, animals, pregnancy, anxiety management from WHO and CDC websites.
- 9- Painting competition poster
- 10-10 Painting on the disease prevention topics
- 11- Poster of healthy life tips in quarantine
- 12- Painting clip on the topic of stay at home
- 13- Editing and sounding an educational video for children
- 14- Video tutorial on how to wash your hands properly
- 15- Clip for avoidance of Nowruz trips

**Other items:**

- 1- Holding a painting competition for children and teenagers / 2- Cooperating in setting up education and counseling channel / 3- Uploading content and reflecting the national news on the channel / - Labeling the paintings to be sent to the channel

**Content under production:**

- 1- Poster regarding prevention points in gas stations and supermarkets. 2- Translation of content related to disinfection of the home of affected person and giving recommendation to students. Translating the new WHO / CDC posters. Clip of mental health. Clip of the necessary measures at home

### **Health technology group**

#### **Produced content:**

1. An educational website was created.
2. Nursing and midwifery voice counseling services were launched.
- 3- The infrastructure of the webinar was provided. 4 webinars were held. 3 mental health webinars were held live on Instagram, The videos were recorded on the faculty's Instagram, and their links were posted on the faculty's website.
- 4- Education and counseling telegram channels on Corona were created.
- 5- Telegram robots for comments and likes were created.
- 6- Making multiple phone voice messages for the nurse's voice / midwife's voice / mental health nurse's voice / mourning voice / people's voice

#### **Content under production:**

1. Set up the weekly schedule of webinars
2. Follow up and receive group requests for webinars or live Instagram
- 3- Preparing the content of the news on launching the work group and introducing the activities for the school's news website, Telegram, Instagram and WhatsApp.
- 4- Arranging an interview with the school's dean about the actions taken in relation to Corona management

### **Telegram channel of education and counseling on Corona**

#### **Produced content:**

Various contents related to Corona are categorized and uploaded in the channel.  
#Children and Corona #pregnancy and Corona ## sexual intercourse and Corona #patients and Corona # elderly and Corona #  
Answer question on Corona  
#Art and Corona #comedy and Corona #food and Corona #mask and Corona  
#Telephone counseling #Voice of midwife #Voice of\_ nurse  
#Let's stay at home #correct incorrect #virtual gathering  
#Prevention #healthcare personnel #night challenge #painting competition  
Holding an online children's painting exhibition that doubled the channel members.