

# How to talk to children and young adults about COVID-19

To help children and young adults get accurate information about coronavirus disease (COVID-19):

- Make sure they know where to get reliable information
- Make time to talk with them about how you're feeling and how they're feeling



## Find Out What Your Child Already Knows

Ask questions geared to your child's age level:

- Are your friends talking about coronavirus?
- Have you heard grownups talking about a new sickness that's going around?

**Follow your child's lead:**

- Some kids may want to spend time talking
- Some kids may neither seem interested nor ask a lot of questions

## Offer Comfort — and Honesty

**Focus on helping your child feel safe, but be truthful:**

- Don't offer more detail than your child is interested in
- If your child asks about something and you don't know the answer, say so
- Check the [Centers for Disease Control and Prevention \(CDC\) website](https://www.cdc.gov) for up-to-date, reliable information about COVID-19
- Speak calmly and reassuringly (e.g., explain that most people who get sick feel like they have a cold or the flu)
- Let kids call or Skype with older relatives and friends



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### **Give kids space to share their fears:**

- Let your child know that:
  - Kids don't seem to get as sick as adults
  - They always can come to you for answers or to talk about what scares them

### **Know when they need guidance:**

- Be aware of how kids get news and information, especially kids who go online
- Point kids to age-appropriate content (to keep them from relying on news shows or outlets that scare them or have incorrect information)



## **Help Kids Feel in Control**

### **Give your child specific things they can do to feel in control, such as:**

- Getting lots of sleep
- Washing their hands well and often – and be a good role model and let kids see you washing your hands often

### **Talk about all the things that are happening to keep people safe and healthy, such as:**

- Hospitals and doctors are prepared to treat and are treating people who get sick
- Scientists are working to develop a vaccine

### **Keep the conversation going, such as by:**

- Checking in with the child
- Talking about current events with kids often (e.g., What do you think about these events? How do you think these things happen?)

### **Let your kids know that feeling stressed at times is normal, such as by reminding them that:**

- Stressful times pass
- Life will get back to normal

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## **Call If You Need Us**

If you have questions, trouble reading or understanding this flyer, call us at 1-800-444-9137 or TTY, call 711. We are available Monday – Friday, from 7 a.m. to 7 p.m. Eastern Time. We can help you at no cost to you. We can explain the letter in English or in your first language. We can also help you if you have trouble seeing or hearing. Please refer to your Enrollee Handbook regarding your rights.

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  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Enrollee Services at 1-800-444-9137 (TTY: 711).

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## **Discrimination Grievances**

P.O. Box 14618  
Lexington, KY 40512 – 4618  
1-800-444-9137 or if you use a TTY, call 711.

You can file a grievance by mail or phone. If you need help filing a grievance, Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

## U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### Multi-Language Interpreter Services

**ATTENTION:** If you do not speak English, language assistance services, free of charge, are available to you. Call **1-800-444-9137** (TTY: 711).

**Español (Spanish)** **ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-444-9137** (TTY: 711).

**繁體中文 (Chinese)** **注意：**如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-444-9137 (TTY: 711)。

**Deutsch (German)** **ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-444-9137** (TTY: 711).

**Tiếng Việt (Vietnamese)** **CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-444-9137** (TTY: 711).

**العربية (Arabic)**

**1-800-444-9137**- ملحوظة: اللغة اذكر تتحدث كنت إذا: ملحوظة - **1-800-444-9137** برقم اتصل. بالمجان لك تتوافر والبكم الصم هاتف - **(711)**.

**Srpsko-hrvatski (Serbo-Croatian)** **OBAVJEŠTENJE:** Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite **1-800-444-9137** (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

**日本語 (Japanese)** **注意事項：**日本語を話される場合、無料の言語支援をご利用いただけます。1-800-444-9137 (TTY:711) まで、お電話にてご連絡ください。

**Français (French)** **ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-**

**444-9137** (ATS : 711).

**한국어 (Korean)** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-444-9137 (TTY: 711)번으로 전화해 주십시오.

**Deitsch (Pennsylvania Dutch)** Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprouch. Ruf selli Nummer uff: Call 1-800-444-9137 (TTY: 711).

**ध्यान दिनुहोस्(Nepali):** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-444-9137. (टिटिवाइ: 711) ।

**Oroomiffa (Oromo)** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-444-9137 (TTY: 711).

**Русский (Russian)** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-444-9137 (телетайп: 711).

**Tagalog (Tagalog – Filipino)** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-444-9137 (TTY: 711).

**ICITONDERWA (Bantu):** Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-800-444-9137 (TTY: 711).