## Webinar Agenda

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### Webinar Presenter

**Lynda Monk, MSW, RSW, CPCC** is a Registered Social Worker, a Certified Professional Co-Active Coach and founder of both Creative Wellness, as well as Thrive Training and Coaching. Lynda has over 24 years of combined experience as a social worker, trainer, speaker and consultant in the areas of burnout prevention, vicarious trauma, compassion fatigue, resiliency, work-life balance and change management within healthcare, social services, government and non-profit sectors. Lynda is an experienced facilitator having trained thousands of professionals in various jurisdictions in Canada over the past fifteen years. She is passionate about supporting the well-being and growth needs of individuals and organizations who make a difference. Lynda is the author of *Life Source Writing: A Reflective Journaling Practice for Self-Discovery, Self-Care, Wellness and Creativity*. She lives with her family on Salt Spring Island, BC.
Preparing for the Webinar: The Role of the Audience

- Promote this webinar at your organization – Invite colleagues who you regularly interact with and those you hope to interact with even more.
- Use this handout for personal reflection, group discussion, and cross-departmental collaboration.
- There are two pre-planned Q&A sessions in this webinar, during which you will be able to interact with the presenters via text chat. The first Q&A session will be taking place after the Costs of Caring & Occupational Hazards section; the second Q&A session will take place at the end of the webinar. All participants are asked to submit their questions throughout the presentation via the Q&A chat box.

Defining a Common Language

Definitions that will be used during the webinar are briefly defined in this section.

Reflect on the following questions below and discuss them with your colleagues after the webinar:

Costs of Caring: Occupational Hazards

- While there are many rewards to being a settlement worker there can also be “costs of caring”
- These costs can be emotional, psychological, physical and spiritual in nature.
- Also known as “occupational hazards”

The webinar presenter defines the following term Occupational Hazard as…

Circumstances or injuries that might cause harm or risk, physically, emotionally, and/or psychologically due to work conditions and/or the nature of the work itself. In high care work the occupational hazards can include job stress, burnout, primary trauma, vicarious trauma, compassion fatigue and others.
The webinar presenter defines the following term **Job Stress** as...

**Defining Job Stress**

Job stress, also known as occupational stress, is the stress a person experiences as a result of the unique experience within their work and this is influenced by:

- A combination of job and personal factors
- Workload
- Autonomy and control
- Demands/resources ratio
- Severity/frequency of stressors
- Work/family conflict

Source: Dr. Patricia Kanfer

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The webinar presenter defines the following term **Burnout** as...

**Defining Burnout**

- Is the accumulation of occupational stress over time
- Burnout is characterized by three distinct elements:
  1) emotional exhaustion
  2) depersonalization
  3) diminished personal accomplishment

Source: C. Maslach
Primary Trauma

“Most of us have an innate sense of what a traumatic event is: a threatening experience which is shocking, highly stressful or overwhelming.” (Fisher, P. & Abrahamson, K., 2002).

According to the APA (American Psychiatric Association), there are two criteria that define a traumatic event:
1) The person has been exposed to a traumatic event in which they experienced, witnessed, or were confronted with an event which involved real or perceived death or injury or a sense of threat to their physical integrity or that of another.
2) Their response to this event must have involved intense fear, hopelessness or horror.

Defining Vicarious Trauma (VT)

A permanent transformation in the helper’s inner experience resulting from empathic engagement with the client’s/other’s traumatic material. Transformation in the helper’s worldview due to the cumulative exposure to traumatic images and stories.

The result of bearing witness to a traumatic event (or a series of events) which can lead to PTSD-like symptoms.

Source: Laura Anne Rashman & Karen Seidman, 1992; Francesca Marches 2015.
The webinar presenter defines the following term **Compassion Fatigue** as…

- About absorbing information and often the suffering itself through empathy
- An exhaustion of caring
- The profound emotional and physical erosion that takes place when helpers are unable to refuel and regenerate

**Source:** Charles Figley, 1995, 2000; Francesca Mathieu, 2010

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The webinar presenter defines the following term **Self-care** as…

Self-Care – self-care includes all the ways a person cares for themselves and tends to their emotional, physical, psychological and spiritual health. Self-care can empower a person as they strive to improve the quality of daily life and nurture their overall well-being.
The webinar presenter defines the following term **Mindful Breathing** as…

Breathing with awareness/attention in order to bring about the relaxation response in mind and body.

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**Summarizing Webinar Outcomes**

I. **Objective 1: Creating Context for Burnout to Balance**

   a) What do you want to get out of this webinar?

   b) Why is burnout prevention an ethical imperative?

   c) The well-being of settlement workers is ideally a shared responsibility between ________ and their ____________. (Fill in the blank)
II. Objective 2: Costs of Caring & Occupational Hazards

a) What situations or circumstances do you find most stressful? Or most challenging?

b) Using the following “Stress and Burnout Symptoms and Effects” table, combined with your own knowledge and self-awareness, take a few moments to jot down your own common stress symptoms. Awareness is prevention!

c) What are some of the effects of burnout in the workplace itself?

Stress symptoms and effects can occur within four key dimensions of well-being including your physical, emotional, psychological and spiritual health.

### Stress and Burnout Symptoms and Effects on the Individual

<table>
<thead>
<tr>
<th>Physical</th>
<th>Mental/Psychological</th>
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<tbody>
<tr>
<td>- Headaches</td>
<td>- Poor concentration</td>
</tr>
<tr>
<td>- Muscle aches</td>
<td>- Confusion/forgetfulness</td>
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<tr>
<td>- Gastrointestinal problems</td>
<td>- Difficulties making decisions</td>
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<tr>
<td>- Sleeping difficulties/fatigue</td>
<td>- Decreased self-esteem</td>
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<tr>
<td>- Weight loss/gain</td>
<td>- Loss of sense of humour</td>
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<table>
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<tr>
<th>Emotional</th>
<th>Spiritual</th>
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<tr>
<td>- Frustrated, irritable, impatient</td>
<td>- Things feel meaningless</td>
</tr>
<tr>
<td>- Sad, depressed, apathetic</td>
<td>- Sense of disconnection</td>
</tr>
<tr>
<td>- Hopeless</td>
<td>- Interpersonal problems</td>
</tr>
<tr>
<td>- Emotionally Exhausted</td>
<td>- Conflict in relationships</td>
</tr>
<tr>
<td>- Overwhelmed</td>
<td>- Worry about the future</td>
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You can see that overall stress and burnout symptoms and effects, regardless of the cause of the stress, can have wide reaching impact on an individual. Therefore, stress management and self-care are key aspects of ensuring healthy and balanced living. This is essential in mitigating the risks of the occupational hazards relevant to your work.

“There is no need for alarm, only awareness. Keep in mind that it’s not the load that breaks us down. It’s the way we carry it.”

~ Source unknown

III. Objective 3: Strategies for Individuals, Teams & Organizations
a) What do you need to help you overcome obstacles to self-care?

b) What is one thing that someone else has recently done to promote your wellness?

c) What is one thing you have done to emotionally support and/or promote someone else’s wellness in the last month?

d) What strengths specific to cultivating a healthy organization exist in your workplace?

e) What are opportunities for growth and improvement in your workplace?
“Exhausted when saying yes, guilty when saying no – it is between giving and taking, between other-care and self-care. This is the universal dilemma in the human drama. It is just more intense for those in the high touch fields. It gets highly illuminated when intense interaction is the occupational core. Here, giving of oneself is the constant requirement for success. Caring for others is the precious commodity.” (p.1) ~ Thomas M. Skovholt

IV. Objective 4: Taking Action & Landing the Learning

a) What is one thing that you know that if you did in a regular way would help you reduce stress, avoid burnout and contribute to work-life balance in your own unique circumstances?

i. Personally?

ii. Within the workplace?

b) What has had value for you in this webinar?

c) What are you taking away from our time together?
Tips

**Individual Strategies**
- Take time for self-care (mind, body, heart & spirit) – balance caring for others, with care for self
- Set limits and boundaries
- Seek support (personal & professional)
- Relax and replenish
- Reduce stress & stressors
- Strive for work-life balance
- Be self-aware (know your strengths, weaknesses, preferences)
- Laughter and enjoyment

For a comprehensive list please complete the Whole Person Self-Care Assessment being provided in Appendix B.

**Team Strategies**
- Have regular team and staff meetings
- Cultivate peer support
- Promote team building
- Offer supervision
- Ensure ongoing professional development
- Activate social and emotional support
- Give recognition, appreciation & gratitude

**Organizational Strategies**
There are many factors that contribute to the overall culture of health, wellness and balance within a settlement organization:
- Ensure effective leadership & management that engages & supports employees
- Have strong communication
- Provide clear job descriptions
- Invest in team development
- Manage & acknowledge change
- Offer ongoing rewards & recognition
- Be a learning organizational (professional development including regarding burnout prevention, stress management, etc.)
- Create an environment of respect & trust
Focus on workload management
- Develop work-life balance policies & practices
- Contribute to a positive & healthy environment (Occupational, Health & Safety, Wellness Committees, etc.)

“Today, I focus on this simple truth: To be kind to another, I need to be kind to myself.” ~ Gail Straub, author of Circle of Compassion: Meditations for Caring – for the Self and for the World

Take Time for YOU:

Take time for YOU:
Self-care and Balance Exercise

**Mindful Breathing Exercise**
helps to engage the “relaxation response”
which is opposite of the “stress-response”
Mindful Breathing Tips

- Notice your breath moving in and out of your body, you do not have to do anything special with it, just notice
- Notice the path you inhale takes, your exhale
- Begin to breathe in through your nose and exhale out through your mouth
- Breathe in for a count of 6, hold for 4, and break out for a count of 6
- As you breathe, notice any thoughts you might be having, notice your physical body, the surface you are sitting in, just notice
- As you continue breathing with awareness, notice your body and mind start to relax into the stillness, into the rhythm of your breath

Important notes:
There is no magic or special beliefs you need to benefit from “mindful breathing” – it's just a form of exercise – if you do it often enough your mind and body start to benefit from this focussed attention and awareness on your breath, this forms the heart of any mind/body relaxation and wellness practice.

Mindful breathing is a proven way to help you relax, decrease stress, access feelings of happiness, calm and inner peace, as well as increases your resiliency.

Post Webinar Discussion Questions

Following the webinar, you are strongly encouraged to use the questions below as a way to continue the discussion with your colleagues at your organization. Depending on the size of your group, you may want to create small breakout groups or facilitate a large group discussion. Let the webinar be the start of the conversation.

1. What learning will you share with colleagues who could not participate in the webinar?

2. After participating in this webinar, what self-care practices will you focus on strengthening? What first steps will you take?

3. Who or what will help you stay accountable? What practices can the team implement?
ADDITIONAL RESOURCES – PRINT & ONLINE

The list of resources can also be found on the AMSSA specialized resource page for frontline workers at: http://amssa.org/resources/resources_for_settlement_providers

PRINT:

ONLINE:
- Professional Quality of Life Elements Theory and Measurement, Compassion Satisfaction and Compassion Fatigue, Burnout, Secondary Traumatic Stress. Vicarious Tramatization and Vicarious Transformation.
- Crisis Trauma Resource Institute Canada, The impact of issues like violence, trauma and suicide can have powerful and lasting effects on those involved. CTRI’s services are designed to help individuals, caregivers, communities and organizations prevent and cope with unfortunate and distressing events.
- Compassion Fatigue Solutions, provides helping professionals resources and tips on helping them stay healthy in challenging environments.
- Canadian Mental Health Association, provides good resources on stress management, work-life balance, etc.
- Canadian Centre for Occupational Health & Safety, This Government of Canada website provides good resources on work-life balance how a workplace could implement work/life balance initiatives.
• **Canadian Centre for Occupational Health & Safety**, This webpage from the Government of Canada focuses on defining and sharing examples of workplace stress.

• **Beating Burnout In Helping Professionals**, This article by Virginia Duffy lists further suggestions regarding things that can be done to address burnout in the workplace.

• **Perspectives** January 2011 Newsletter of the BC Association of Social Workers, This newsletter features an article by our webinar presenter Lynda Monk titled: Self-Care for Social Workers: A precious commodity, an ethical imperative.


• International Settlement Canada, Volume 23, Number 4, Spring 2010, **Immigrant Settlement Workers and Self-Care: A Necessity** by Dr. David Este

• **Rethinking work culture and self care in the nonprofit sector**, Idealist Careers. This article shares many insights on the topic of self-care from the perspective on an individual working in the non-profit sector.

• **The Importance of Self-Care**, Department of Justice. This Government of Canada website provides resources and tips on the importance of self-care.

• **Breathing: Three Exercises**. This website shares three different breathing techniques that assist in relieving stress.

• **Relaxation Techniques for Stress Relief**: Finding the Relaxation Exercises That Work for You. Various mindfulness techniques are listed on this website.
APPENDIX A:
The Wheel of Life

Fun, Leisure and Recreation

Physical Environment (eg. Home)

Career

Money

Health

Friends and Family

Significant Other / Romance

WHEEL OF LIFE INSTRUCTIONS

The 8 sections in the Wheel of Life represent balance.

- Please change, split or rename any category so that it’s meaningful and represents a balanced life for you.
- Next, taking the centre of the wheel as 0 and the outer edge as 10, rank your level of satisfaction with each area out of 10 by drawing a straight or curved line to create a new outer edge (see example)
- The new perimeter of the circle represents your ‘Wheel of Life’. Is it a bumpy ride?

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APPENDIX B:
Introducing Whole Person Self-Care – Mind, Body, Heart & Spirit

Self-care helps you reduce stress, prevent burnout and improve your health. Your well-being is directly affected by how you take care of yourself in mind, body, heart and spirit. Your mental, physical, emotional and spiritual energy are created through acts of self-care that generate a sense of vitality, wellness and joy in life and work. Attending to all four dimensions of the self, enables you to rejuvenate, replenish, energize and fully engage with your life and your well-being.

What’s your self-care style?

**Step 1:** Check the statement that is most true for you at this time in your life.

- ______ I regularly take care of myself, believing that to truly be the best I can be self-care must be foundational in my life. I am consistently one of my top priorities.

- ______ I take pretty good care of myself - I consistently get enough rest, take time for myself to replenish, and generally live a healthy lifestyle.

- ______ I tend to take care of myself when I have no choice - if I get sick, or feel so stressed out that something has to give - I’ll do a bit of self-care and then stop it when I start feeling better.

- ______ I never take care of myself. At this time in my life, self-care is not even on my "to do" list.

- ______ I think people who take care of themselves are selfish, indulgent, and only think about themselves.
Step 2: Now, read the statement you just identified as your self-care style. Pause and reflect. How do you feel? What do you notice? How are you feeling about your self-care? Without any judgment, simply notice and begin to reflect on this important part of your health and well-being as a social worker.

Step 3: Write your own affirming self-care style statement that feels ideal for you (there is no right or wrong, this is your own self-care affirmation statement):

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Whole Person Self-Care Assessment*

*This self-care assessment has been adapted, with permission, from the Self-Care Assessment tools created by Dr. Patricia Fisher ©2012 in Valuable Life, Meaningful Work: Effectively Addressing Stress, Burnout & Trauma in the Workplace. http://www.fisherandassociates.org

This assessment has also been informed by...

- Wellness Coaching for Lasting Lifestyle Change ©2007, Michael Arloski, PhD.
- The Wellness Wheel: An Aboriginal Contribution to Social Work ©2006, Margot Louiselle, PhD & Lauretta McKenzie, MSW

Scoring your assessment:

Considering this, please score the following statements for how often they are true for you at this time.

0 – Never/No  1- Rarely  2 – Sometimes  3 – Often/Yes

Begin assessment on the next page...
Psychological Self-Care (Mind)

____ I say yes to things that fit within my schedule and are manageable and rewarding for me to do.

____ I actively work to reduce my stressors and stress levels.

____ I only give my attention to things I can personally control or address, and let go of those I can’t.

____ I make time for personal reflection, noticing my inner experiences (I am self aware of my thoughts and feelings).

____ I am present in the moment, minimizing dwelling in the past or the future.

____ Total Score out of 15 for Psychological Self-Care

Physical Self-Care (Body)

____ I eat healthy, drink lots of water, get plenty of exercise; I take care of my physical health.

____ I take time for myself to enjoy hobbies, pamper myself and truly relax.

____ My work and home environments are uncluttered and reflect who I am. I feel inspired and productive in these environments.

____ I take time away from TV, computers, and telephones.
I take vacations or mini-retreats to rest and replenish.

Total Score out of 15 for Physical Self-Care

Emotional Self-Care (Heart)

I set clear boundaries on my time, energy and attention.

I surround myself with positive people and affirming/inspiring messages.

I don’t let issues build up – I address issues, problems and questions in the moment so they can be dealt with directly.

I give and receive love, kindness and support. I practice accepting myself (including my feelings) and others.

I spend time with people I care about and who care about me.

Total Score out of 15 Emotional Self-Care

Spiritual Self-Care (Spirit/Essence)

I identify what is meaningful to me and identify its place in my life.

I regularly practice gratitude and give thanks for all of the abundance I experience each day.
I spend time in nature.

I am aware of the non-material aspects of my life.

I meditate/pray/smudge or have some other practices that ground me and give me a sense of inner peace.

Total Score out of 15 for Spiritual Self-Care

Creating a Visual of Your Scores:

Now take a moment to transfer your four scores in each dimension of self-care onto the wellness wheel graph on the next page. This will give you an overview of your current whole person self-care.
Whole Person Self-Care Wheel Graph

- Spiritual self-care
- Emotional self-care
- Physical self-care
- Psychological self-care
Evaluate Your Whole Person Self-Care Assessment

The following reflective questions are intended to deepen your learning from this self-care assessment:

1. What are you most proud of when you review your self-care assessment? What is working?

2. What could be possible for you if self-care was an even greater focus in your life and work?

3. How do you “walk your talk” in terms of self-care?

Taking Action

Write one commitment statement below.

This week, I will nourish my self-care by

No matter where you are at with your own self-care – it is important to be kind, loving and non-judgmental toward yourself. We all begin from where we are at in the present moment and grow from there.

Self-care is a journey not a destination. Be well.