



IRCC BCY VIRTUAL SUMMIT

A Structural Approach to Boundary Practice and Self-care on the Frontlines

January 29, 2021 | Zoom

Sommet virtuel d'IRCC de la Colombie-Britannique et du Yukon

Une approche structurale de la pratique des limites et autonomie en matière de santé en première ligne

Le 29 janvier 2021 | Zoom

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Indigenous Land Acknowledgement

Reconnaissance des terres autochtones

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Speaker(s)

Conférencier(s)

Jennifer Hollinshead
Resilience BC

Melissa Pickett
Resilience BC



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A Structural Approach to Boundary practice & Collective-care on the frontlines

Une approche structurelle de la pratique des limites et des soins collectifs en première ligne

Jennifer Hollinshead, MA, RCC, CCC-S & Melissa Pickett, MSW, RSW
Counsellors/Supervisors at Peak Resilience
Jennifer Hollinshead, MA, CCA, C.C.C.-S. et Melissa Pickett, M.S.S., TSA
Conseillères et superviseures chez Peak Resilience

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DISCUSSION OUTLINE APERÇU DE LA DISCUSSION

What to Expect in the next 60 min

À quoi s'attendre au cours des 60 prochaines minutes

Introductions- who are we, what do we do, what land are we on

A structural approach What does this mean and why?

Vicarious Resilience + Solidarity as individuals and as a collective
Stories of Vicarious Resilience

Présentations- qui sommes-nous, que faisons-nous, sur quelle terre sommes-nous

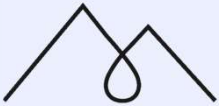
Une approche structurelle Qu'est-ce que cela signifie et pourquoi?

Résilience vicariante + Solidarité individuellement et collectivement

Histoires de résilience vicariante

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INTROS PRÉSENTATIONS



PEAK RESILIENCE

Melissa Pickett, MSW, RSW

Melissa is a Registered Social Worker, who provides trauma informed, anti-oppression therapy to a variety of clients including caregivers on the front lines.

Melissa Pickett, M.S.S., TSA

Melissa est une travailleuse sociale autorisée qui propose une thérapie de lutte contre l'oppression adaptée aux traumatismes à divers clients, y compris les personnes soignantes en première ligne.

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INTROS PRÉSENTATIONS



PEAK RESILIENCE

Jennifer Hollinshead MA, RCC, CCC-S

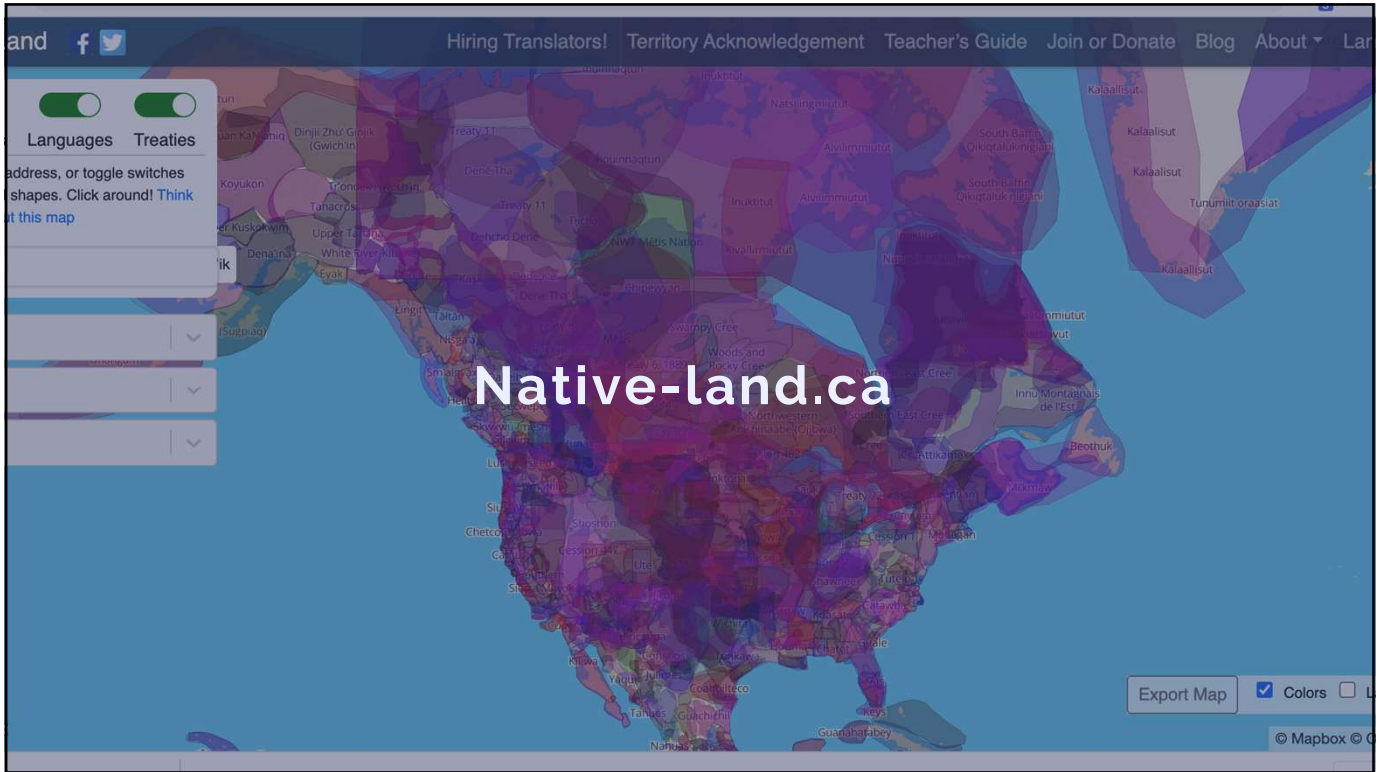
Jennifer is the founder and clinical director of Peak Resilience- a leading counselling practice in downtown Vancouver and online.

Jennifer is curious about the various systems and structures that can promote collective sustainability in frontline work.

Jennifer Hollinshead MA, CCA, C.C.C.-S.

Jennifer est fondatrice et directrice clinique de Peak Resilience- une pratique de counseling de premier plan au centre-ville de Vancouver et en ligne. Jennifer est curieuse de connaître les divers systèmes et structures qui peuvent promouvoir la durabilité collective dans le travail de première ligne.

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Burnout, Vicarious Trauma, and Compassion Fatigue

This issue of Migration Matters looks at the impacts that trauma in the workplace can have on service providers. This info sheet also offers tools and resources for burnout, vicarious (or secondary) trauma, or compassion fatigue.

Definitions

Burnout
 The World Health Organization conceptualizes burnout not as a medical condition but as an occupational phenomenon that results from "chronic workplace stress that has not been successfully managed."¹ The primary symptoms of burnout include: 1) **constant fatigue, exhaustion, or lack of energy;** 2) **reduced productivity** (including problems with memory or concentration, as well as less initiative or motivation); and 3) **negative feelings towards one's work** and distancing the self from the job.² Other symptoms can include problems with sleep, increased substance use, and relationship problems.

Compassion fatigue (CF)
 CF is defined as "a state of exhaustion and dysfunction...as a result of prolonged exposure to compassion stress"³ (p. 255).⁴ This can occur when an individual does emotionally heavy work (e.g. supporting many clients through suffering or grief), is deeply emotionally invested in their work, and are unable to maintain **compassion satisfaction** (often because of institutional, bureaucratic or systemic limitations).

Compassion satisfaction refers to the pleasure an individual derives from their work.⁵ This satisfaction can come from different places, including having supportive coworkers, a positive work environment, and/or feeling like one's work makes an impact.

Warning signs of compassion fatigue⁶

Emotional	Physical	Interpersonal
Irritability, sadness, anxiety, anger	Chronic physical symptoms (headaches, GI symptoms, dizziness)	Feeling helpless, powerless or hopeless
Detachment or numbness	Sleep difficulties	Isolating or withdrawing
Feeling hypersensitive or less empathetic	Fatigue (leading to reduced productivity & motivation)	Relationship conflicts

Measurements

These phenomenon are measured through self-measurements. Burnout has been largely measured by the self-description questionnaire called the Maslach Burnout Inventory (MBI) and, more recently, the Copenhagen Burnout Inventory has been introduced. The Professional Quality of Life Measure (ProQoL) measures compassion satisfaction and compassion fatigue. It is available in 26 languages.

References

¹WHO (2019). Burn-out an "occupational phenomenon". International Classification of Diseases "Mental and Behavioral Disorders".
²Farber, P. (1995). "Compassion Fatigue: Coping with Secondary Stress Disorder in Those Who Treat the Traumatized." Brunner/Mazel, Bristol, UK, 1995.
³Compassion fatigue as secondary traumatic stress disorder: An overview in CR Figuey (2016).
⁴ProQoL: Professional Quality of Life Measure
⁵CAMH (n.d.). Is there a cost to protecting, caring for and saving others? Beware of Compassion Fatigue

Disclaimer: The following summaries have been compiled by AMSSA.

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Risk Factors

Organizational factors	Individual factors
Vicarious Trauma⁷ <ul style="list-style-type: none"> Lack of support after experiencing traumatic content at work Constant, intense exposure to trauma/suffering with little variation in work tasks Insufficient orientation, ongoing training, and guidance on the job 	<ul style="list-style-type: none"> Prior traumatic experiences Lack of support system (in the workplace and in their personal life) Avoidance of emotions Newer employees or those less experienced (which could be more common in organizations with high turnover)
Burnout⁸ <ul style="list-style-type: none"> Unclear job expectations Unhealthy workplace dynamics Lack of variation in work tasks (monotony) or a constantly chaotic workplace Lack of resources or control over outcomes High workloads, having to work over-time, or come in on days off 	<ul style="list-style-type: none"> Lack of support system Lack of work-life balance/over-identifying with your work Working in a helping profession Lack of delegation or shared responsibility (i.e. trying to be everything to everyone)

What you can do as an individual⁹

While there are many systemic and organizational factors leading to burnout, vicarious trauma, and compassion fatigue that may be outside of our control, there are steps we can take to ensure overall health.

Take the "Three R" approach to avoiding burnout:
 Step 1: **Recognize** the signs
 Step 2: **Reverse** the damage by seeking help & taking a step away
 Step 3: **Resilience** building to better cope with future

- Have a work-life balance and take sufficient time off.
- Build a strong support system, both outside of work and with coworkers.
- Talk to the people in your life. Consider also adding a mental health professional, such as a counsellor, to your support system.
- Learn to **set boundaries** and delegate work where possible.
- Learn your triggers and signs that you need to step back.
- Seek out supervision and support whenever possible.
- Don't forget to take care of your basic physical needs!

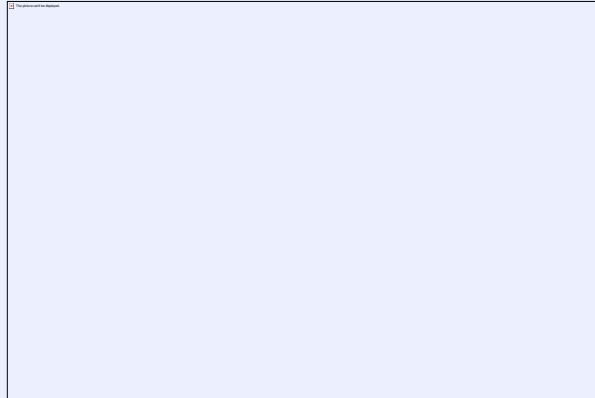
References

⁷ICD-11: The Vicarious Trauma Toolkit
⁸Mason Clinic (2020). Job burnout: How to spot it and take action
⁹Kim, M., Sage, J. and Solomon, L. (2020). Burnout Prevention and Treatment: Help Guide.
 OVC (n.d.). Blueprint for a Vicarious Trauma-Informed Organization

See all issues of AMSSA's Migration Matters: www.amssa.org/resources/infosheet/

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A STRUCTURAL APPROACH: BIG PICTURE THINKING UNE APPROCHE STRUCTURELLE : VISION D'ENSEMBLE



nationalequityproject.org

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INDIVIDUALS

WHAT CAN WE DO?

- Self-care vs. Collective Care
- Understanding your role and responsibility in the collective support of newcomers
- Multi-generational view of the work you're doing
- Step-wise interventions based on what you're experiencing

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INDIVIDUELLEMENT

QUE POUVONS-NOUS FAIRE?

- Les soins personnels versus les soins collectifs
- Comprendre votre rôle et vos responsabilités dans le soutien collectif des nouveaux arrivants
- Vue multigénérationnelle du travail que vous faites
- Interventions étape par étape en fonction de ce que vous vivez

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INTERPERSONALLY

WHAT CAN WE DO?

- What are our shared ethics & values as a team
- How to navigate "professionalism" and the humanity in our work
- How to create safety in relationships
- Mutual accountability while ethically orienting to the most vulnerable in the room

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SUR LE PLAN INTERPERSONNEL

QUE POUVONS-NOUS FAIRE?

- Quelles sont nos valeurs et notre éthique communes en tant qu'équipe
- Comment gérer le « professionnalisme » et l'humanité dans notre travail
- Comment créer une atmosphère de sécurité dans les relations
- La responsabilité mutuelle tout en nous orientant sur le plan éthique vers les personnes les plus vulnérables dans la salle

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INSTITUTIONALLY

WHAT CAN WE DO?

- Goals vs. reality
- Adapt quickly and imperfectly
- Feedback process
- Normalizing humanity
- Accountability

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SUR LE PLAN INSTITUTIONNEL

QUE POUVONS-NOUS FAIRE?

- Les objectifs versus la réalité
- Nous adapter rapidement et de manière imparfaite
- Le processus de rétroaction
- Normaliser l'humanité
- La responsabilisation

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VICARIOUS RESILIENCE

- Various studies showing therapists feeling more strength and resiliency through witnessing their client's resilience
- Strengths based

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RÉSILIENCE VICARIANTE

- Diverses études montrent que les thérapeutes ressentent plus de force et de résilience en voyant la résilience de leur client
- En fonction des forces

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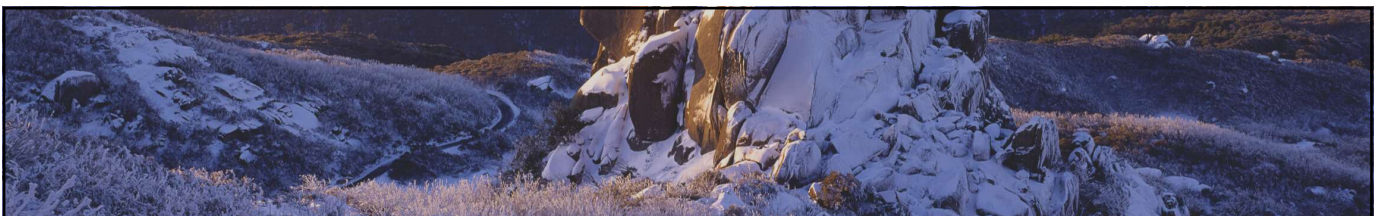
STORIES OF VICARIOUS RESILIENCE HISTOIRES DE RÉSILIENCE VICARIANTE

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Reflect Réfléchir



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RESOURCES

- **AMSSA Resource on Burnout, VT, Compassion Fatigue:** <https://www.amssa.org/wp-content/uploads/2021/01/Burnout-Info-Sheet-January-2021-FINAL.pdf>
- **AMSSA Intersectionality and Settlement:** https://www.amssa.org/wp-content/uploads/2017/10/InfoSheet41_Intersectionality_Sept2017.pdf
- **National Equity Project** (information and resources) <https://www.nationalequityproject.org/>
- **Vikki Reynolds** <https://vikkireynolds.ca/> (local with amazing knowledge and research into supporting front line workers)

RESSOURCES

- Ressource de l'AMSSA sur l'épuisement professionnel, le traumatisme indirect, l'usure de compassion : <https://www.amssa.org/wp-content/uploads/2021/01/Burnout-Info-Sheet-January-2021-FINAL.pdf> (en anglais)
- Intersectionnalité et établissement de l'AMSSA : https://www.amssa.org/wp-content/uploads/2017/10/InfoSheet41_Intersectionality_Sept2017.pdf (en anglais)
- **National Equity Project** (informations et ressources) <https://www.nationalequityproject.org/> (en anglais)
- **Vikki Reynolds** <https://vikkireynolds.ca/> (en anglais) (personne locale avec des connaissances et des recherches incroyables pour soutenir les travailleurs de première ligne)

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