Burnout and compassion fatigue

A two-part webinar series for health service providers supporting older adults

August 6th, 2020
Welcome
The Centre for Addiction and Mental Health (CAMH) is the largest mental health hospital in Canada, and a world leader in mental health and addiction research.

The Provincial System Support Program (PSSP) at CAMH works with communities, service providers and other partners across Ontario to move evidence to action to create sustainable, system-level change.

PSSP also supports CAMH’s 2020-2023 Strategic Plan, One CAMH.
About the Understanding Mental Health and Well-Being in Later Life: Workshop Series

Designed to increase older adults’ (65+) awareness of mental health, mental illness and addictions issues.

Interested in offering the workshop series in your community?

Visit: EENet.ca/OlderAdults

Email: OlderAdults@camh.ca
The Older Adult Centres’ Association of Ontario (OACAO) is a not for profit charitable organization established in 1973. The OACAO represents more than 180 centres and organizations, over 500 staff and 200,000 older adults from across the province. The OACAO’s mission is to be a recognized leader in the development of quality services, resources and supports for our network of community based older adult centres.

As the voice of older adult centres in Ontario, the OACAO serves its members in eight different regions of the province with older adult volunteer and staff representation from each region on the Board of Directors. The members come together to unify their efforts towards the development of comprehensive programs and services for the staff and volunteers responsible for the operation of older adult centres.

During the COVID-19 pandemic, the OACAO has been supporting our members and the network of Seniors Active Living Centres (SALCs) by providing resources and training opportunities to strengthen the sector as they pivot and mobilize to support home bound seniors to stay connected and engaged while the centres have been closed.
CAMH is situated on lands that have been occupied by First Nations for millennia; lands rich in civilizations with knowledge of medicine, architecture, technology and extensive trade routes throughout the Americas. The site of CAMH appears in colonial records as the council grounds of the Mississaugas of the Credit First Nation. Toronto is now home to a vast diversity of First Nations, Inuit and Métis who enrich this city.

CAMH is committed to reconciliation. We will honour the land through programs and places that reflect and respect its heritage. We will embrace the healing traditions of the Ancestors, and weave them into our caring practices. We will create new relationships and partnerships with First Nations, Inuit and Métis – share the land and protect it for future generations.

Part 1: Burnout and compassion fatigue

Today we will cover the following:

• What is burnout and compassion fatigue?
• What are the signs and symptoms?
• How can I mitigate or cope with burnout and/or compassion fatigue?
Today’s Presenter

Stephanie Jones:
• Bachelor of Psychology, Neuroscience and Behaviour
• Certified Psychological Health & Safety Advisor
• Completed Applied Suicide Intervention Skills Training
A moment of self-compassion.
CMHA Branches Provide Quality Care

CMHA stats at a glance

CMHA has 30 branches across Ontario

CMHA branches employ more than 3,900 people

CMHAs belong to a community-based sector that serves approx. 500,000 clients a year

What is community mental health and addictions?

"Canadian Mental Health Association branches provide wide-ranging wraparound services to meet the needs of individuals in our community living with mental health or addictions challenges.

Wraparound means we offer our clients services and programs that help them in various aspects of their life so that they can live in and contribute positively to the community."

What are some examples of wraparound services?

- Housing
- Employment Aid
- Court Diversion
- Clubhouses
The Reality

- 1 in 5 will experience a mental health problem each year
  - 1 in 3 in their lifetime
- 500,000 miss work every week
- 30% of all disability claims, 70% of costs
- $51 billion annually
What is Psychological Health?

- Enjoyment
- Connection
- Confidence
- Contribution
- Resilience
- Purpose
Audience Question:

What are you currently doing to cope and maintain good mental health?
The Reality for Helping Professionals

• Increased likelihood for helping professionals such as child protection workers, law enforcement, counselors and prison guards to develop compassion fatigue, burnout or mental health issues.

• Health care workers are 1.5 times more likely to be off work due to illness or disability than people in all other sectors.
Some Definitions

- **Compassion fatigue**: Cumulative emotional, physical, and psychological exhaustion felt over time by individuals working in professions that require them to care for and/or work with individuals who have experienced trauma.

- **Secondary traumatization or vicarious trauma**
  - Primary trauma: Trauma we personally experience
  - Secondary trauma: Trauma we are exposed to

- Compassion fatigue is a unique **form of burnout** affecting those in caretaking professions.
What does Compassion Fatigue look like?
Compassion Fatigue

• Compassion fatigue has been described as the “cost of caring” for others in emotional pain (Figley, 1982)

• The profound emotional and physical erosion that takes place when helpers are unable to refuel and regenerate
Audience Question:

What symptoms do you think arise when experiencing compassion fatigue?
Symptoms and Risk factors

- **What changes**
  - ↑ Worry
  - ↑ Exhaustion
  - ↑ Avoidance
  - ↑ Intrusive Thoughts
  - ↓ Concentration
  - ↓ Sleep
  - ↓ Energy

- **Risk factors**
  - • Heavy caseloads
  - • Long working hours
  - • Limited resources
  - • Personal stress
  - • Personal characteristics:
    - - Highly empathic
    - - Personal history of trauma
Added challenges due to COVID-19

- Increased workload and intensity
- Continuous stress exposure
- Loneliness/isolation
- Health Anxiety
- Feelings of uncertainty/loss of control
- Less time for regular self-care
- Other challenges associated with self-isolation
What else can I do to address my own compassion fatigue?
Protective Factors/Self-care

- Self awareness

- The Warning Signs Continuum (Francoise Mathieu)
  Physical, Behavioral, Emotional
The MHW Spectrum

- Feeling in control
- Confident
- Secure
- Resilient
- Involved
What strategies/self care activities do you use to manage compassion fatigue?
Protective Factors/Self-care

• Redirect attention to ourselves (self-care)
• Work on personal boundaries
• Make time
  • Take advantage of transition time
• Ask for help
• Address past pain & trauma
Basic physical and mental hygiene

- Healthy eating
- Prioritize sleep
- Physical exercise
- Limit:
  - Coffee intake, consumption of alcohol and other substances
  - Trauma exposure after work
Nurture supportive social network

• At work
  • Check in with each other
  • Express your gratitude
  • Debrief after shift

• Outside of work
  • Manage people’s expectation
  • Take advantage of virtual platforms
    • “Formal” and “informal” interactions
  • Surround yourself with positive people
Be present

• Practice compassion
  • For yourself (formal and informal mindfulness practices)
  • For others (loving kindness meditation)

• Learned coping and grounding skills
  • Deep Breathing
  • Journaling, coloring
MHW Approach

1. Intentional Noticing
2. Active Listening
3. Working Together
4. Protective Factors
MHW Approach

1. “I’ve noticed…”

2. “Tell me more…”

3. “What can we do together?”

P. “I’m here to help”
References


• **Free**, guided, self-help program, grounded in cognitive behavioural therapy (CBT) to help **adults and youth 15+** learn skills to better manage low mood, mild to moderate depression and anxiety, stress or worry

• Offers two forms of support:
  1. **Telephone coaching using skill-building workbooks**
     (referral needed by a primary care provider or self-referral with primary care information)
  2. **Online videos** provide practical tips at: bouncebackvideo.ca (access code: bbtodayon)
     (no referral needed)

• Participants are contacted within **5 business days** of referral being submitted

• Telephone coaching available in **17 languages**

• **No travelling required.** Participants receive support in the comfort of their home at a time that’s convenient for them

For more information, visit: bouncebackontario.ca.
If you’re a healthcare professional seeking resources, email: bounceback@ontario.cmha.ca.
• Free, safe, anonymous 24/7 community support for adults and youth 16+ to cope with depression and anxiety, as well as social isolation
• Users can talk anonymously to others experiencing similar issues
• Site is monitored by trained counsellors 24/7
• Users have access to online guided support courses on depression, anxiety, weight management and more
• Users can express how they’re feeling using creative tools (such as bricks)
• Users can register online themselves or be referred by their primary care provider to: bigwhitewall.ca

“On the Big White Wall, I was able to connect with people all over the world, completely anonymously, monitored and safely, who were sharing my concerns.” Big White Wall client

For more information, visit: bigwhitewall.ca
Resources
Resources

HERE4HEALTHCARE.CA
A RESOURCE FOR FRONT LINE WORKERS

LET'S PROTECT OUR MENTAL HEALTH, TOO.

Mental Health Commission of Canada
Commission de la santé mentale du Canada

BounceBack®
reclaim your health

Big White Wall®
Thank you!
from Mental Health Works
Coming up next

Part 2: Reducing burnout and compassion fatigue with mindfulness

Thursday August 13th from 12:00-1:00pm
Thank you!