

Canadian Mental
Health Association
British Columbia
Mental health for all

Association canadienne
pour la santé mentale
Colombie-Britannique
La santé mentale pour tous


MENTAL HEALTH AT WORK

Compassion Fatigue


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Presented by: Canadian Mental Health Association, BC Division

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Ancestral Land Acknowledgment




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About CMHA

- One of Canada's most established charities, now 100
- Our policies and programs anchored in evidence and informed by people's personal experience.
- We work towards mental health for all, including people with addictions.
- Over 120 locations throughout Canada; 14 in BC



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Course Goal

**To provide knowledge and skills
to help you recognize and
develop strategies around
compassion fatigue**

Outline

- What is compassion fatigue
- ABCs
- Workplace strategies
- Resources

Compassion Fatigue: An Introduction



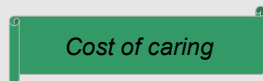
Compassion

"sympathetic pity and concern for the sufferings or misfortunes of others"
- Oxford Dictionary



Compassion Fatigue

"We feel the feelings of our clients. We experience their fears, We dream their dreams. Eventually, we lose a certain spark of optimism, humor and hope. We tire. We aren't sick, but we aren't ourselves."
- C. Figley 1995



Compassion Fatigue

- The negative aspects of helping
- May be related to:
 - Providing care
 - To the system
 - Work with colleagues
 - Beliefs about self
- Work-related trauma
- Burnout



Story of the Frog



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COVID-19 Impact

- 46% worried/anxious
- 24% parents
- 81% workers impacted
- 25% substance use increased



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What it isn't


*Compassion fatigue is
not a failing;
it just means we are
out of balance and we
need to realign
ourselves.*



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ABC's





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ABC's of Prevention

Awareness


- Recognizing the signs


Balance

- Self Care
- Positive Coping Strategies
- Emotional Boundaries

Connections

- De-brief
- Positive support System






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Awareness - Recognize the Signs





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Compassion Fatigue

Physical and mental exhaustion and emotional withdrawal

Emotional exhaustion and a profound decrease in the ability to empathize- "becoming jaded"

Stress that occurs as a result of trying to help others in need

Emotional Blunting



Awareness - Recognize the Signs

- Chronic mental and physical exhaustion
- Reduced feelings of empathy
- Diminished enjoyment of career
- Poor work life balance
- Reduced concentration
- Impaired decision-making
- Withdrawal and isolation
- Loss of purpose
- Impaired immune system
- Feelings of irritability, anger or anxiety
- Depersonalization



Balance / Self Care

- Practice healthy nutrition
- Breathe
- Practice work-life balance
- Seek and give support (co-workers, family, community)
- Take a break
- Relax
- Walk
- Treat yourself
- Mental Fitness
- Mindfulness/ Meditation



Balance / Mindfulness

Jon Kabat-Zinn defines it as:

"Awareness and paying attention in the present moment non judgementally"



Balance / You

- Honor your emotional needs/**Self Compassion**
- Set emotional boundaries
- Re-energize with interests/hobbies
- Practice positive coping strategies
- Seek personal therapy




Connections

- Talk out your stress
- Cultivate healthy friendships
- Build a support system
- Pets



Workplace Strategies



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Awareness - Protective Factors

- Social support
- Environmental factors
- Culture and tradition







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Protective Factors

- Social support
- Environmental factors
- Culture and tradition
- Personal Resilience
- Sense of belonging and purpose
- Technology for connecting
- De-briefing



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Psychologically Healthy and Safe Workplaces

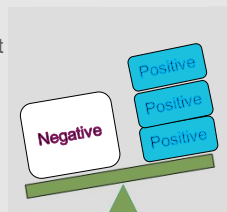
- Psychological Support
- Organizational Culture
- Clear Leadership and Expectations
- Civility and Respect
- Psychological Job Demands
- Growth and Development
- Recognition and Reward
- Workload Management
- Engagement
- Work/Life Balance
- Psychological Protection
- Protection of physical safety
- National Standard of Canada – Psychological Health and Safety in the Workplace (2013)

Balance in the Workplace

- Open Discussions about CF
- Regular breaks
- Routine check-ins
- Formal or informal de-briefing
- Onsite counseling
- Relaxation rooms, massage, meditation classes, etc.

More- Ratio of 5 to 1

- Increase awareness of negative comments and work to a ratio of 5 to 1
 - Prevent Bucket Dipping
 - Shine a light on what is right
 - Make Friends
 - Give unexpectedly
 - Reverse the Golden Rule



Connections - Challenging Conversations

When you recognize signs in a colleague how do you have that Challenging Conversation?

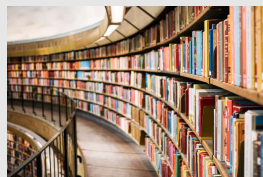


How to have challenging conversations

- Talk to yourself
- I notice
- I'm wondering
- How can I help?
- Take a moment



Resources

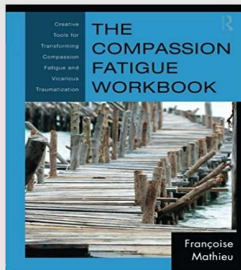


Getting help

- Family doctor best first point of contact
- Benefits plan may offer psychological services
- Supervisor, Manager, HR or Union
- Mental Health Support Line **310-6789**
- Suicide Help Line – **1-800-SUICIDE**
- Canadian Mental Health Association
 - www.cmha.bc.ca
 - www.cmha.ca

Compassion Fatigue Resources

<http://www.tendacademy.ca/books/>




The Compassion Fatigue Workbook



Creative Tools for Transforming
Compassion Fatigue
& Vicarious Traumatization

Workplace Health Resources

<https://www.workplacestrategiesformentalhealth.com/resources/prevent-burnout>


 Workplace Strategies for Mental Health
Department of Labour

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On this page

What is burnout?

Recognize signs and symptoms

The lies we tell ourselves

Prevention



Prevent burnout

Strategies to help identify risks and prevent burnout for yourself.


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Mental Health

HeretoHelp is a project of the BC Partners for Mental Health and Substance Use Information

We are a group of seven leading mental health and substance use non-profit agencies. Since 2003, we've been working together to help people live well and better prevent and manage mental health and substance use problems. [Learn more.](#)





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Mental Health


WELLNESS MODULES:

- Mental Health Matters
- Stress and Well-Being
- Social Support
- Problem-Solving
- Anger Management
- Getting a Good Night's Sleep
- Eating and Living Well
- Healthy Thinking
- Finding Balance
- Staying Mentally Healthy with Technology
- Mindfulness

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COVID-19 in BC



**COVID-19: STAY WELL
IN UNCERTAIN TIMES**



<https://cmha.bc.ca/covid-19/tips-for-managing-anxiety/>

<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/virtual-supports-covid-19>





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CMHA Support

LIVING LIFE TO THE FULL
helping you to help yourself




Confident Parents
Thriving Kids


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Thank you!

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