Approaching Minimums: Finding the balance between peer support and maintaining wellness.

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### Objectives

Recognizing signs

Individual coping strategies

Self-Compassion as a coping strategy

Mindfulness as a strategy

"The pessimist complains about the wind; The optimist expects it to change; The realist adjusts the sails."

William Arthur Ward

#### Terms

**Compassion Fatigue** 

Burnout

Warning Signs

Peer Support

### Burnout or Compassion Fatigue?



"It's the sprinkler system, sir... employee burnout keeps setting it off."

#### **Compassion Fatigue-Definition**

According to Charles Figley (2002), compassion fatigue is a function of bearing witness to the suffering of others. It is a secondary traumatic stress reaction. It is defined as a state of tension and preoccupation with the traumatized consumer by re-experiencing the reported traumatic events, avoidance/numbing of reminders, and/or persistent arousal (e.g., anxiety) associated with the consumer.

# **Cognitive Warning Signs**

- Intrusive thoughts and/or images of consumers' traumatic situations
- Developing a worldview in terms of
- victims and perpetrators
- Decreased sense of safety
- Increased suspicion of others
- Decreased trust in others
- Diminished feelings of personal
- control and freedom
- Feelings of therapeutic impotence/helplessness
- Loss of hope Guilt
- Victim-blaming
- Diminished sense of purpose, accomplishment, or enjoyment of work
- Difficulties with attention and concentration
- Increased forgetfulness



Inspired by recent television shows, Nortel devised a new way to downsize

#### **Psychological/Emotional Warning Signs**

- Increased anger and irritability
- Lower frustration tolerance
- Depression
- Decreased ability to feel joy
- Increased feelings of anxiety
- Feelings of horror or dread
- Inability to maintain balance between empathy and objectivity
- Feeling unappreciated, alienated, and isolated
- Emotional withdrawal from colleagues, friends, and family
- Over-identification with certain consumers
- Marked or increased countertransference issues with certain consumers

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I DON'T HAVE A BAD ATTITUDE SIR. I ALREADY TOLD YOU THAT WE HAVE OUTSOURCED ALL NON-ESSENTIAL TASKS LIKE BEING EMPATHETIC AND COURTEOUS, SO WE CAN FOCUS ON WHAT'S REALLY IMPORTANT.

#### **Physical Warning Signs**

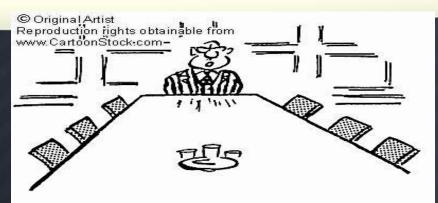
- Chronic fatigue
- Increased somatic complaints (headache, stomach aches, back pain, etc.)
- Increased muscle tension
- Physiological arousal in the form of palpitations and hypervigilance



"The test results are in. The tightness in your chest and numbness in your extremities are caused by the biking outfit you're wearing."

#### **Behavioral Warning Signs**

- Difficulty sleeping (insomnia or oversleeping)
- Workaholism
- Increase in addictive behaviors such as compulsive eating or substance abuse
- Impairment in day-to-day functioning including missed or cancelled appointments
- Decreased use of supervision
- Increased isolation
- Chronic lateness
- Increased absenteeism from work



"Gentlemen, I've called this meeting to discuss absenteeism."



"Thank goodness you're here—I can't accomplish anything unless I have a deadline."

## Let's talk maintaining wellness



### Wellness

• Wellness is not the same as health. Health generally refers to only the physical well-being of an individual Wellness refers to the relationship between the physical, emotional, spiritual, intellectual, interpersonal/social and environmental aspects of life

## **Physical Wellness**

- Being active
- Getting exercise
- Maintaining a healthy body weight
- Eating right from the recommended Food groups
- Maintain Hygiene
- Not smoking
- Getting rest

# **Emotional Wellness**

- Handling stress
- Maintaining the immune system
- Deal with emotions properly
- Laugh (It's the best medicine)
- Don't over react
- Avoid unnecessary stresses
- Find/do things that make you happy



# **Spiritual Wellness**

- Belief in a Higher power
- Church attendance
- Meditation
- Live in a way you believe you should live your life

## Intellectual Wellness

- Thinking
- Taking a course
- Mental games(Sudoku/Crosswords)
- Challenge yourself
- Read a book
- Open your mind
- Learn something new

## Social Wellness

- Surround yourself with good people
- Get out there and talk to people
- Take time for others
- Give/volunteer
- All of you are experts at this aspect of wellness



### Balance

We all need to balance these areas of our lives; however, the needs of each individual may be different – Some of us will have more needs in the physical realm, others may need to meet more emotional or social or spiritual needs As adults, we become more aware that time is important and we make our choices differently than when we were younger .

Without balance it becomes difficult to carry out our normal lives. Life balance is an individual choice, Determined by setting priorities as to what is important to you.

We need to make decisions about our lives by prioritizing our choices. If we don't take the time for things that are important to us, we probably won't do them. Are the things you value the same things that are taking up your time?

Learn to prioritize and place importance on those things you value. Make time for the things that really matter to you..

# The pilot profession

- **Requires a defined psychological (characterial?) profile:**
- Independent thinker, usually strong character but still dedicated team players
- Decision friendly
- Mentally balanced & stable characters
- Strong professional links between individual pilots due to shared values, lifestyles and experiences.
- Highly skilled & trained (usually highly motivated)
- However, just like others, pilots are not immune & vulnerable to many outside influences:
- Multiple job stresses (safety / managerial / economic)
- Additional burdens: costs / new business & employment types / operating to the limits of legal provisions "common" life stresses (financial, health, family ...)

## Why Peer Support?

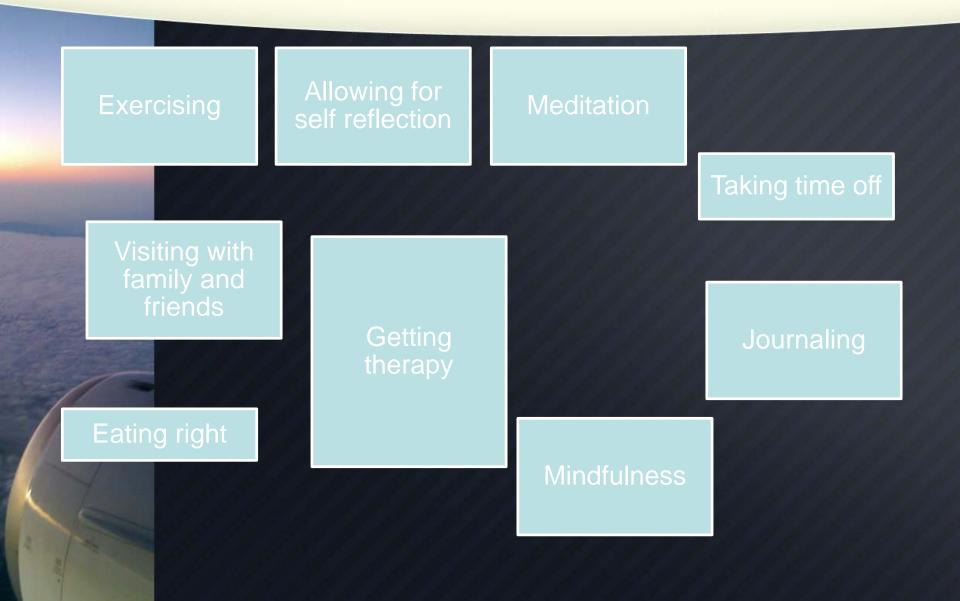


#### Pilot Peer Helpers Need Strong Mental Muscles



Our mental health is as important as our physical health.

#### **Individual Coping Strategies**



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#### **More on Individual Coping Strategies**

humor

Having support and meeting with friends or colleagues in the field

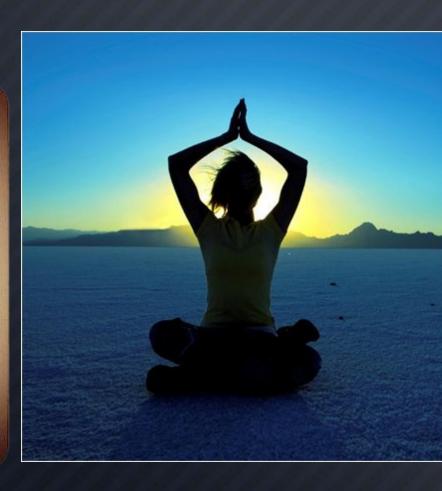
Self-care plans

Stress management training

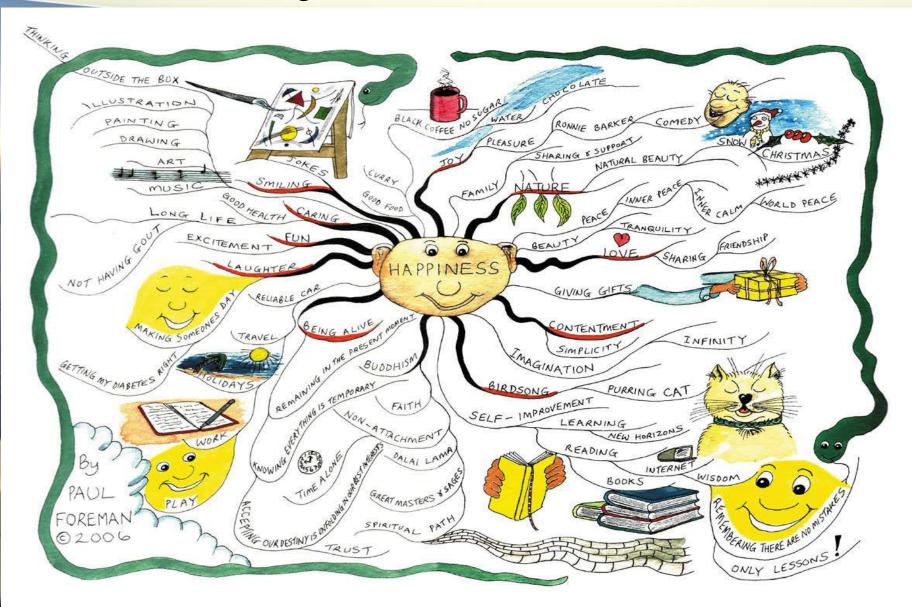
Case discussion and regular supervision

#### Self-Compassion and Mindfulness

"I have come to believe that caring for myself is not self indulgent. Caring for myself is an act of survival." - Audre Lorde



### Remember to take time for fun in your life and find something to laugh about as often as possible!!!!



#### **Self-Compassion as a Coping Strategy**

 Having compassion for yourself when you are having a difficult time, fail, or notice something you don't like about yourself in the same way you would have compassion for others.



#### Self-Compassion

Components:

3

- Self-kindness
- CommonHumanity

- Mindfulness

but play courage knoness anativity box openness ecceptance intuition compassion belonging faith enough accountability authenticity gratitude viberobility authenticity gratitude viberobility connection revilience honesty wholeheastedness worthiness boundaries hope imperfection inspired Jon

## What Self-Compassion Isn't

#### Self-pity

Self-indulgence

#### Self-esteem

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#### Mindfulness as a coping strategy

Think Mindfully "Concentrated awareness of one's thoughts, actions or motivations"

• (Think Mindfully, 2012).

#### To Practice:

- Use an anchor, such as breathing
- Notice thoughts and feelings
- Avoid judgment

# **Provider Resiliency Phone App**





AND REAL PROPERTY IN

#### When in Doubt: Call the Nurse ③

