

Session 3: Fatigue, Burnout and Resilience

Speaker 1 ([00:00](#)):

Welcome everyone. Welcome to the third of the free webinars series for personal support workers, healthcare assistance, and, , community care assistance, or continuing care assistance brought to you by life and death matters. The Canadian hospice, palliative care association and hospice palliative care Ontario. We have over 700 people who have signed up to be informed and to attend at parts of this series. We did send out reminders a week ago, yesterday and today, knowing how summer has, hopefully just refreshed us on washed off some of our memories of things that we had scheduled for the fall. So we wanted to make sure everybody was, , alerted and reminded. So welcome. It's exciting to be here with you re realize that across the country, healthcare assistance, continuing care aides and personal support workers are called by different terms, but we will refer to you as personal support workers in this series.

Speaker 1 ([01:01](#)):

I do love the fact that the work that you do is personal. It is so about support and it is so much work. And so we use that term. This session on fatigue, burnout, and resilience is specifically developed for you to help you address these very, very current, very real issues. And our hearts are with you, especially as we enter this fourth wave of the pandemic, as you strive to provide best care in your work setting, strive to care for family and friends and community. My name is Katherine Murray. I'm a hospice palliative care nurse, educator and author. Some of you will know me because you may have used these texts that are shown in the, in the PowerPoint here. You may have seen those in the, um, in your PSW training or in your orientation or your ongoing education in your workplace. So the texts that I'm referring to, and that is also used in the pace for PSW is integrating a palliative approach, essentially for personal support workers.

Speaker 1 ([02:09](#)):

I'd like to start by just giving a tribute to you as personal support workers you are often referred to as the eyes, the ears and the hands of the healthcare team, people that you care for often describe you as the heart of the team in the report on staffing and long-term care released by in a year ago, by the ministry of long-term care in Ontario, you were described as the backbone. And, and indeed you do so much of the heavy lifting in the past year. You have especially been called, or you have particularly been referred to as heroes and heroic you are. But the reality is, and we want to address this today. That as much as it's a thrill to be called a hero, I think that would be kind of cool as much as it's incredible to be called a hero. The reality is that your bodies are normal.

Speaker 1 ([03:00](#)):

They are human. They're not superhuman. And you need to take care of yourself. Burnout fatigue, grief are realities. At this time across the country, we are hearing the same theme from nurses, healthcare workers, physicians, so the whole healthcare, all healthcare professionals. And so it seemed especially important for us to address this topic today. Just a couple of comments in preparing, oh, first of all, I would like to also though, before I introduce our speaker who we are honored to have today, I would like to introduce you to pace for PSW, the palliative care education for personal support workers. This program is developed in a collaboration between the Canadian hospice, palliative care association, hospice, palliative care, Ontario, and life and death matters. Each course is written specifically for you to learn the skills for providing hospice and palliative care for integrating a palliative approach. And each of the courses are geared to helping you meet the provincial and national palliative care competencies.

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Speaker 1 ([04:12](#)):

Very exciting. There are 10 courses in the program offered in French and in English. The first five courses will be available when registration opens in the coming month. and the remaining five courses, one will open about every six to eight weeks and all 10 courses will be available by March, 2022. Each course will be about one and a half to two hours long, completely independent studies. So you can study any time of the day or night when it works for you. You are not online at the same time as other people. So for example, this particular course, we would call this particular webinar. We would call synchronistic in that we are all here together today. But in fact, you can also listen to this webinar later with the online courses, each course is available, will be available once you register for it, each course will be available and you can complete it anytime of the day or night.

Speaker 1 ([05:15](#)):

One of the exciting things is when you've completed all 10 courses, you receive a national certificate from CHPCA, HPCO and Life and Death Matters. So for more information, and to sign up for more, for further information, go to www.paceforpsw.ca. And, uh, today we will draw a name at the end of the session. a random number will be, or random name will be drawn, and that person will receive one course out of the 10 courses, one course to attend free of charge. Now, I will introduce you now to my esteemed colleague and friend Michelle O'Rourke. Michelle is a hospice palliative care nurse, and is also also an author and has some beautiful books that she's like identify the images here. Michelle is presenting this session, titled fatigue, burnout, and resilience. She is also the cohost for this series. Please enjoy the comments contributed, by Michelle and also please participate and, and make comments in the chat as we go.

Speaker 1 ([06:28](#)):

if you want to send a comment specifically just to the panelists, then you can choose to send it just to the panelists. If you want to send it to the whole entire group, just click on everyone in the chat. If you want to make a comment and remain anonymous, just put anonymous or confidential at the beginning, and then Michelle or guy can raise whatever concern it is you're raising, but we won't use your name. When we raised that issue. Michelle, I'll let you take it away. After Michelle speaks, we will have time for discussion. And then, we will have, a couple of minutes to just tie up. And before you leave, we'll ask that you complete also the survey about today. there we go. So that's our agenda for today. Our outline for today, Michelle,

Speaker 2 ([07:17](#)):

Thanks very much, Kath. I'm really excited to be here. And I, I'm really excited about this, about this topic, because it's something that I'm very passionate about. And, if you joined us back in may and in June for the PSW webinars, then one in may was about our experiences during COVID and then one in June was about grief. those are, those links are still on the life and death matter website. So you can visit those if you, if you weren't able to join us. But when we talked extensively about grief and in particular, the grief of COVID, we said that, you know, the next webinar is about how do we address some of this stuff that is happening to us during this difficult time. And first of all, I just want to thank you for the work that you do. As caste said, you're the backbone, you're the eyes and the ears.

Speaker 2 ([08:10](#)):

You're really the heart of, of the work that is taking place. So intimately at the bedside, whether you work in long-term care, whether you work in the community, whether you work in retirement, whether

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you work, in another setting or work is so very, very important. And so today what I'd like to do is just kind of walk through a couple of different things. We're going to look at the many, many stressors that we have in some of these, won't be new to you, but I think we don't realize how much we're carrying on our shoulders at any one time. We're going to talk about burnout and compassion, fatigue, and PTSD, and the strategies that help us to avoid those things happening and look at the concept of resilience and the things that can help us to stay strong and healthy. So when we think about the pandemic and we think about the reality that we're living in, in our workplace, I think, you know, sometimes you wake up in the morning and you feel so heavy and you think, why am I feeling this way?

Speaker 2 ([09:11](#)):

And you can't pinpoint it, but I really believe it's a whole combination of factors. And the first one is grief. We talked a lot about this at our webinar in June grief is our response to loss and it doesn't mean just a response to the loss or the death of a person. It's a response to loss in general and the loss of our ability to go get groceries. The way we used to be able to go get groceries with our families, you know, the loss of our ability to work without PPE. Like we've lost a lot of things. And so we're suffering this constant collective grief, and it's not just in our workplace, it's around the entire world because we're all living through this pandemic together. So there's a lot of grief that I think is right at the top of the list, in what we're experiencing every day, whether we realize it or not worry and anxiety, there's so many stresses and we have stresses at home as well.

Speaker 2 ([10:10](#)):

We've lost control. We don't make the rules about the lockdowns and about the vaccines. And so there's continuous change. There's new rules, there's physical, mental, emotional exhaustion. And the big thing is we haven't had time for downtime. We haven't had time to regroup, so we don't have any reserve. We've been at this for over a year and a half now. And we just keep trying to chug along every day, our return to whatever normal is going to be still seems so far off, even though, you know, we have that scenes and, you know, we also have a fourth wave now and it's, it's very, very difficult and very frustrating for us because we don't know what the future is going to be and we just long for a break. And I'm sure there are many of you who haven't been able to even have time off, let alone take a vacation.

Speaker 2 ([11:01](#)):

And so we long for that to come back. And if we take those things that we experienced during the pandemic, and we add in our everyday stressors, just our personal stressors, you know, how do I pay the bills? How am I going to get everybody to all their sporting events? How do I get my mothers to the doctors? And, you know, just the things that are happening in our personal life. And then we have the things happening in our professional life. You know, our workload, our work schedule, our frustration, maybe at getting called in time and time again, because people are off sick or we don't have enough staff, the system and organizational stresses, you know, the healthcare system is really struggling. It's very, very stressed. And, so as long-term care and so is community care. And so, you know, we have those stresses where we're frustrated with what's happening in the system.

Speaker 2 ([11:55](#)):

We have cultural stresses, the stresses, you know, being thrown into a, election right now and, and living with all of the reality of the residential school trauma and, what's happening to people of color. And there are so many cultural things that are just, they maybe are in the front of our mind all the time, but they're in the back of our mind, we struggle with that. We want to say the right thing. We want to

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do the right thing. And then globally global warming climate change, you know, half of the country's been on fire and having heat waves and there's hurricanes and there's, you know, severe thunderstorms and tornadoes. And we know that, you know, something like climate change is in the back of our mind, we're trying to do our best. We're trying to teach our children, we're trying to recycle, but these are just inklings of stress that kind of sit in our body all the time.

Speaker 2 ([12:54](#)):

And then we have the challenges that are inherent in the work that you do in being a care provider and being a personal support worker, physical strains. There's not enough time. There's not enough help shift work having to, you know, do so much lifting, emotional things, guilt and shame, feeling not supported, feeling isolated, feeling hopeless, our mental strain, you know, being exhausted, having so many things to do and not enough time. So these are challenges that we carry just because we're caregivers. And then there's the challenges we carry because we're caregivers during the pandemic. So, you know, we haven't been able to provide the care the way we used to the way we wish we could, and that causes us moral distress. It, it adds more pain to the suffering. So the fact that we've had visitor restrictions that we've maybe had to be family for people, as they said goodbye to their loved one, because their family was not allowed to be with them, losing our residents, losing our clients, some of them to COVID some of them to just tragic circumstances, having to use PPE all the time and not being able to, not so much fear of our own contact or brain COVID home to our loved ones, or perhaps you were sick with COVID yourself, having the loss of help, our volunteer programs aren't running.

Speaker 2 ([14:18](#)):

So we don't have the people that can help us out in our day-to-day work. And there's never enough resources. There's never enough staff, there's never enough money. And so all of these things together, we carry on our shoulders, whether aware of them or not. And, and so they make us heavy. And so when we look at a strategy for addressing challenges, I really think there's three different things that we have to look at. And the very first top priority is support. Making sure that you have enough support, making sure that you have somebody to talk to both in your personal life and you have opportunities for debriefing in your professional life, helping to build more supports into the workplace. And the second one is knowledge coming to a workshop like today, arming yourself with understanding and education about what is passion, compassion, fatigue, and burnout.

Speaker 2 ([15:14](#)):

And how do I mitigate that? How do I take care of myself so I can stay as healthy as I can during these difficult times, taking a course like, uh, pace for PSW is one of the components of that course will be about taking care of yourself. And so, you know, arming ourselves with knowledge is really important. And the third one, I think I like to call perspective sometimes just changing the way that we're looking at a situation, we can have a more positive outcome, and we can have personal and professional growth, just by how we approach a challenge or a situation. So the first one being support, it's important for us to have enough support at home and at work, checking in often with yourself, checking in with your colleagues, checking in with your managers, you know, even just that simple, how are you doing?

Speaker 2 ([16:12](#)):

I mean, how are you really doing? And sometimes we're doing okay, but sometimes we're not doing okay and we need to have a safe place to talk about. Sometimes I've been involved in, uh, lots of different support groups that are just happening over zoom people kind of sign on and they can talk

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about what's happening because it's hard for people to be face-to-face at work, especially where, when you work in the community and, you're by yourself, or if you're having a staff meeting, whether it's in person or whether it's over a zoom platform, to be able to have a few minutes at the beginning for check-in and just to go around the group and say, how are you doing? And, you know, it's so important if you feel that you're struggling, that you're not doing well to seek out professional help, to talk to somebody you trust to see what it is that you need to stay healthy. And that's not a sign of weakness, that's a sign of health. You have to invest the time you need for this and make it a priority because, you know, we can't change what's happening. We can't get rid of this pandemic that we're living through as traumatic as it is. We can't fix it, but we can hold space and be present for each other during this time, both for our family and our loved ones for our colleagues, for our clients, for the, our client's families, we need to build in that support.

Speaker 1 ([17:41](#)):

Michelle. Yeah. just comments that have come in and a few private ones too. And one person just mentioning how difficult it is to have people protesting in front of their facility about whether to wear masks or not, you know, not wanting to wear a mask. You know, how especially difficult that is when, you know, months ago people were applauding and, you know, hitting the pots and pans and all to acknowledge and tribute the incredible work done. And now to have people doing this and targeting the site where these guys are working so hard.

Speaker 2 ([18:19](#)):

Yeah. That's very, very difficult. And, and, you know, I read it a really good article the other day written by a physician in the United States who said, it's so hard not to be angry at these people that I'm taking care of an ICU who have chosen not to be vaccinated. And they shouldn't be this sick and, and it's, and the people that are protesting, it's so hard to be, not to be mad at them and what he found in his own reflection. He said, I don't think that I'm really as angry with them as I am with the people that are circulating all of these, you know, false hoods and conspiracy things on social media, because really some of the people who are making these choices really believe they're doing the right thing. And he said, I need to be mad at the, at the information they're receiving and I need to do whatever I can to continue to take a deep breath and just give them the right information.

Speaker 2 ([19:17](#)):

And so, you know, maybe that's a good lesson for all of us. it is really, really hard. And I know there's dissent right in our own families of people who agree with this and people who don't see it as important. And maybe people on this, on this webinar today have varying opinions and feelings about vaccines and different kinds of things. But you know what, we're just all in this terrible time together. And we have to just keep trying to, to move forward and stay as healthy as we can and look for the truth as much as we can.

Speaker 1 ([19:53](#)):

And pat has just mentioned Michelle, just the lack of continuity. And at first I wasn't sure she was meaning with, with, assignments to patients, but, but also, what people believe about vaccinations, et cetera. And then, and then somebody saying, I, it comes down to how we treat one, another vaccinated or unvaccinated, and just this whole thing that staff is confused. And, and, and how do we treat each other in a kind way? And, and I think one of the things you and I talked about too, and that you'll come back to in your big word of self-compassion is also compassion for one another. But thanks. I just

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wanted to let you know, too, some of the comments are coming in so that you were part of that discussion.

Speaker 2 ([20:45](#)):

Well, thanks, cath, because when, when my slides are up, I can't see the chat at the same time. So Kath will probably do that. She'll kind of interject with some of your, your, comments, but also at the end, I've left some time for you to make some comments. So you will have time for us to kind of unpack a little bit more of this, a little, you know, with a little bit more time, for sure. So, so the first leg of this, strategy for addressing these challenges is to make sure we build in support. And so even as far as this whole thing with people protesting, make sure that you've got a safe place to talk about that, about how you're really feeling. And, and even if you're confused, it's okay. We just have to continue to keep the dialogue going. the second leg is knowledge.

Speaker 2 ([21:33](#)):

And so learning about things like compassion, fatigue, and PTSD, and why I'm feeling the way I'm feeling and how to mitigate that. So, you know, when we look at something like compassion, fatigue, it's a profoundly emotional and physical erosion that takes place when people who are helpers, who take care of other people for their jobs, don't refuel and regenerate. And sometimes it's just something that creeps in over a number of years. Eventually you maybe have some of these signs and symptoms. I don't know why I'm not sleeping so well. I don't know why. And, and it comes because you haven't taken the time to refuel and regenerate and you're becoming depleted. And when we talk about compassion, fatigue, there are some other things that can kind of creep in at the same time. One of them is called vicarious trauma. And, and that means, you know, if you listen to other people's stories of suffering all day, sometimes you suffer yourself because of that, even though this, even though the suffering isn't happening directly to you, or that you're traumatized by that, even though the trauma isn't happening to you, but you're traumatized because you're listening to those stories or taking care of people who are suffering.

Speaker 2 ([22:46](#)):

And so we carry that. We carry those burdens and moral distress is also kind of associated with that. And that has to do with the part of us at our heart and our soul and our values where some things just don't sit right with us. Maybe we're being asked to discharge somebody from, from our care and we know they're not ready. We know they still need PSW help. And it just pulls our heart out to think that they're not going to have the help that they need, that's moral distress. And so we carry a lot of things where we maybe aren't in sync with our employers or with the rules. And that causes us moral distress. Burnout is something that's a little bit different burnout can happen to anybody, even in a non helping profession. So vicarious trauma and compassion, fatigue, those things happen, particularly the people who take care of other people for a living and, or even for informal caregivers.

Speaker 2 ([23:51](#)):

So if you're caring for someone else and you don't nourish yourself, you can kind of get carried out. You can get to the point where you just don't care anymore because your fatigued burnout is where you have a physical and emotional exhaustion, low job satisfaction. You feel powerless and overwhelmed at work, but it can happen to you if you work at the bank, or if you work in a factory, it can happen to you, even if you're not in a profession where you don't take care of other people, but for the people that work at the bank, they maybe can just change jobs and that can satisfy their burnout. It can change the

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perspective, but for people who suffer from compassion, fatigue, or empathy, fatigue, if you start to develop an inability to feel compassion for others, you can't turn that back on again, just by changing your job.

Speaker 2 ([24:46](#)):

So that's why it's important for us to try to keep something like this from happening to us so that we can stay healthy, and not burnout out. Totally. So kind of the flip side of compassion, fatigue is compassion satisfaction. And, and that's when I was talking about perspective. Sometimes we have to take the time to look on the other side. We do derive pleasure from doing our work well, or we wouldn't be doing it. You know, when our residents, when our clients, when their families tell us, you know, what an angel you are, thank you. I don't know what I would do without you there's pleasure that comes. And it feeds us. And it helps us to continue to be compassionate. Sometimes, you know, there's a possibility, a positivity in our community and with our colleagues and in our workplace because we make a difference.

Speaker 2 ([25:41](#)):

And so sometimes what we need to do when we're feeling particularly low is to really sit down and I'm going to be talking about, reflection. And self-awareness, you know, that's the time when you sit with a cup of tea and you just kind of say to yourself, what keeps me going, how have I made a difference? And, and sometimes it's, is this still the right job for me? But a lot of times, you know, people will say to us, maybe thank you so much, 10 times over the course of a day, but we let it roll off our back. Whereas if we sit and we let those voices come back into our minds and in the evening, or on the way home from work, where we kind of let those, words bay, our weary souls, so that we hear people, you know what, thank you.

Speaker 2 ([26:31](#)):

I did make a difference today. And, there are people that appreciate me, even when I don't feel appreciated. Let those moments nourish you. That's one of the ways that we can sustain ourselves, especially during this difficult time. So I talked about the fact that the pandemic is a traumatic experience and it says it has been well, it continues to be we're still in the pandemic. So we are suffering trauma just because we're living in this time. And for, you know, what this psychologist tells us about suffering trauma is that when we suffer trauma, parts of our brains, shut down for us to survive, that is what our body does. And so sometimes we kind of think, geez, I'm not in my game, or I've got, brain fog. And I don't know, what's the matter with me? What, why am I not on my game?

Speaker 2 ([27:27](#)):

Well, it's because we're living through trauma, so we're not able to process everything that's going on around us and that's normal and that's okay. And we have to accept that because of the time we're living in, because in-depth processing of trauma happens years later when you're in a safe place, but when you're in the midst of trauma and this last point is really important, it's important that just getting by emotionally functionally is okay. We have to keep our expectations, realistic, our expectations for ourselves, for our colleagues, for her employers, for our family. You know, we really have to realize the trauma that everybody's looking through right now.

Speaker 2 ([28:16](#)):

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And I just want to go one step further and say, you know, when we talk about trauma, we think of something like PTSD and PTSD is really very real. but it's also diagnosable and it's treatable. So if you are having some of these more severe psychological symptoms, if you're actually having nightmares, if you're having really difficult time with your memory, if you're finding that you're depressed or you're having suicidal thoughts, please get some professional help, talk to somebody that you trust. because this is treatable and you don't have to suffer. and you don't have to let it spiral down into something as severe. So, so just be aware of that and be aware of it in your colleagues. If you're worried about somebody, please, don't be afraid to say, Hey, you know what, I'm a little bit worried about you, would it help to talk to someone?

Speaker 2 ([29:16](#)):

So what would this leads us to this whole concept of needing to build resilience? And, you know, when you think of a tree in a storm and the wind comes whipping up in the tree gets pushed forward, but it doesn't kind of break because the roots are strong because it's got it's grounded in the earth. And so bends and bends and bends, but it's able to bounce back and not just back to upright, but also forward, you know, resilience helps us to move forward and then to come to be strong, to have that capacity, to move with the chaos and not break. Totally. And so sometimes we all know people that seem to have a natural capacity to roll with the punches. And, and yet resilience is something that can be learned and developed. And so all of us can do more to kind of become stronger for our own sake.

Speaker 2 ([30:21](#)):

And there's a long talk right now about people in healthcare saying, well, I don't want to be told I need to be more resilient because then they're just going to pour more work on me. And, and that's true. We, we don't want that to happen, but if you're looking at trying to build your resilience, do it for your, for yourself, for your family, for your loved ones, to build that capacity, to stay strong and stay healthy so that no matter what comes at us next on top of all of these stresses that we already have, that we've got some strength. I say COVID has taught us already that we're resilient. I mean, we've been able to survive something we've never been exposed to before. and not just survive, but thrive. And, and so I think, you know, we've got resilience, and we've got the ability to keep moving forward. So people who are experts in compassion, fatigue, we'll talk about people who are caregivers like yourself, people who help other people, what did we need to stay healthy? And there's three important things, self care, improving our self-awareness and reducing chronic stress.

Speaker 2 ([31:32](#)):

So again, sometimes, you know, we kind of say, oh yeah, self-care, self-care, self-care, I don't have to time to take care of myself. I'm too busy taking care of everybody else, but self-care is actually, it's an intentional way of living. It's an attitude where we work in what we need to stay healthy and nourished into our day to day routines and into our schedule. It's not one more thing to add to our already overburdened to-do list, because you're the only one who knows what it is that refreshes you, who holds you. You can't give what you don't have, and if you're empty and depleted, you can't give care and compassion to other people it's easily. And I love this icon. You know, we wouldn't let this happen to our phone. We wouldn't let her phone battery die. Totally. So why do we let it happen to ourselves? So self care is really, it's not a luxury, it's a priority. And every time you plug your phone in at night, maybe you can stop and say, what did I do for myself today? And what am I going to do for myself tomorrow? What do I need?

Speaker 2 ([32:43](#)):

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Because caring for yourself is an inside job. You have to be convinced, nobody can do it for you. You have to make choices that help you to stay healthy for yourself. And, only, you know what that is because for everybody else it's different. It's also a holistic thing where we have to not only take care of our body, but our mind and our spirit. And so we know in Colleen of care that we like to look at the whole person don't we, well, we have to do that when we look at ourselves and when we take care of ourselves. So of course, some of the things when we're looking at taking care of our body, again, because I said, we're living in this time of trauma and we don't have a lot of reserve. We don't have a lot of extra energy.

Speaker 2 ([33:34](#)):

So don't try to take on some great, overwhelming weight loss program or, you know, weight training program, just do the baby steps. Just keep your expectations realistic. You know, am I eating three meals a day? Am I eating healthy? Or am I just resorting to the, the carbs in the freezer? You know, so just a little, every little bit that you can do for yourself is important. If you're tired in the afternoon, take a nap, don't be afraid to do that. Don't feel guilty seeing your doctor when you need to and taking regular breaks, caring for your mind during this time is really important as well. And, you know, I'm really, really convinced about this thing on the top about taking stock of what's on your plate. When we are givers, we love to just give, give, give, and put more and more and more on our plate.

Speaker 2 ([34:33](#)):

And we never take anything off. And before, you know it, we can't carry it anymore. We've got so many things going on and in my, all, I speak to this because of experience I've in my own life, I'm raising four kids. And then, you know, I kind of always had two or three jobs, like probably like many of you. And I know I got to the point where I had to make some difficult decisions because I had way too much going on and I wasn't any good to anybody. I wasn't good to myself, to my family. I had to leave jobs and leave projects that I really loved because it was killing me. And I think that, you know, for us to really be honest, sometimes we need to just sit down with a piece of paper and say, what are all the things that are on my plate right now?

Speaker 2 ([35:23](#)):

Are there things that I can prioritize and say, you know what, after the pandemic, I can go back to that. But right now I don't have the time or the energy to deal with it. Can I delegate it? Are there some things that I can just, let go of? You know, how can I simplify things? So I do have the energy for the things that are important, making sure we find a little bit of quiet time for ourselves every day. Before we put our phone, you know, it's like a little bit of quiet time without distraction and learning the words. No, and enough, our culture doesn't know the word enough, you know, I've had enough, this is I've got enough on my plate. No, thank you. I can't be on that committee right now and not feel guilty about it. So being able to be honest with our feelings is important and then caring for our spirit.

Speaker 2 ([36:14](#)):

What is it that gives you is your passion? How do you feed your heart and your soul? You know, do you just go out sometimes into nature or just enjoying music and the arts? Maybe there's some inspirational writers that you like to read and, and, you know, so many of them, you can have a email in your inbox and inspirational email in the morning, just to kind of start your day attending to your spiritual needs. Maybe you belong to a faith community, or maybe you belong to a drumming community, or maybe you belong to a, a group of people with the same kinds of, beliefs and, and make sure that you are taking

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part in that I know for me, some of what's helped my heart and my soul has been, I have a really close group of friends who always would keep me honest.

Speaker 2 ([37:04](#)):

And instead of just saying, oh, well, we need to do lunch sometime. I would say to them, get your calendar out. Let's make our date today. Because if it's not in my calendar, it's not going to get done. So make it a priority, whatever it is that feeds you. If you need to go for a walk around the block after dinner, if you need to go for a hike, if you need to just sit and reflect or maybe do some journaling, whatever it feeds your soul, make sure you're fitting it into your day and into your schedule. And so how do we know that, I'm a real believer in self reflective practice and this doesn't have to be something that is, onerous, you know, again, just sitting maybe early in the morning or in the evening with a cup of tea or, or maybe a glass of wine and, and just kind of taking a deep breath and say, wow, how am I doing?

Speaker 2 ([37:59](#)):

How did that conversation go today with Mrs so-and-so and maybe what would I say different tomorrow, or letting as I said, those thank yous and, the gratitude shower over your heart and raising yourself awareness, look at your beliefs and your biases, look at, you know, what's happening in your body. I could always tell by what was happening in my body, that I was really stressed. And so you've got to listen to that. So raising our self awareness, trying to be more in touch with understanding how we're doing. And part of that is practicing self compassion and self-compassion is trying to be an inner ally rather than an inner enemy, because usually we don't treat ourselves as well as we treat our friends. And, you know, sometimes we're in a situation of chaos and we have these expectations, well, I should be able to do this, and I shouldn't be able to do that.

Speaker 2 ([38:59](#)):

But as I said, we don't have a lot of reserve right now, and we have a lot of added stresses. So we need to manage our expectations. Sometimes we put those expectations on ourselves and if we can just take a deep breath in a time of crisis and say, you know what, you've got this, you've done this before. You know, you're going to be able to do this today instead of saying, oh, I can't believe that I'm in this situation. You know, we can change that just by taking a deep breath, being compassionate with ourselves. What would you tell your friend if they came to you and they were struggling practicing mindfulness, we're going to talk about that in a minute, finding a way just to, to be compassionate to ourselves in the moment when it's happening. Sometimes we just need to reprogram those tapes playing in our head, because maybe we've had people in relationships or people that were our bosses, say things to us, and those go over and over and, and they're detrimental to our health. And we need to kind of turn those off.

Speaker 2 ([40:06](#)):

So mindfulness is really an awareness of the present moment with acceptance, noticing what's happening when it's happening and not focusing on the past or the future. That's really important with COVID right now, because sometimes we can get so caught up in the difficulties and we just spend all our time wishing that things were the way they used to be or wondering when it's going to end, but we just need to take a deep breath and say, okay, what's in front of me. Why do I need to do today? What do I need to let go of? That's all we can do. We only have control over this moment. We don't have control over this virus or what's going to happen next month. So paying regular attention to mindfulness

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and just taking a deep breath and focusing on the next client or the next phone call or the next conversation is really helpful.

Speaker 2 ([41:04](#)):

So mindfulness, yes, it's fostered in disciplines like yoga and, guided meditation, those kinds of things. in the resource sheet, you can go to the website, mindfulness.org, and you can learn more about it, but you just have to find out what's comfortable for you. How can you be more mindful? I mean, sometimes we're just being more mindful that we eat slower and we savor every bite. So I think the last thing in this cog of, of strategies for addressing the challenges we had, support and knowledge, and then the last thing is perspective. Again, how are we looking at the situation? Is this a solvable or an unsolvable worry? And if it's unsolvable, why am I worrying them? Keeping our expectations, not just for ourselves, but for other people really realistic right now, because everybody is working with no reserve one day, one decision at a time focusing on the present remaining hopeful because you know, the fruits here is still fragile, but I think we can find new meaning along the way.

Speaker 2 ([42:15](#)):

It's important for us sometimes to just even titrate the news. Like I just can't watch the news today. I have to change and just, you know, watch something or read something that's inspiring and uplifting. And there's gotta be a balance between looking inward and, and what are my needs and looking outward and making sure that, you know, we're equally finding that balance to meet the needs with others and meet our own needs because compassion goes two ways. So focusing on care and compassion for ourselves, our families, our friends, our colleagues, and our clients, and practicing gratitude, being thankful for the fact that, you know, we've got some things to be thankful for. So what I want you to do is just take a moment and maybe put a word or two in the chat. What are some of the wellness ideas that work for you, or, or maybe there's something that I talked about that's, that's new for you that you'd like to try?

Speaker 1 ([43:15](#)):

So, Michelle, just want to just share some of the ideas, first of all, just to, to summarize someone's comment, I'm really grateful for this webinar. It's reminding me to care for myself in order to properly care for others. And sometimes we just need a good reminder and important, uh, you know, how important we are to us and to ourselves and the people around us. people have mentioned some of the ones coming in now are about growing flowers or cooking, being outside a funny movie, pulling weeds, uh, somebody saying, I don't ever want to hear certain words like unprecedented and in this together, some friends got a pet can even be small as a birder of fish and kayaking with so relaxing and peaceful. Yes. someone saying I'm really struggling, excuse me, with self care and always have, I've only been an RN for two years, so it's been a difficult start to my career. I'm sure my new thing is audio books while I drive to and from work. And she right now, uh, alleys listening to Harry Potter, someone's mentioning, I've played my favorite music. First thing in the morning, this lifts my spirit high and I feel good and happy for the rest of the day. Then before I sleep, I browse on the internet to see colorful flowers, reminders.

Speaker 2 ([44:41](#)):

It's a phenomenal, like when you, when you see the difference that that makes in your life. And it's just because you've got a, a particular playlist and a particular habit, and it changes everything in your day.

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That's what we're talking about. This isn't something that has to take a lot of time or a lot of energy, but find what works for you. I love that one.

Speaker 1 ([45:05](#)):

And then, Jackie's writing, I've just creating a poster for my office on attitude or reminder, excuse me, just a second. I'm sorry. A reminder on, to, for myself to check on how I'm feeling and how I'm presenting myself. Attitude is a little thing that makes a big difference. So what's your attitude right now at this moment to where it's suppose your kids, your supervisor, your employee toward life in general, are you feeling like a victim or a Victor on grateful or appreciative, bitter or tender, angry or joyful betrayed or beloved? I love that word beloved critical or congratulatory negative or positive pessimistic or hopeful, resentful or content. So take a check on your current state of mind, an attitude check. And,

Speaker 2 ([45:56](#)):

And again, cast that again. Talk about self reflective practice, and, and perspective. So, so again, these are, this is something that is easy for you to do on the ride home or with a cup of tea in the morning or the evening. Like, just take a moment. It can change your day so much.

Speaker 1 ([46:19](#)):

Oh, and fatigue. We need you in my kitchen for team. I says, I dance every time I am stressed, it's the best way to relieve my body after work. Uh, and somebody has written, watched the wind through the trees, listen to the rustling and smell the fresh air and get grounded. And when I hear that, Michelle, I think of one of my favorite places on the planet and the favorite time of day, which is late afternoon at the end of August and the smell of the warm sun and dry grasses. Now, there was another really great con there are a number of things here, but I just want to bring a few other comments forward. So people have mentioned things like some of the craft art things that artistic things like wood-burning, personal care things like massage, pat mentioned that sometimes guilt gets in the way and so true.

Speaker 1 ([47:18](#)):

K Luca, or see, Lucas mentioned a setting at the beginning of the week, something like a pedicure or a coffee date, but she said two things. One is that you can look forward to it all week. And then other thing is that it also holds you accountable. And, Elena said to set a date with yourself on the calendar. so making an appointment with yourself just like you would make it with anyone else, which is very a great image. and then there's someone who said, I can't, I haven't found what works. And I think that sometimes when we're in the midst of this, it's just hard to find our way out

Speaker 2 ([48:00](#)):

Well, and, and, you know, that's, that's a very good point and there's not going to be just one thing that's magical. And because of the time we're living in, in the stresses that we're living in, it's, it's something that's going to just continue to need our attention and what maybe worked last week might not work next week, but you know, it's to keep trying to do the little things and, and what you may notice if you look back is saying, you know what, I am feeling a little bit better than I was a month ago, even though I'm not feeling great. And so you'll see that there's been some movement. that's important. And I've put up this, we've got a few more minutes to, you know, what are some of the barriers that you face in trying to take care of yourself? I, one of the ones that, that somebody talked about was guilt.

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Speaker 2 ([48:54](#)):

And, and I think if I'm sitting there and those thoughts of guilt come into my mind, like, you know, I should be doing this. I should be doing that. I, I shouldn't be spending this time on myself when you have thoughts like that. I always think, you know, we can just kind of try to push them aside, just like a little puppy. And like the puppy is sitting beside us and we're just tapping it on the head and going there. They're just quiet now for this, just taking that guilt and kind of trying to get it to settle down and, and, and putting it aside because it can eat away at us. And we really that piece about mindfulness and savoring and trying to take a deep breath and, change your perspective or to say something nice to yourself instead of something derogatory that takes practice and it takes time, but it'll become more of a habit. The more we do it.

Speaker 1 ([49:52](#)):

So, Michelle, there's some good comments here, and I know you've just got a few minutes left, so I'm going to just, just have a look, people as you're, as you're listening to Michelle, just look at some of the comments in the chat, back to you, Michelle.

Speaker 2 ([50:08](#)):

So, you know, there are a lot of barriers that we face, but we need to try to find ways, even in just little ways to overcome them. And, you know, I just want to close by saying sometimes, you know, we think, well, I do all that. I meditated, I burned candles and I drink green tea, and then I still want to smack, I love this slide because it's not a once. And for all thing, it's not, we're not going to find that panacea where we found that one self-care thing and it's magically made everything perfect. This is an ongoing, this is for life. This is lifelong that we're going to have to keep adapting to what it is that we need so that we can stay as healthy and well, as we can in light of all the challenges that we're facing. And one of the things that Fran squam at you talks about, and the compassion fatigue workbook is just to come up with a plan, you know, take stock, like I said, take stock of what's on your plate.

Speaker 2 ([51:05](#)):

How can I maybe shift things? So I have more of a balance, what are some resiliency skills that I can develop, but I need to make a commitment to change. And, and how we make a commitment to change is kind of being, intentional. So maybe we can just find one little thing that we're going to do today. One idea we heard today, what's one change that I can make in the next week. You know, maybe I'm just going to go for a walk around the block on Wednesdays after lunch to give myself a little more exercise. I can do that. Why do I need you to do, to make that happen? Maybe it's a longer term goal. You know, what's something I can do maybe do in the next month. And then maybe what's something I can do in the next year. Yes. I do want to kind of change how I spend my time on my vacation, or I want to, you know, come up with a plan for weight loss, or I want to come up with, you know, I want to learn a new thing.

Speaker 2 ([52:02](#)):

I want to take the pace program, maybe. So, you know, what can I do on a more long-term basis and just maybe sharing it with a friend or a colleague or a mentor so that you've got some accountability, but just choose one thing at a time. Baby steps are always the way to go. when you go on the website, you'll be able to visit these slides again, there's lots of really good resources. self-compassion dot org. That's an amazing website for Kristin ness work. She's got guided meditations on there. and I think that, th the other thing is Canadian virtual hospice. If you've never been on that site, they have a lot of stuff

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there for caregivers, as well as professionals. And one of the things they have is a self learning module on the grief that we're dealing with as healthcare providers during COVID, and it's free. And you can just kind of walk through it and learn about the difference between grief and stress and what are some of the strategies that can be helpful to you. So take care of yourself, take care of each other. And, you know, I don't know if there's other questions or comments. I think cath wants to kind of finish off, having an opportunity for you to ask about the pace program. So if you have any questions or comments about today's work or about the pace program, put in the chat,

Speaker 1 ([53:28](#)):

Michelle, a number of comments, just, both for the group, as well as for the panelists, just, expressing gratitude for today and the opportunity to be together and to be together with such a, supportive group of people. And our hope when we had first started, the idea of these webinars was that it would be like gathering around a cup with a grip of hot chocolate around a fire, and we would be able to discuss things. And we were so excited about that, but when more than 30 people signed up, we realized that, I guess we're not going to do the fireside chat as much as we're going to do a presentation, but I'm so glad that you have, met, made yourself so comfortable, in, in here now, I just want to announce, that we, I just want to, nephew out the person that we had chosen has left and the rule is you have to be here.

Speaker 1 ([54:34](#)):

So would you use that same, uh, number to do it? And while you do that, I would like to just mention again, that, pace for PSW is, here to help you meet your provincial and national competencies here to help you grow. Michelle talked about, education around self-care, but for me, I just find that anytime I do education to me, it is stimulating. it is stimulating and, and for me, education is a form of self-care, perhaps. That's why I just love to create education and resources is because I, I feel that so strongly. now before you finish, and before we, go, I'm going to name this person in just a second. When you exit, you will be given the opportunity to fill out a quick survey. It'll take you about 30 seconds. I think, please do that and add any extra comments if you want.

Speaker 1 ([55:44](#)):

The recording of the session will be posted in the next about the next week on the life and death matters website. And if you go to education on that website, and then the drop down bar, there is something about webinars, and you can just click on that. If you want to connect with colleagues across the country and discuss any of this, please join the life and death matters, Facebook community group. So that is facebook.com forward slash group forward slash L D M community. you will receive an email announcing the webinar on October 5th, which is, by Elizabeth Costin is presenting it. And she's a fantastic, and she's talking about, I do not know what to say when I don't know what to say, and the fact that we don't have to have all the right answers, but we do need to respond. So stayed tuned also for more information about pace and feel free to, go to the life and death matters site. We'll find the webinar piece and click on it, just seeking more information or email me Catholic life and death matters.ca. And, we will get back to you also with some more of the details. Now, the person who has just been chosen is

Speaker 1 ([57:03](#)):

Please do, please do thank you. Nythia

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Speaker 3 ([57:06](#)):

No physi get Sandra

Speaker 1 ([57:11](#)):

If Sandra congratulations. So Cassandra, if you could put your email in the box in the chat box, then we will follow up with you and make sure that you get that access. Okay. And thank you to everyone for being here and what a, what a huge, what a huge time for all of you to be living through. Somebody just wrote something about we, you know, every life has its challenges and ours is COVID and this is going to get better. I was grumbling the other day when I had to put my mask on again, and I said, oh, these mouse, and this wise woman, I was sitting next to said this to will. And I thought, oh, right, okay.

Speaker 2 ([58:00](#)):

Uh, someone just asked for the contact for the pace program again, and its pace P a C E four for P S w s.ca A's for psw.ca.

Speaker 1 ([58:15](#)):

All right. And I think pat Peterson has the final one of keep the faith and that whole thing about, you know, this days are going to get better. so thank you so much, everyone nephew, thank you for helping. And I didn't acknowledge that I live and work in play on the traditional lands of the coast, Salish people and my sincere apologies for not starting with that acknowledgement all the best to everyone. And thank you.

Speaker 2 ([58:45](#)):

Thank you. So you in a month,