

# Breaking down the wellbeing lingo: What does it all mean?

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Veterinary Mental Health & Wellbeing

# Concepts

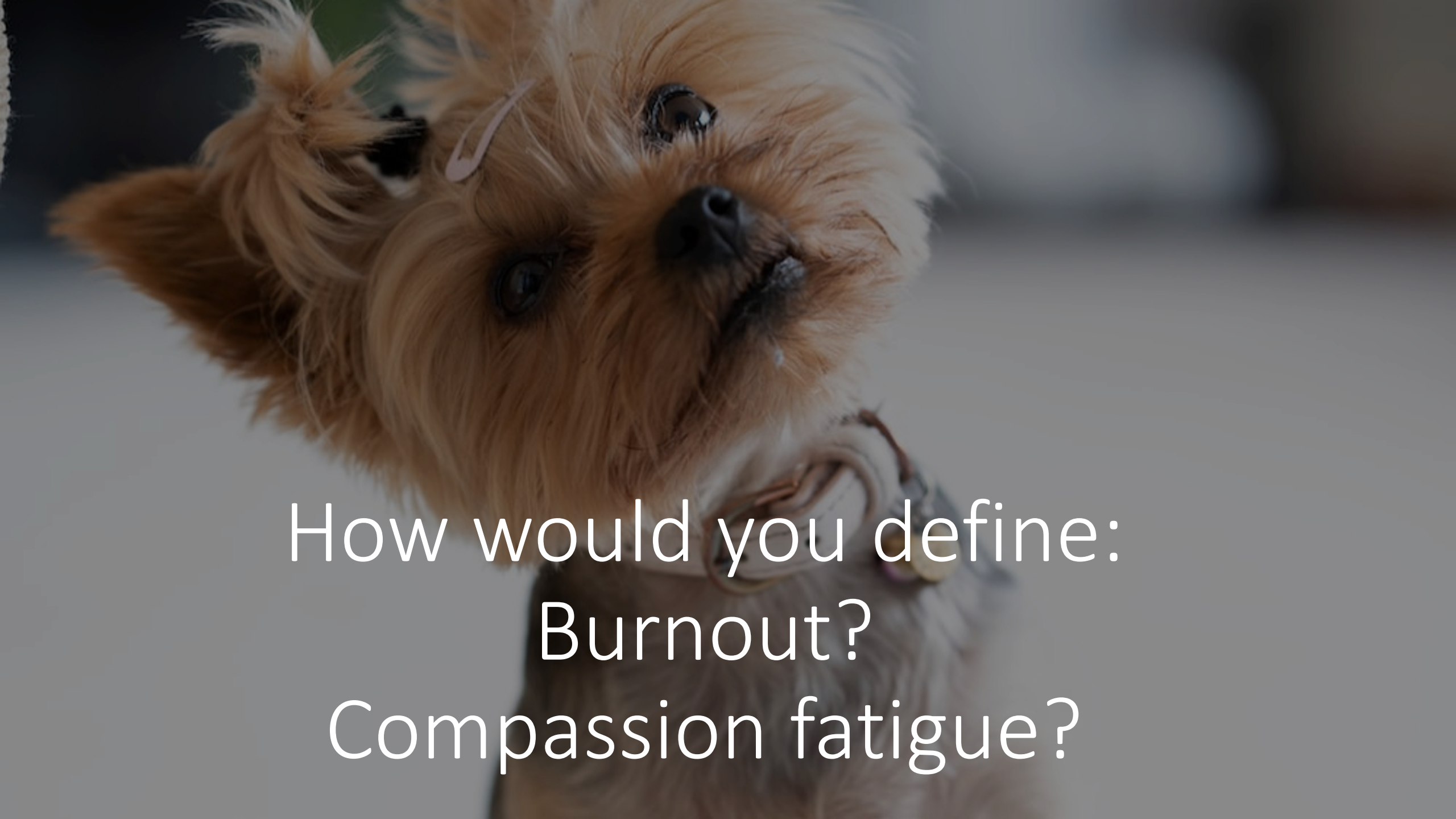
Professional Quality of Life:  
Compassion Fatigue  
Burnout  
Secondary Trauma

# Responses

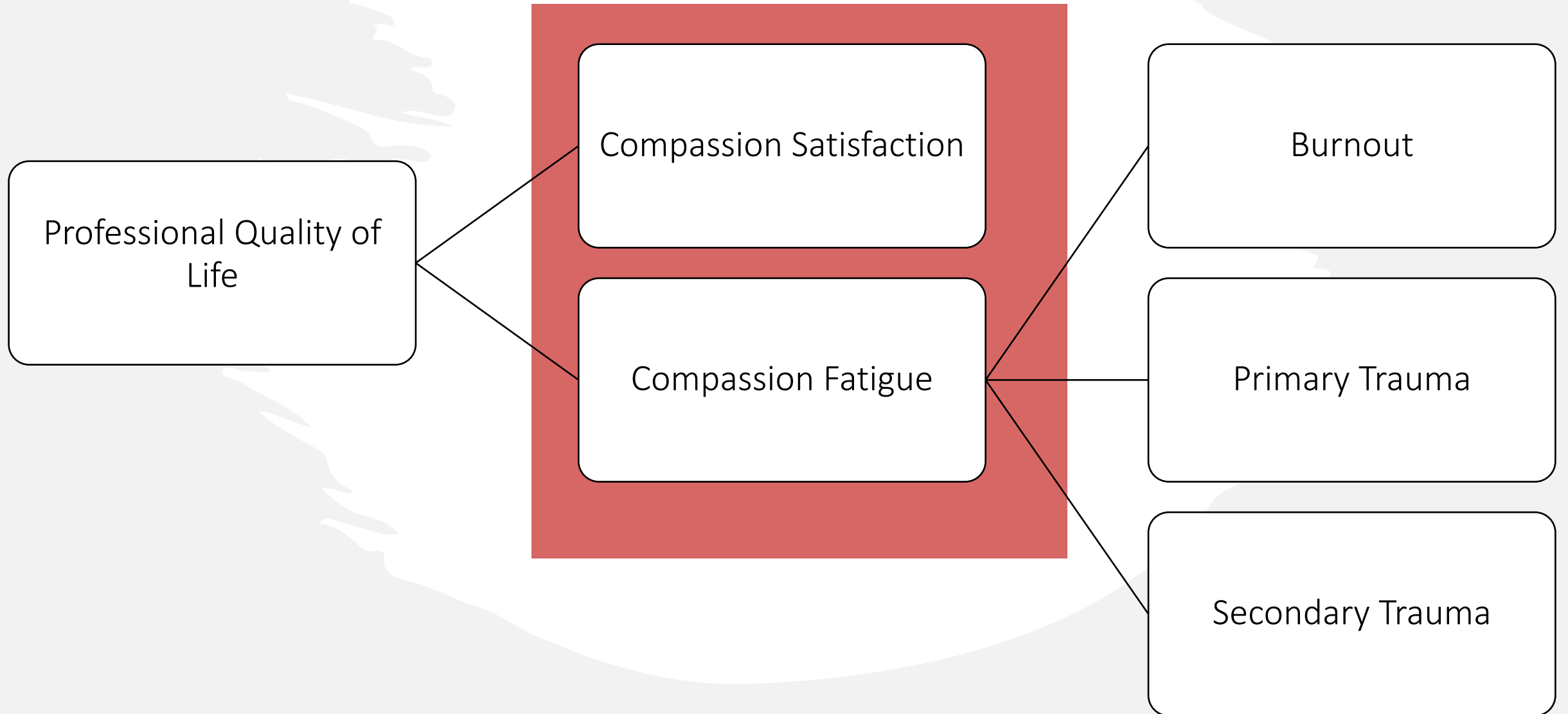
Psychological Health & Safety  
Trauma-Informed Practice  
Compassion Satisfaction



Concepts



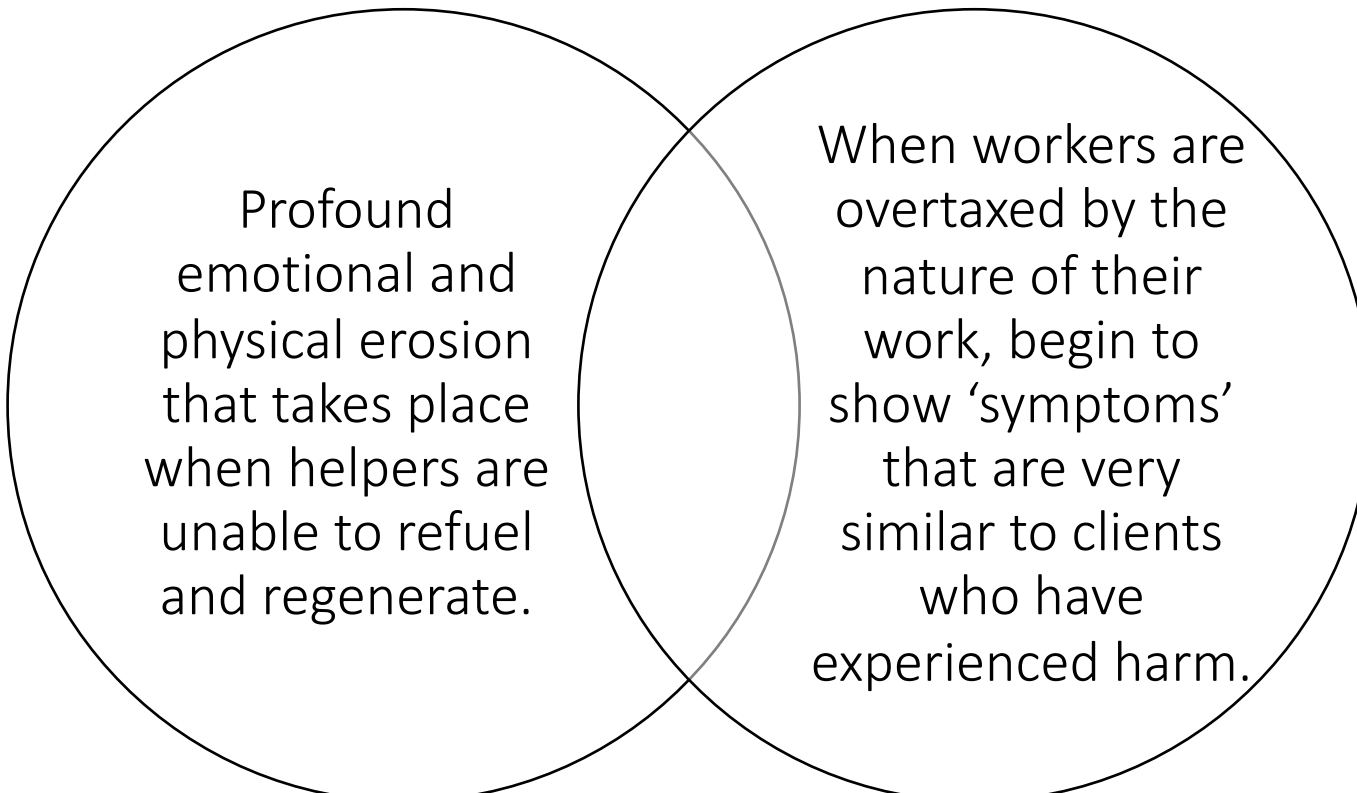
How would you define:  
Burnout?  
Compassion fatigue?



# Compassion Fatigue

# The 'cost' of caring for others in emotional pain

-Charles Figley



Profound emotional and physical erosion that takes place when helpers are unable to refuel and regenerate.

When workers are overtaxed by the nature of their work, begin to show 'symptoms' that are very similar to clients who have experienced harm.





Zealot

Irritability

Withdrawal

Zombie

Burnout



**LACK OF  
CONTROL**



**INSUFFICIENT  
REWARD**



**LACK OF  
COMMUNITY**



**LACK OF  
FAIRNESS**



**CONFLICT IN  
VALUES**



**WORK  
OVERLOAD**

*Source: Maslach, C. & Leiter, M.P., Areas of Worklife Model*

# Impacts of Burnout

## **Individuals**

Loss of motivation  
Cynicism  
Resentment

## **Team**

Absences  
Lower productivity  
Conflict

## **Hospital**

Attrition  
Bad reputation  
Lower profitability

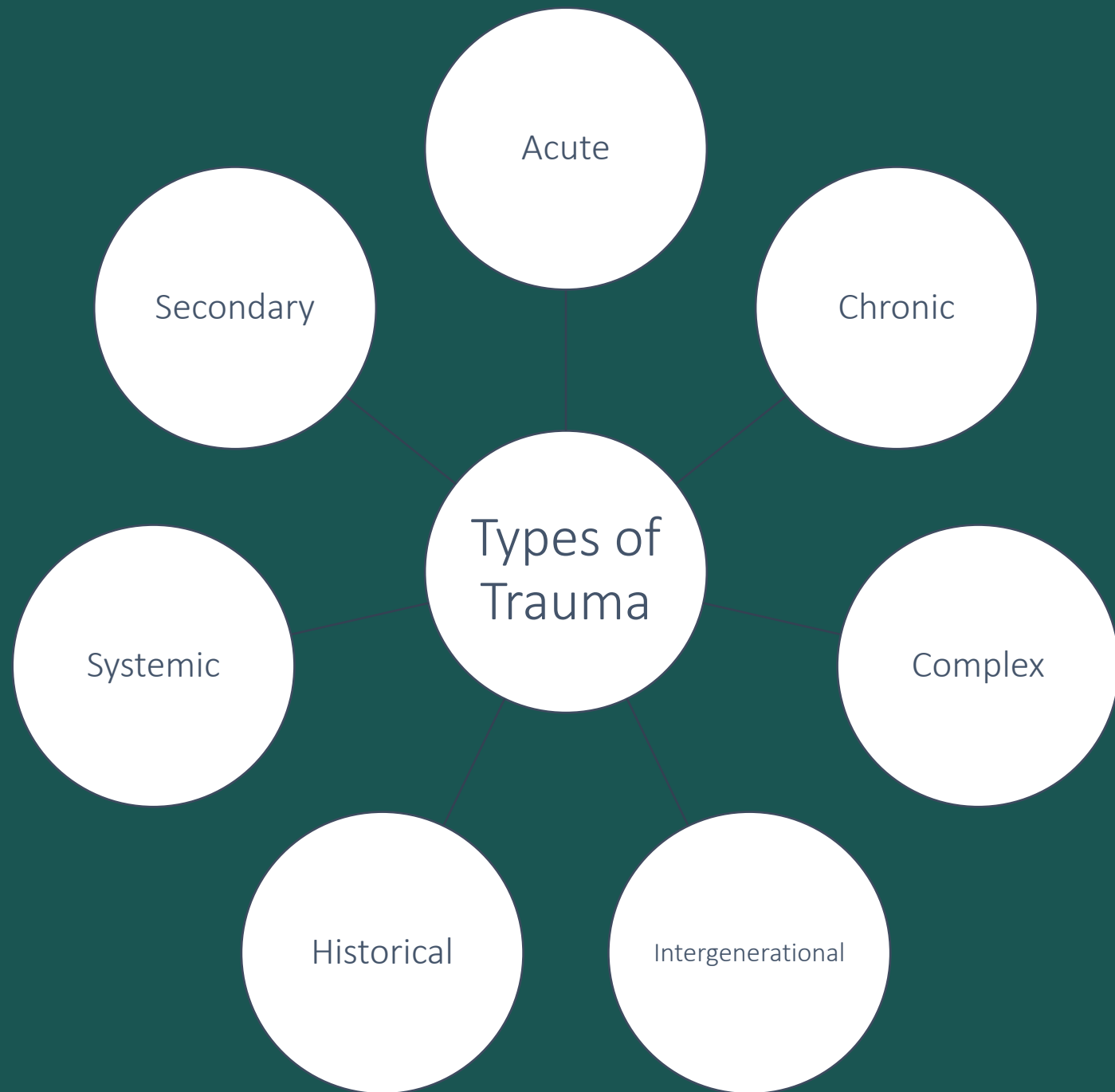
Trauma

Trauma shows up in the  
humans of Vet Med

Practitioners

Clients





# Secondary Traumatic Stress

exposure to the pain and suffering  
of others that overwhelms  
one's capacity to cope

# Susceptibility

Unresolved  
trauma

Social isolation

Emotional  
suppression

Blames others

Ineffective  
training and  
supervision

Lack of  
processing  
spaces

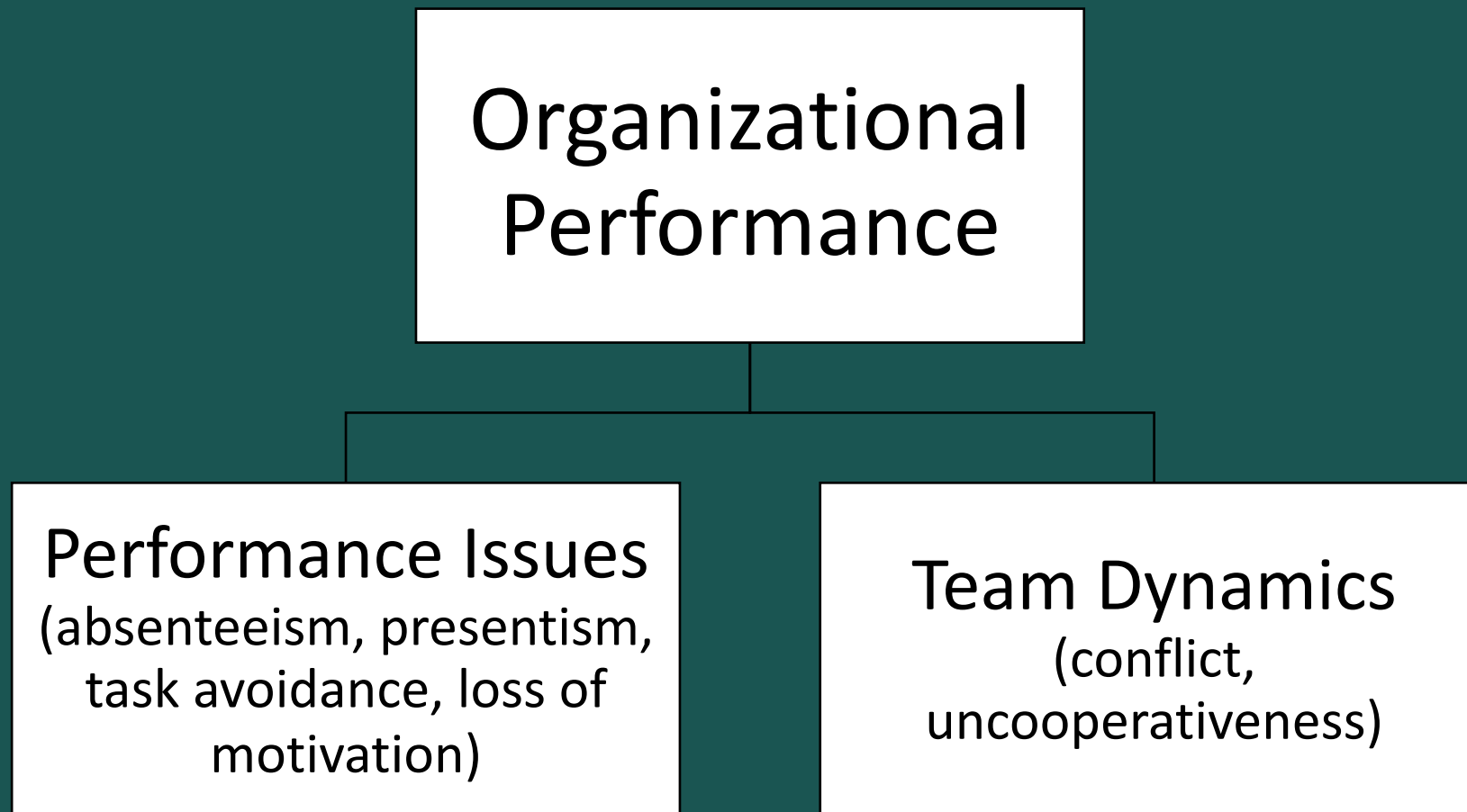
# Impacts: Individuals

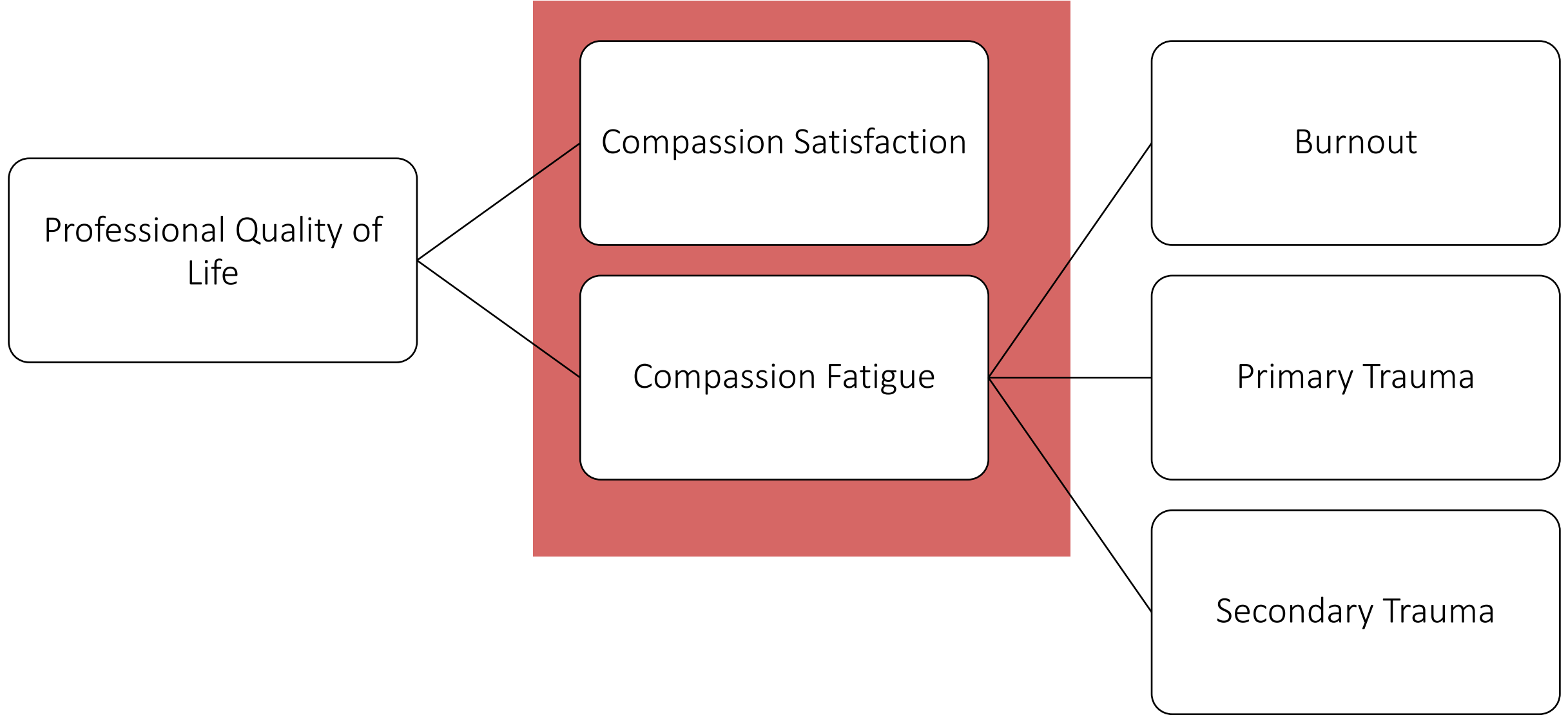
**Emotional**  
(dysregulation,  
numbing)


**Physical**  
(somatization, sleep  
disturbances,  
hypervigilance)

**Cognitive**  
(cognitive errors,  
intrusive thoughts)

# Impacts: Team





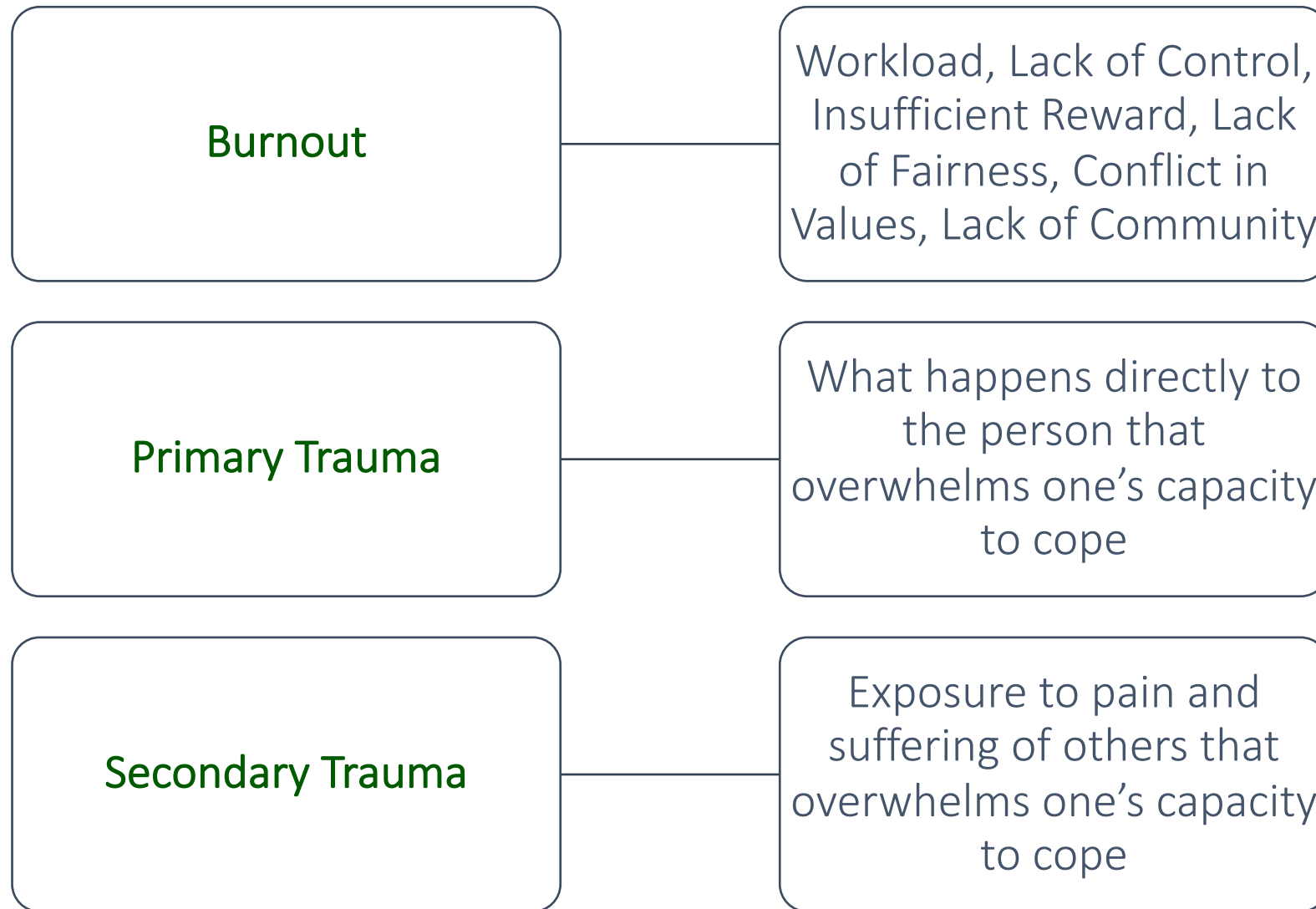
A photograph of a modern office setting featuring a long, light-colored wooden conference table. Several dark wood chairs are arranged around the table. On the table, there are two small bottles of juice (one orange, one yellow) and a white disposable cup. A white text box is overlaid on the bottom right of the image, containing the question: "What do you believe may be happening in your team?".

What do you believe may be happening in your team?



Responses

Where do we go from here?



Individual, Team & Organizational Change

# Organizational Responsibility



Who tends to  
thrive more  
than survive  
and why?



# Psychological Health & Safety



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## 13 Factors: Addressing Mental Health in the Workplace

The Mental Health Commission of Canada, in partnership with [Ottawa Public Health](#), adapted content from [The Mindful Employer](#), to develop a series of short animated videos that aim to raise awareness around the 13 factors that can impact the mental health of employees in the workplace and encourage conversations on methods for promoting psychologically safe places to work.

The 13 factors of psychological health and safety in the workplace are:

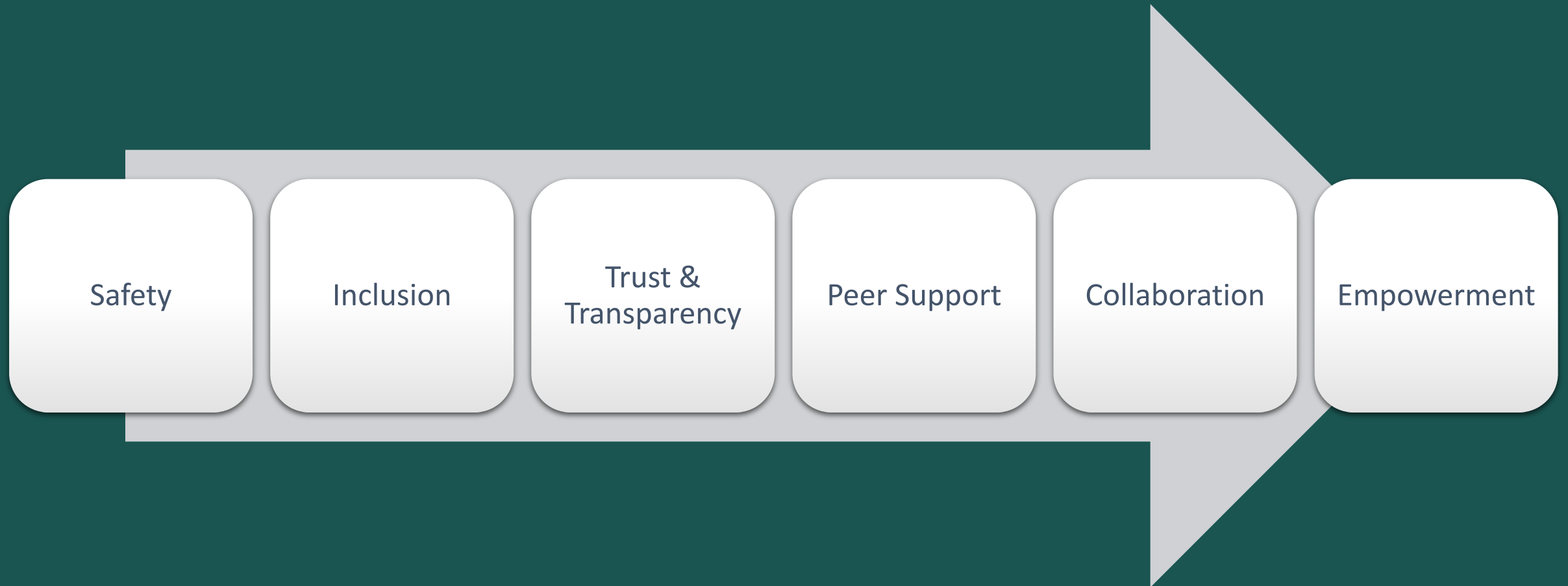
- Organizational Culture
- Psychological and Social Support
- Clear Leadership & Expectations
- Civility & Respect
- Psychological Demands
- Growth & Development
- Recognition & Reward
- Involvement & Influence
- Workload Management
- Engagement
- Balance
- Psychological Protection
- Protection of Physical Safety

<https://mentalhealthcommission.ca/national-standard/>

<b>Organizational Culture</b>	Trust, honesty, fairness
<b>Psychological &amp; Social Support</b>	Employee's mental health concerns supported and responded to
<b>Clear Leadership and Expectations</b>	Employees know their roles/responsibilities, impending changes clear
<b>Civility &amp; Respect</b>	Employees are respectful, courteous with all stakeholders
<b>Psychological Demands</b>	Fit between job requirements and employee's capacities (interpersonal, emotional, technical)
<b>Growth &amp; Development</b>	Employees' Interpersonal, emotional & job skills are encouraged and developed
<b>Recognition &amp; Reward</b>	Appropriate, fair, timely acknowledgement and appreciate of employee's efforts

<b>Involvement &amp; Influence</b>	Employees included in discussions about how work is done and how important decisions are made
<b>Workload Management</b>	Tasks, responsibilities can be successfully accomplished within time frame and resources available
<b>Engagement</b>	Employees feel connected to work and are motivated to do their job well
<b>Balance</b>	Recognition for need for balance between work, family and personal commitments
<b>Psychological Protection</b>	Safe to ask questions, seek feedback, report mistakes, share new ideas without fear
<b>Protection of Physical Safety</b>	Management takes appropriate action to protect employee physical safety (policy, procedures, training)

# Trauma-Informed Practice



A close-up, high-speed photograph of water droplets falling onto green, leafy plants. The droplets are captured mid-fall, creating a dense, sparkling spray that fills the upper half of the frame. The background is a soft-focus brown, likely soil. The overall scene conveys a sense of freshness and natural growth.

Individual Responsibility

# Find ways to understand myself better and meet my own needs



Emotional  
Intelligence



Self &  
Community Care



Boundaries



Debriefing



Mentorship



Professional  
Support



Individual + Team + Organizational Change  
= Compassion Satisfaction

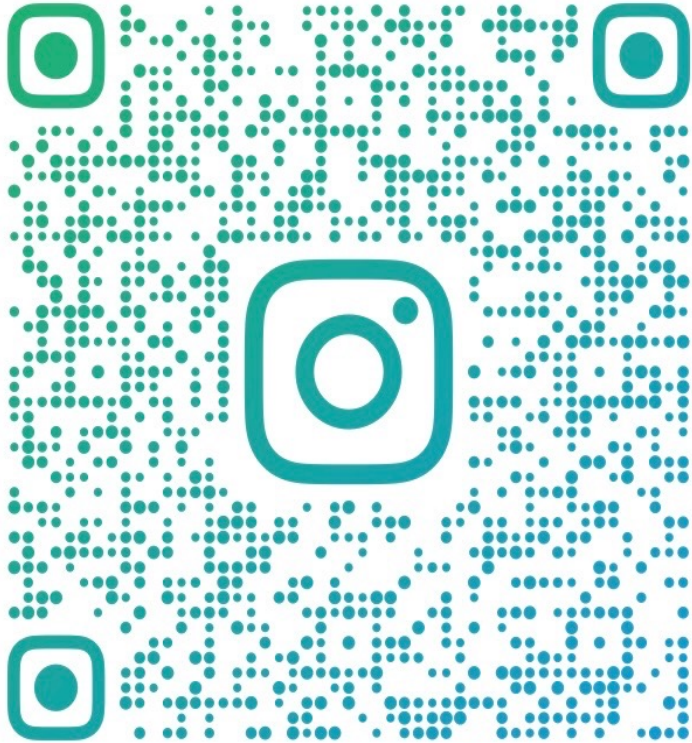
What's your golden nugget?

# Trauma-Informed Workplace Training Coming Soon!

## Stay connected

Angie publishes a monthly newsletter containing helpful news and content on veterinary wellbeing along with announcements of upcoming talks, workshops, and courses.

[www.angiearora.com](http://www.angiearora.com)



@VETERINARYWELLBEINGCOACH

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