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

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Professional Quality of Life:
- Compassion Fatigue
- Burnout
- Secondary Trauma

Psychological Health & Safety
- Trauma-Informed Practice
- Compassion Satisfaction
How would you define: Burnout? Compassion fatigue?
Professional Quality of Life

- Compassion Satisfaction
- Compassion Fatigue

- Burnout
- Primary Trauma
- Secondary Trauma
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

Traumatology Institute
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
Types of Trauma

- Acute
- Chronic
- Complex
- Intergenerational
- Historical
- Systemic
- Secondary
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)

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Impacts: Team

Organizational Performance

Performance Issues
(absenteeism, presentism, task avoidance, loss of motivation)

Team Dynamics
(conflict, uncooperativeness)
Professional Quality of Life

- Compassion Satisfaction
- Compassion Fatigue

- Burnout
- Primary Trauma
- Secondary Trauma
What do you believe may be happening in your team?
Responses
Where do we go from here?
Burnout

- Workload, Lack of Control, Insufficient Reward, Lack of Fairness, Conflict in Values, Lack of Community

Primary Trauma

- What happens directly to the person that overwhelms one’s capacity to cope

Secondary Trauma

- Exposure to pain and suffering of others that overwhelms one’s capacity to cope

Individual, Team & Organizational Change
Organizational Responsibility
Who tends to thrive more than survive and why?
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/
<table>
<thead>
<tr>
<th>Organizational Culture</th>
<th>Trust, honesty, fairness</th>
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<tbody>
<tr>
<td>Psychological &amp; Social Support</td>
<td>Employee’s mental health concerns supported and responded to</td>
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<tr>
<td>Clear Leadership and Expectations</td>
<td>Employees know their roles/responsibilities, impending changes clear</td>
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<tr>
<td>Civility &amp; Respect</td>
<td>Employees are respectful, courteous with all stakeholders</td>
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<tr>
<td>Psychological Demands</td>
<td>Fit between job requirements and employee’s capacities (interpersonal, emotional, technical)</td>
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<tr>
<td>Growth &amp; Development</td>
<td>Employees’ Interpersonal, emotional &amp; job skills are encouraged and developed</td>
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<tr>
<td>Recognition &amp; Reward</td>
<td>Appropriate, fair, timely acknowledgement and appreciate of employee’s efforts</td>
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<tr>
<td><strong>Involvement &amp; Influence</strong></td>
<td>Employees included in discussions about how work is done and how important decisions are made</td>
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<td><strong>Workload Management</strong></td>
<td>Tasks, responsibilities can be successfully accomplished within time frame and resources available</td>
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<td><strong>Engagement</strong></td>
<td>Employees feel connected to work and are motivated to do their job well</td>
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<td><strong>Balance</strong></td>
<td>Recognition for need for balance between work, family and personal commitments</td>
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<td><strong>Psychological Protection</strong></td>
<td>Safe to ask questions, seek feedback, report mistakes, share new ideas without fear</td>
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<tr>
<td><strong>Protection of Physical Safety</strong></td>
<td>Management takes appropriate action to protect employee physical safety (policy, procedures, training)</td>
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Self-Regulation is…

Trauma-Informed Practice

Safety  Inclusion  Trust & Transparency  Peer Support  Collaboration  Empowerment
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!

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