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continued

# Sustaining the Well-Being of Healthcare Workers During Coronavirus

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continued

- **Presenter Disclosure:** Financial: Kathleen D. Weissberg received an honorarium for presenting this course. Non-financial: Kathleen D. Weissberg has no relevant non-financial relationships to disclose.
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## Learning Outcomes

- Explore strategies employees can enact to address their own health and wellness during an infectious disease outbreak
- Provide example exercises and activities employees can utilize for health and wellness
- Describe techniques managers/supervisors can utilize to address trauma and secondary trauma in employees

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## What to Expect

- Anxiety, worry, or fear about your health or the health of others
- Resentment by you or family/friends
- Worry about time away from work, loss of income, job security
- Worry about the challenges of securing things you need
- Concern
- Uncertainty
- Loneliness
- Anger
- Boredom
- Frustration
- Symptoms of depression

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continued

## Quarantine

Stressors during quarantine include:

- Frustration and boredom related to the isolation of quarantine, which involves loss of one's usual routine and limited social and physical contact with others
- Inadequate supplies and access to services
- Insufficient information
- Longer durations of quarantine
- Fears about becoming infected and/or infecting others

Q1

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continued

## Quarantine

Stressors following quarantine include:

- Financial loss
- Stigma from others
- Getting back to one's "normal" routine

Q2

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continued

## Well-being During Quarantine

- Use communication as an intervention
- Facilitate communication with loved ones
- Prepare for quarantine
- Reduce boredom and isolation
- Take care of yourself

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continued

## Understand the Risk

- Stay up to date on what is happening, but limit media exposure
- Avoid watching or listening to news reports 24/7 since this tends to trigger or elevate anxiety, stress, panic and worry

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continued

## Maintain a Routine

- Create and maintain a routine and schedule
- Structure will help you to cope

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continued

## Dealing with Stress

During work shifts:

- Self-monitoring and pacing
- Check-ins with colleagues, family, and friends
- Working in partnerships or in teams
- Brief relaxation/stress management breaks
- Time-outs
- Keep anxieties conscribed to actual threats
- Helpful self-talk
- Focus efforts on what is within your power
- Accept what you cannot change

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continued

## Dealing with Stress

Avoid:

- Working too long by themselves without checking in with colleagues
- Working “round the clock” with few breaks
- Feeling that they are not doing enough
- Excessive intake of sweets and caffeine
- Engaging in self-talk and attitudinal obstacles to self-care

Q3

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continued

## Stress Management

- Be prepared
- Take everyday preventive measures
- Maintain a healthy diet and exercise regimen
- Talk to loved ones about worries and concerns
- Engage in hobbies and activities you enjoy

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continued

## Stress Management

- Relax your body often by doing things that work for you
- Pace yourself between stressful activities
- Talk about your experiences and feelings to loved ones and friends
- Maintain a sense of hope and positive thinking

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continued

## Stress Relievers You Can Do At Work

- Progressive muscle relaxation
- Visualization
- Deep breathing
- Engage your senses
- Laugh
- Practice makes perfect

Q4

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## Simple Stress Relievers

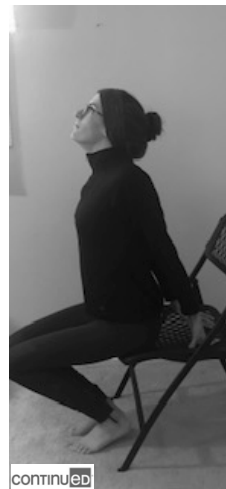
- Start your day off right
- Be clear on requirements
- Stay away from conflict
- Stay organized
- Be comfortable
- Forget multitasking
- Walk at lunch
- Keep perfectionism in check
- Listen to music on the drive home

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## Simple Yoga



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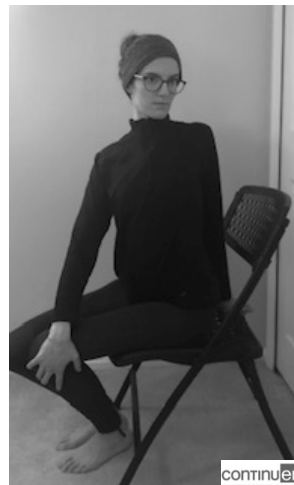


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## Simple Yoga



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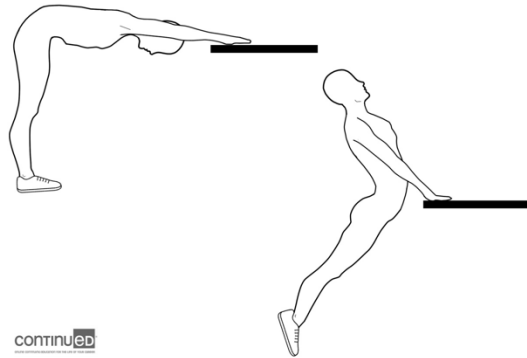
## Simple Yoga



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continued

## Simple Yoga



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## Stress Well – Eat Well

- Purchase shelf-stable and frozen foods
- Take inventory of the items in your kitchen and get creative with cooking
- Pay attention to portion sizes
- Stay hydrated

Q5

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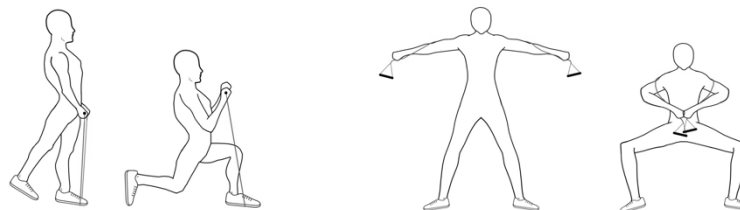
## Move Well

- Exercise is critical for both mental and physical health
  - Go for a brisk walk or run
  - Hop on your bicycle for a tour of your neighborhood
  - Try a new activity
  - Create an obstacle course at your home
  - Invite your kids to get moving

Q6

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## Resistance Band Exercises



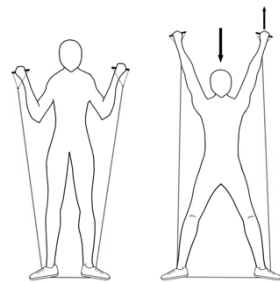
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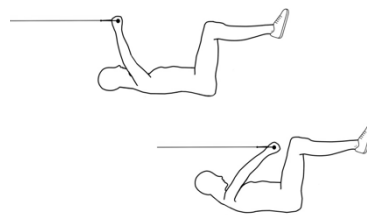
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## Resistance Band Exercises



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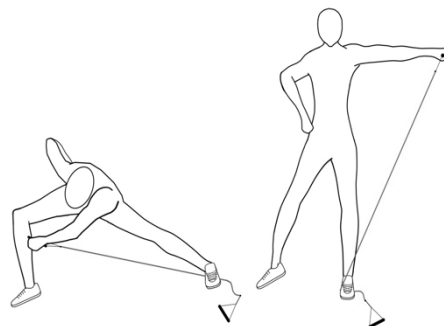


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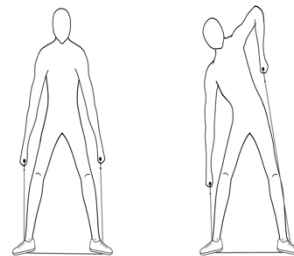
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## Resistance Band Exercises



continued



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## Upper Body Stretches

- Shoulder Rolls
- Neck Side Stretch
- Neck Rotation
- Shoulder Circles
- Overhead Reach
- Reach Back
- Hand Stretch
- Arm Raises

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## Lower Body Stretches

- Seated Lifts
- Back Stretch
- Inner Thigh Stretch
- Calf Stretch
- Hip Side Stretch
- Hip Rotation Stretch
- Ankle Circles
- Ankle Stretch



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continued

## Keep Your Immune System Strong

- Washing your hands
- Get enough sleep
- Eat well and stay hydrated
- Take vitamins and any prescriptions
- Prioritize personal hygiene and limit contact with others
- Cover your cough or sneeze
- Disinfect with anti-bacterial wipes
- Avoid touching your face, eyes, nose, and mouth
- Stay home when you are sick
- Exercise and stay active
- Get fresh air

Q7 27

continued

## Sleep

- Upon waking, get at least 15–60 minutes of bright light
- Exercise close to wake-time
- Take naps and consider “banking” your sleep
- Use caffeine judiciously
- Limit alcohol before bed
- Keep a regular sleep and wake-time schedule as much as possible
- Create a regular bedtime routine of quiet activities
- Limit alerting activities close to bedtime
- Optimize your sleep environment

Q8 28



continued

## Connect With Others

- Stay connected using technology
- Talk “face to face” using Skype or FaceTime
- Disaster Distress Helpline at 1-800-985-5990
- Local Alcoholics Anonymous or Narcotics Anonymous offices
- Get creative to stay connected

“Physical distancing” NOT “social distancing”

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continued

## Social Wellness Checklist

Make connections

- Look for creative ways to get involved with others
  - Join an online group focused on a favorite hobby
  - Take a class to try something new
  - Online virtual tours of museums, theme parks, nature trails, etc.

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continued

## Social Wellness Checklist

Take care of yourself

- Ask for help. Make a list of ways others can help
- Make to-do lists and set a daily routine
- Try to take breaks each day
- Keep up with your hobbies and interests
- Eat healthy foods, and exercise as often as you can

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continued

## Social Wellness Checklist

Build healthy relationships

- Share your feelings honestly
- Listen to others without judgement or blame. Be caring and empathetic.
- Disagree with others respectfully
- Avoid being overly critical, angry outbursts, and violent behavior
- Compromise

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continued

## Hope

- Connect with someone in their family or community to ask another person they respect how they stayed hopeful in troubled times
- Download and view YouTube videos of church or inspirational speakers
- Take time to learn about other historical times of crisis, including how these ended and communities rebounded
- Share some of the many stories of hope and helping that have come out of this current crisis

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continued

## What Else??

- Meet basic needs
- Take breaks
- Connect with colleagues
- Communicate constructively
- Contact family
- Respect differences

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continued

## What Else??

- Self check-ins
- Honor your service
- Set boundaries on work schedule
- Distract and redirect
- Be mindful

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continued

## What Can Managers Do?

- Show empathy and be available
- Stay connected with communication and meeting tools
- Recognize the impact of isolation and loneliness
- Have a plan to monitor the course of the outbreak and take rapid and appropriate action if needed
- Create a culture of calm

Q9

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## Impact on Work

- Increased absenteeism from health problems or lost productivity
- Impaired judgement
- Unwillingness to accept extra work or responsibility
- Low motivation
- Low productivity; poor work quality (leading to poor client outcomes)
- Decreased compliance with organizational requirements
- Staff conflict
- High staff turnover (leading to ongoing training costs)

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## Signs of Traumatization

- Psychological distress
- Cognitive shifts
- Relational disturbances
- Frame of reference

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continued

## Using Psychometric Measures

- If you use the ProQOL in clinical supervision, present it as a self-assessment tool
- Work collaboratively and respectfully to explore their own understanding of and meanings attached to their scores
- Scores are one way for you and your supervisees to get a sense of whether they might be at risk for secondary traumatization, what they can do to prevent it, how to address it, and how you can support them

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continued

## Addressing Secondary Trauma

- Engage in regular screening/self-assessment
- Address signs of STS within clinical supervision
- Work collaboratively to develop a comprehensive self-care plan and evaluate its effectiveness on a regular basis
- Provide a safe and nonjudgmental environment
- Provide a place to debrief critical stress incidents at work
- Support and encourage individual counseling or psychotherapy, when needed

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continued

## Trauma Informed Leadership

- A way of understating or appreciating there is an emotional world of experiences in our colleagues
- Recognizes and honors the emotional scars that people may struggle with
- Helps leaders have empathy and compassion for their employees

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continued

## Why Trauma Informed Supervision

- Promotes staff retention and reduces turnover (Barak et al., 2001; Knudsen et al., 2013)
- Reduces levels of vicarious trauma experienced by staff (WCSAP, 2004)
- Influences supervisee ability to more effectively cope and have resilience (Sommer & Cox, 2005; Turner, 2009)
- Enhances worker well-being
- Facilitates best practices (Schwalbe et al., 2014)

Q10

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## What is Trauma Informed Supervision?

- Supporting staff
- Relationship based supervision
- Best practices for reflective supervision
  - Regularly scheduled meetings without interruption
  - Discussions about change management
  - Inviting colleagues to share experiences and explore experiences

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## Leading with Empathy

When employees experience empathy, understanding and compassion from the leadership team they will feel safe, respected and recognized

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continued

## Staff Responses

- Stress will transfer to our residents
- Give yourself some space to cope
- Share resources and education about abuse
- Be watchful and vigilant for risk factors for suicide
- Practice self-kindness
- Take care of yourself
- Gain insight into where you are struggling

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continued

## Considerations

- Support regulation
- Prioritize relationships
- Explain the why behind decisions
- Help staff know what to expect to the extent possible
- Reframe behaviors – we may not show up a our best selves

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Remember that we as caregivers are the best predictors of how our residents are doing; they are watching and listening to us. When we take care of ourselves, we're showing them how they can take care of themselves, too.



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