THESE BRIGHTLY COLORED THREADS

RESOURCES
Organizational Health - What works? 
Results from a systematic review (Nov 2021)

Organization-level interventions include:

- Shorter on-call schedules were found to reduce stress.
- Adequate staffing;
- Reasonable workloads including a process to address and redress overtime and shift schedules;
- Scheduling flexibility:
  - Job security;
  - Compassionate leadership;
  - Psychologically and physically healthy leaders;
- Leaders who have had time to learn and master their roles;
- Leaders who are able to spend more time on the floor/with staff vs in meetings/offices;
- Confidence and competence including time to learn on the job;
- Receiving appropriate and timely mentoring and onboarding, for new staff;
- Providing additional supports and considerations for newer staff;
- Supporting leadership including formal and informal leaders at the supervisory, manager, director, and executive levels;
- Support networks for staff at all levels, both formal and informal;
- Succession planning;
- Processes to address moral distress, sentinel events and secondary traumatic stress in the workplace;
- Dispute resolution processes to address patient/client and internal staffing complaints;
- Clear policies to address, respond and manage escalated and/or abusive callers/clients/patients/citizens;
- Resources including training to manage escalated and/or abusive callers/clients/patients/citizens;
- Processes to address interpersonal conflict;
• Clarity of roles and responsibilities;
• Assessing workplace conditions that may be contributing to extreme overwhelm;
• Implementing regular secondary trauma-informed supervision;
• Establishing and reviewing peer support practices;
• Processes to identify and address morally distressing events in a safe and timely manner;
• Policies and procedures to prevent and respond to staff being exposed to violence and abuse (verbal and physical);
• Regular safety audit for staff (including risk of exposure to communicable diseases, physical threats, verbal threats, etc);
• A forum to address issues related to documentation and information technology;
• Autonomy and job control;
• Proper breaks for remote workers.
• Access to timely and good quality debriefing after difficult/challenging calls and/or interactions with citizens. Important for remote workers to have access to this as well.

System-level interventions include:
• Access to timely and good quality referral resources for patients/clients alleviates worker moral distress;
• Access to timely and good quality referral resources can alleviate patients/clients distress and conflict/verbal/physical aggression;
• Addressing the intersection of racism, discrimination, poverty and other barriers to equitable services.

RESOURCES

Articles:

We need to talk: Why there can be no “future forward” until we’ve done the work
https://www.tendacademy.ca/we-need-to-talk/

This is a Marathon, Not a Sprint: Strategies to Address Wear & Tear in Helping Professionals during Covid-19
www.tendacademy.ca/marathon-not-sprint-covid19/

Disappoint Someone Today: July 2018
https://www.tendacademy.ca/disappoint-someone-today/

Coming home to Secondary Traumatic Stress: August 2019
https://www.tendacademy.ca/coming-home-to-sts/

Breathe, Reset, Refuel, Rinse, Repeat: January 2019
https://www.tendacademy.ca/breathe-reset-refuel/

Tedx talk:

The Edge of Compassion:
https://www.ted.com/talks/francoise_mathieu_the_edge_of_compassion

Podcasts:

The trauma therapist project: Ep 596 Beyond Self Care with Françoise Mathieu

This is a marathon not a sprint: Pacing yourself through the pandemic:
https://www.buzzsprout.com/280046/3463774-this-is-a-marathon-not-a-sprint-pacing-yourself-through-the-pandemic

Videos:

A shift in perspective: Why it’s time to stop using “Compassion Fatigue”
https://vimeo.com/508896973/aac9475906?fbclid=lwAR0AmNATrVFOOzwX3z9iiPjzJW_ZXELngTsgAW9_65e3RNYxucCmrCQFz9w
ADDITIONAL RESOURCES

Books/Articles:

Compassionate leadership

Moss, J. (2021) *The Burnout epidemic: the rise of chronic stress and how we can fix it*, HBR Press.


Workplace Strategies for Mental Health:
https://www.workplacestrategiesformentalhealth.com/topic/Organizational-strategies

Conflict


Empathic Strain/Compassion Fatigue & Burnout


Grounding Skills & Tools to Manage Exposure


**Intersection of Secondary Trauma & Culture, Race and Historical Trauma:**

Compiled by the National Child Traumatic Stress Network (NCTSN)


STS Webinar Series:

It’s Not All Black and White: Working with African-American Families in Post-Katrina New Orleans: National Child Traumatic Stress Network Webinar:
https://learn.nctsn.org/enrol/index.php?id=351


**Loving Kindness Meditation**

https://www.verywellmind.com/how-to-practice-loving-kindness-meditation-3144786#citation-2

**Moral Distress**


**Moral Injury**

Organizational Health


Post Traumatic Growth


Secondary Traumatic Stress


Risk Habituation


**Stress & Immune System**


**Trauma and the Body:**


**Websites/Apps:**

CALM: https://www.calm.com

Hanson, Rick: *Just One Thing: Simple practices for resilient happiness.*
Free newsletter: https://www.rickhanson.net/writings/just-one-thing/

**Window of Tolerance**

Bibliography


National Academy of Medicine, (2019) Taking Action Against Clinician Burnout: A systems approach to professional well-being, NAP.


Schwartz Rounds: https://www.theschwartzcenter.org


Siegel, D.J. (1999). *The developing mind: How relationships and the brain interact to shape who we are.* New York; Guilford Press.


