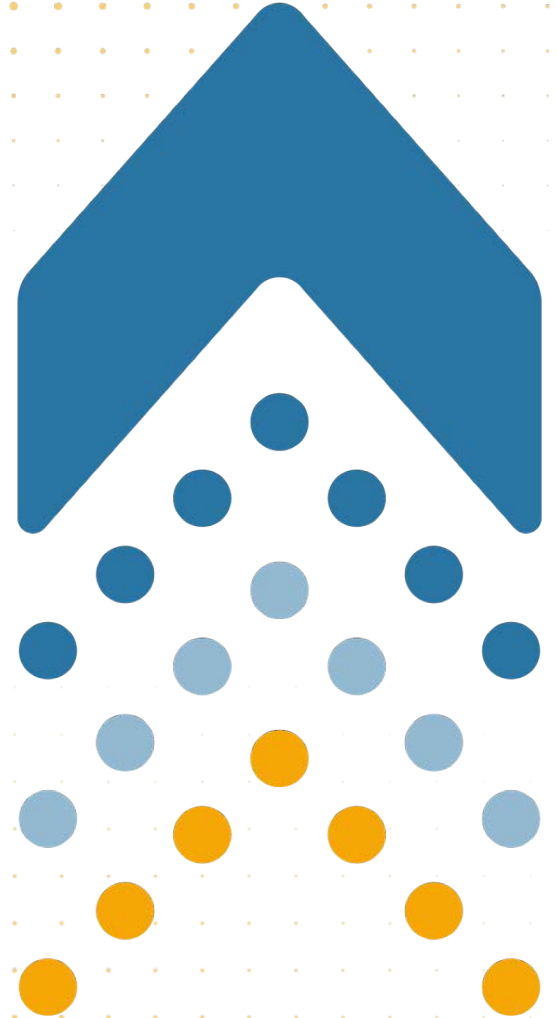


Virtual
2020 CMHO Conference
**Innovating and Advancing Child
and Youth Mental Health**
November 23 to December 4

Sponsored by



Ontario Centre of Excellence
for Child & Youth Mental Health
Centre d'excellence de l'Ontario en santé
mentale des enfants et des adolescents



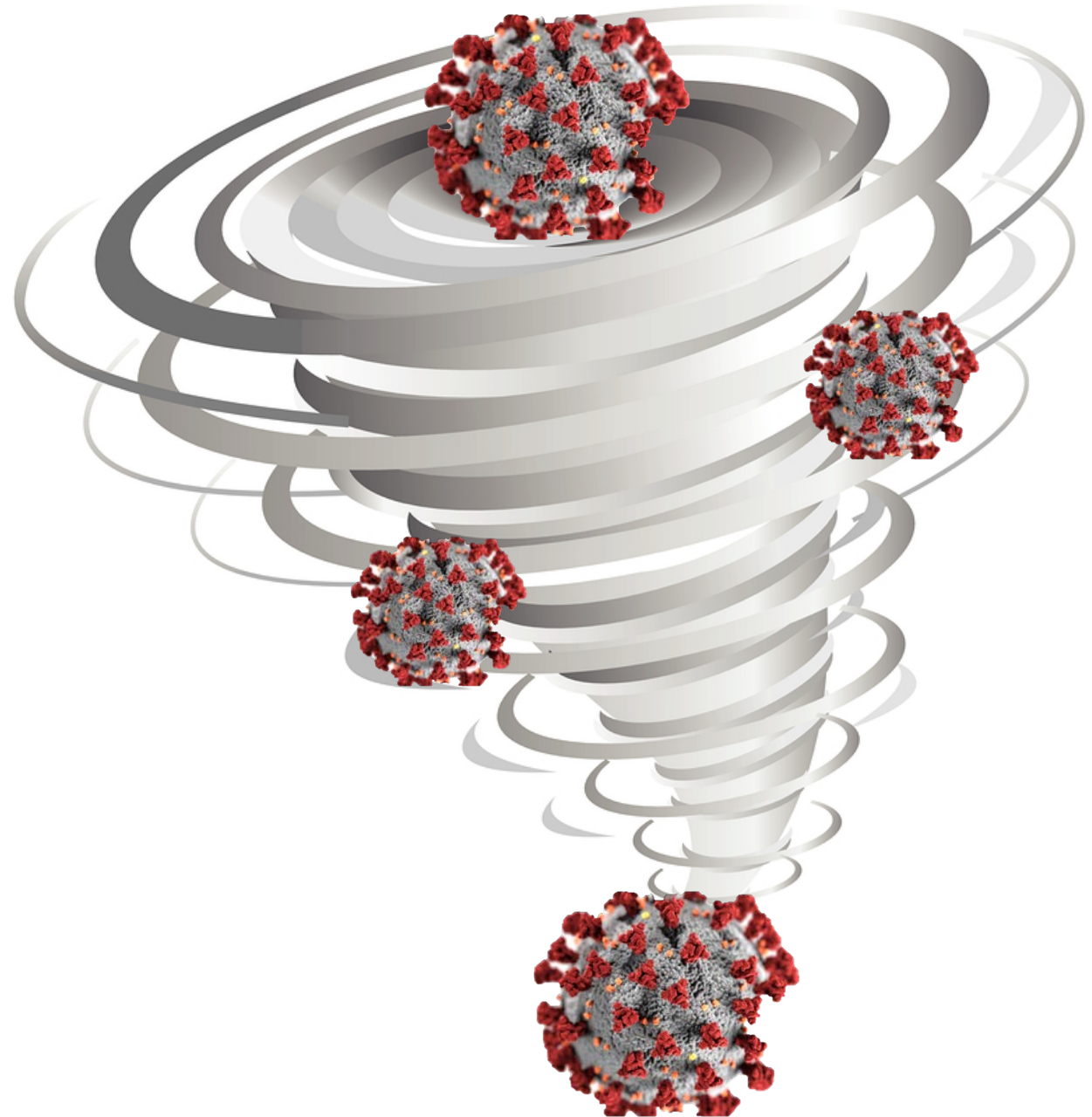


Sailing the Storm: Self-Care in The Time of Pandemic

How do we find empathy and balance for ourselves and for others?

Michele Sparling, Innovative HR

Being in the midst of the storm can make it hard to balance the burden of providing services while interacting in a world that is struggling to right itself.



2020 “The Perfect Storm”



Natural disasters
Work-from-home
Work from work
Shut downs | lock downs
Eldercare
Homecare
Home classrooms
Shortages of staples
Shortages of PPE
No end in sight
Economy sliding
Job loss
Business instability
Politics | Elections
Social unrest
Access to services
Illness/Death
Demands for MH services increased



**Extra large waves come in here
Watch out for them.**

**D'énormes vagues peuvent s'abattre ici.
Faites attention.**

When you least expect it, things can change, and we need to be ready for the changes, to be able to adjust with the wind and the waves. It is about being flexible, and being able to adapt to the needs of your families, clients, and work, but most importantly, yourself.



Initial Thoughts

When Covid-19 caused a shut down in March 2020, what did you first think?
Use up to 3 words only.

Use the Q & A box.



In Another's Shoes

When Covid-19 caused a shut down in March 2020, what do you think employees thought? Use up to 3 words only.





As the pandemic continued past March break, families found themselves trying to balance home, work, and school.

Flexibility and adaptability was key for the families, the employers, the schools.

Access to resources and supports were critical to make it work.

The realities of equity, access, and privilege were amplified.

LAYERS OF STRESS



Stress is internal and external.

People don't leave their personal lives at home when they enter the workspace.

The events of the world are played out in our media, on our streets, and in our homes.

People are struggling with a great deal these days.

Empathy, kindness, and compassion go a long way.

Causes of Workplace Stress:

- Lack of knowledge or skill
- Sense of unfairness
- Lack of appreciation or recognition
- Inadequate compensation
- Conflict between work and values or integrity
- Conflict between personal and work responsibilities
- People problems
- Work demands
- Pressure to perform
- Tight deadlines
- Unclear expectations
- Lack of resources, including time or equipment
- Worry and fear re: health and safety/pandemic*



How Is Stress Playing Out During Covid-19 at Work?

- Forgetfulness
- Easily distracted
- Decreased attention
- More difficulty in problem solving
- Less effective thinking
- Narrower perspective
- Greater difficulty learning
- Less diplomatic; short in responses





When we are on our own or with a group, there is comfort in knowing that someone is there for us when we have a challenge or difficulty, or just need to check in and feel connected, feel listened to, feel heard - whether by call, text, or other means.

Take It and Break It



Ensure there are boundaries for work and for home.

Establish 'office hours' if you are Working from home.

Take breaks, take vacation, relax.

Be able to step away when needed.

Organizations need to create the opportunities



The winds blow harder and longer than expected, it takes more effort, and we are starting to feel our feet slipping on the ground. Working together as a team, we can steady ourselves, and build a solid foundation of support.

Back in 'the Day'

EARLY MANAGEMENT (the days of Frederick Taylor)

- Drive results at any cost; highly visible
- Be hard on employees; compensate for labour
- Personal lives did not matter; did not come into play
- Business was seen as masculine
- Emotion was seen as feminine



A Few Years Ago

25 Years Ago

- Personal and professional lives were colliding
- Employees seen as human beings
- Motivators needed to inspire/achieve best performance
- Competitiveness
- Employees driven to get ahead
- Emotion was seen as a soft skill
- Technical skills were seen as hard skills; of value



Today



- “Empathy “ - the ability to understand and experience the feelings of another.”
- Empathy is seen as **a critical trait**
- Managers seen as having the most influence on empathy
- Empathy always there but never a survival skill, but today it is.
- The growth of empathy has ‘stalled’ according to the 2020 Workplace Empathy report.

Steps to Improved Empathy

Embrace perspectives of all staff



Open the lines of communication

Have all leaders accountable for change

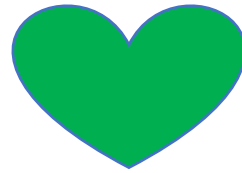
Focus on the person's overall well-being.

Promote a values-based approach

Challenge your biases

“Empathy can be encouraged but it can’t
be enforced.”

Trying to quantify empathy
removes the



Leading with Empathy

- **Leaders must:** (Power of Empathy: Leadership and Listening – Isabelle St-Jean)
 - Look for signs of overwork in others
 - Show interest in needs of others
 - Be consistently willing to help
 - Be able able to convey compassion
 - Be able to show empathy.



SAILING LESSONS - RECAP



1. Be prepared, don't push beyond the capacity of yourself or your team, and stay aware of changes
2. Be flexible, be adaptable, and be clear on what is happening.
3. Recognizing 'We Are All In This Together. '
4. People need to feel connected, to feel positive, to feel valued, to feel their could make a difference, and that someone genuinely cared for them. Ensure staff are treated with kindness and compassion
5. Show empathy and compassion and kindness, always, you never know what people are dealing with.

"She stood in the storm and when the wind did not blow her way, she adjusted her sails." – Elizabeth Edwards

SAILING LESSONS - RECAP



6. Having someone there for you when you need a voice, an ear, an insight, to bounce things off of knowing that person will listen to you as a way to process through what you are dealing with. It is also important to be there for ourselves.

7. Set boundaries around work, and take time off. There are legal requirements but more importantly time off allows for a reset, a chance to get other tasks completed that pile up and add to the stress; do something creative, exercise, etc.

8. Leaders needs to model the behavior expected in staff and encourage practices that help with resiliency and with empathy.

9. We need to learn to survive with each other, care for each other. It has become more and more a skill that is needed

She stood in the storm and when the wind did not blow her way, she adjusted her sails.” – Elizabeth Edwards

“Almost everything will
work again if you unplug
it for a few minutes,
including you.”

—Anne Lamott,
ALMOST EVERYTHING



