Coffee vector created by freepik - www.freepik.com

You Can't Pour From an Empty Cup:

Strengthening Ethical Social Work Practice through Self-Care

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the family center

This Zoom Presentation is Sponsored by:

01

Discuss wellness and how it is an ethical obligation

02

Review stress's impact on us

03

Define the ABCs of self-care and discuss

04

Analyze a case-study and discuss

You Can't Fill from an Empty Cup: Part 1

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A few tips for a present, connected process in a virtual setting*

- **Grace with process**: Thank you in advance for your understanding of tech issues or glitches
- **Grace with each other**: Strive for presence, if possible, and give grace when you can
- **Take care of yourself.** Take a break if you need one. Try to minimize distractions and/or turn off your video
- **Mute your microphone.** If you have a comment or question of the presenters, use the "raise hand" feature and strive to be lean in your expression (*space bar temporarily unmutes*)
- **Ask questions to and for the whole group by** using the chat feature at any time.
- **Please announce yourself before speaking** so everyone (especially those attending via phone) know who is speaking
- **Passing is participation**. All levels of participation are welcomed and encouraged.

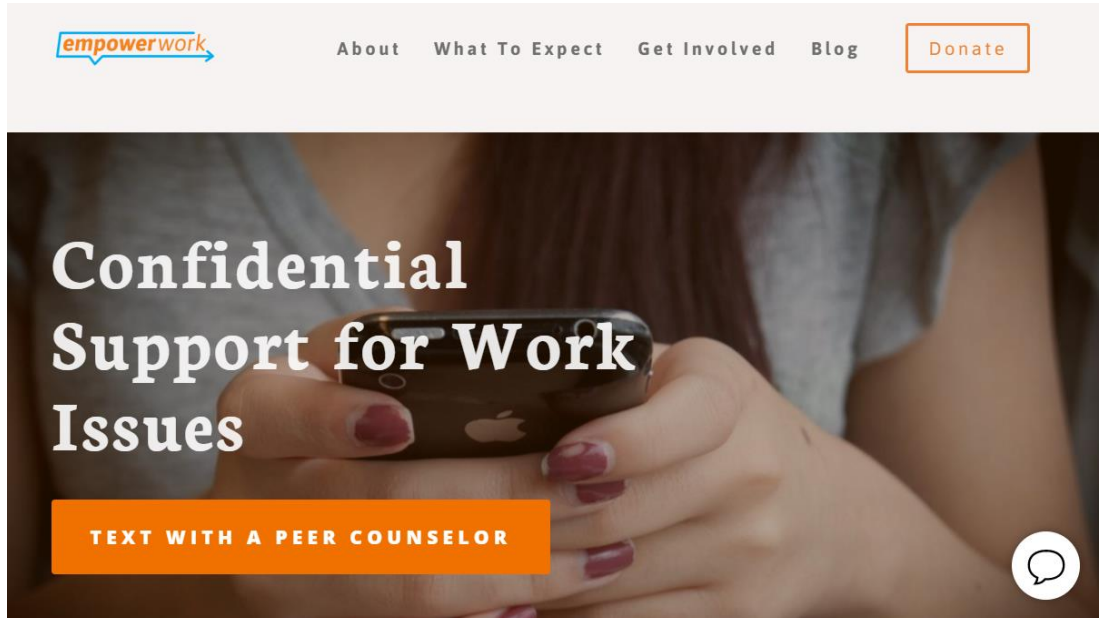
*Adapted from Leigh Ann Roberts, The Circle Center

Self-Care Alert!

- Step out for a break
- Talk to someone you trust
- Do something relaxing or creative
- Use regulation tools
- B R E A T H E
- Get some water

Chat Now

510-674-1414
Monday - Friday
8:30am - 8:00pm PT

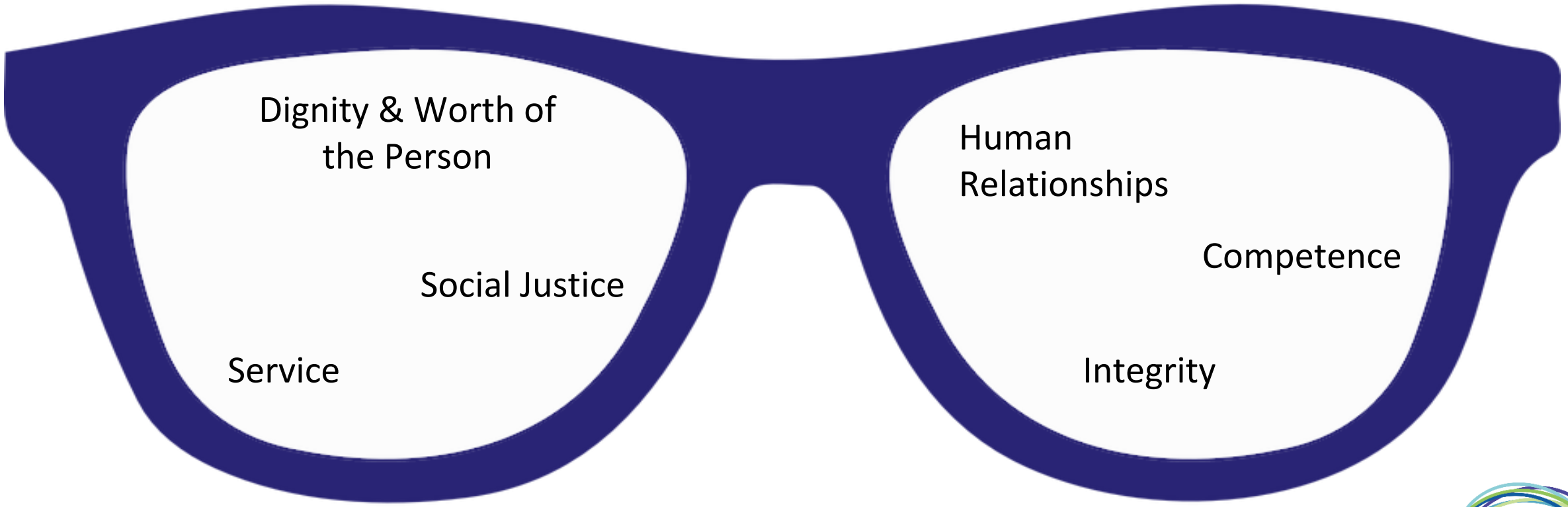


What is Wellness?

In break out groups, answer this question:
"What do you think when you hear "self-care?"

Next, answer this question: *"What has self-care practice been like for you during the COVID-19 pandemic?"*

NASW Code of Ethics – Ethical Principles



4.05 Impairment

(a) Social workers should not allow their own personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility.

(b) Social workers whose personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect clients and others.

2.08 Impairment of Colleagues

(a) Social workers who have direct knowledge of a social work colleague's impairment that is due to personal problems, psychosocial distress, substance abuse, or mental health difficulties and that interferes with practice effectiveness should consult with that colleague when feasible and assist the colleague in taking remedial action.

(b) Social workers who believe that a social work colleague's impairment interferes with practice effectiveness and that the colleague has not taken adequate steps to address the impairment should take action through appropriate channels established by employers, agencies, NASW, licensing and regulatory bodies, and other professional organizations.

3.07 Administration

(c) Social workers who are administrators should take reasonable steps to ensure that adequate agency or organizational resources are available to provide appropriate staff supervision.

(d) Social work administrators should take reasonable steps to ensure that the working environment for which they are responsible is consistent with and encourages compliance with the NASW Code of Ethics. Social work administrators should take reasonable steps to eliminate any conditions in their organizations that violate, interfere with, or discourage compliance with the Code.

3.08 Continuing Education and Staff Development

Social work administrators and supervisors should take reasonable steps to provide or arrange for continuing education and staff development for all staff for whom they are responsible. Continuing education and staff development should address current knowledge and emerging developments related to social work practice and ethics.

Not Just Outside the Walls…

"People who work in the social service field are, if anything, more likely to have suffered from childhood adversity. Many people go into this work as a helping professional because of their own struggles with loss and injury." - Bloom & Farragher

One survey of 350 human service workers found…

- 80% of staff had an ACE
  - 66% abused in some way
  - 47% neglected
  - 40% lived with substance abuse
  - 41% had broken homes
  - 10% grew up in households with someone in prison

Social Work = High Stress

6 different studies, from 1996-2015, 5 different countries

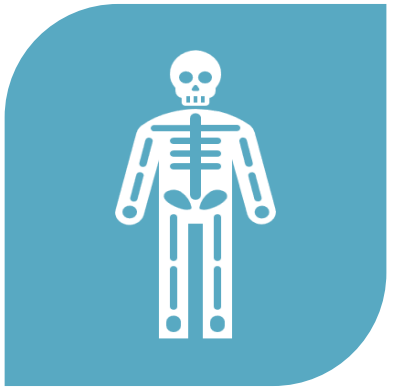
Social workers experienced:

- **57-93% verbal abuse**
- **47-77% threats**
- **21-47% property stolen/damaged**
- **8-56% physical assault**
- **18% threats with a weapon**
- **9-15% racially/ethnically harassed**
- **15-29% sexual harassment**

The Impact of Stress & Trauma on Staff

Staff may be triggered by youth & families, coworkers, or the system itself

This impacts decision-making ability and relationships (personal & professional)



Leads to burnout, more absenteeism/less presenteeism, reports of vicarious trauma, and PTSD symptoms

- VIDEO: https://www.youtube.com/watch?v=iN6g2mr0p3Q&t=4s

Workplace Stress

Having too much or too little to do	Random interruptions
Pervasive uncertainty	Mistrust
Funding changes	Unexplained or unannounced change
Vicious office politics	Unclear policies
No sense of direction	No feedback
No appreciation	Lack of communication
Downsizing and turnover	Experiencing workplace racism
Unfairness	

GREATEST STRESSOR: Lack of control over their participation or the outcome of their work

Chat Time!

In our new working situations, what extra stressors might exist in our work-lives?

Type your answers in the chat!

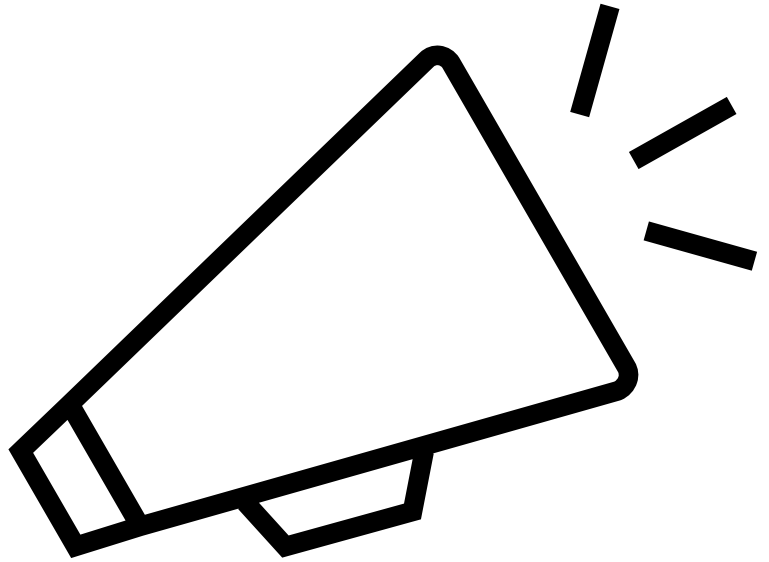
5 min

4 min

3 min

2 min

1 min



Mental Health Outcomes from Stress &/or Trauma

Burnout:

Emotional Exhaustion, Depersonalization, Low professional accomplishment

- Job change helps

Compassion Fatigue:

Reduced ability to feel empathy

- Seek help
- Take a step away

Vicarious Trauma:

Changes in worldview

- Seek help
- Take a step away

Secondary Traumatic Stress:

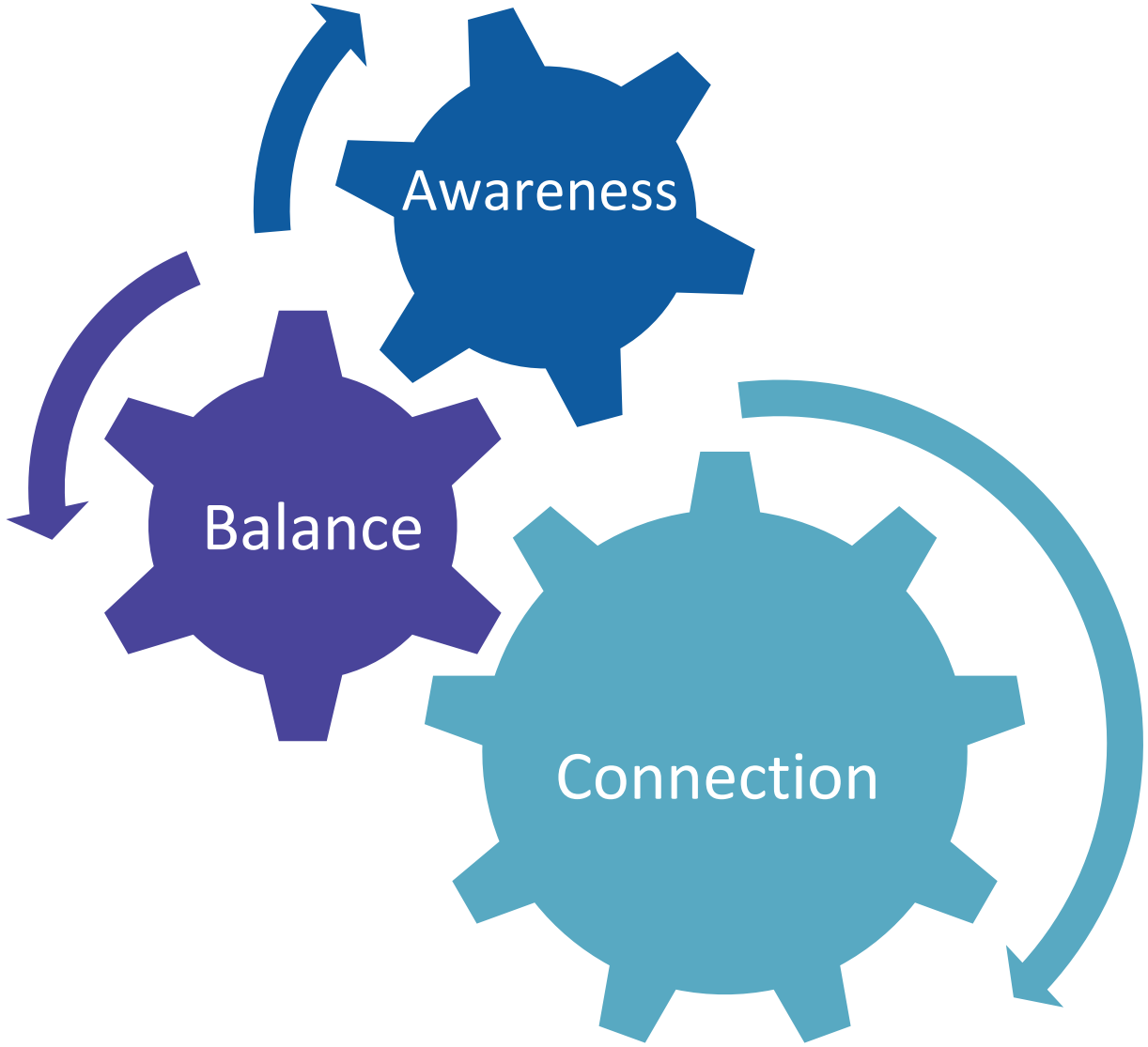
Secondary PTSD

- Seek help to cope with symptoms

Social Distancing (Quarantine) Fatigue:

Loneliness

- **Find ways to connect**



ABCs of Self-Care

Awareness

What triggers your stress response?

- Keep a journal about when you realize you're feeling stress or feeling sad, irritated, frustrated, angry, etc.
- Think about times you reacted without thinking or were overly defensive
- Are there times when your body is all tensed up or expressing a reaction to stress?

What calms you down?

- Think through the questions of what, where, and when
- Can you make a list of 3 things you can do to de-stress?
- What other activities could you try?

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When

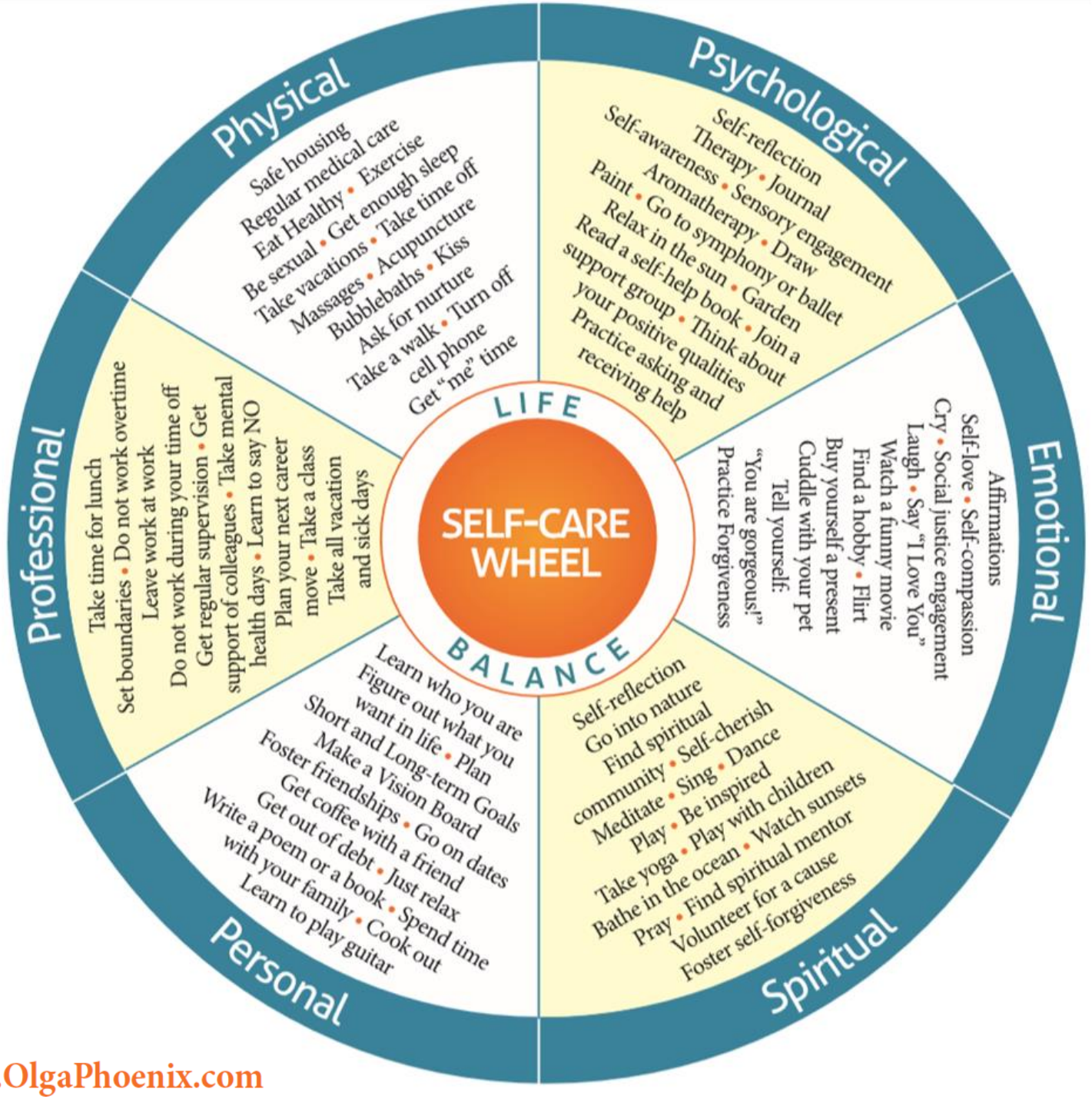
Early morning
Evening
After bedtime
Lunch time
Through out day
After work
Before wake-up time
Few minutes in workday
At 2:30
Before 8pm
Between sessions
Self-Care Sunday
Late at night when I can't sleep
Commute time
Family distracted
Morning coffee
After 5 pm
Before new activity or task

Where

Outside
On porch
Hammack
Garden
Park
Craft room
In car
Couch
On Xbox
With animals
Living room
Work
My room
Bed
Pool/ocean
Church
Lowes
Mountains
Shower

What

Dogs
Hot shower
Video game
In the sun
Shopping
Praying
Art
Zumba
Animal Crossing
Tea
Martial arts
Yoga
Listening to music
Baking
Running
Netflix
Cycling
Bread
Planting



Extra Ideas

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www.OlgaPhoenix.com

Trauma-Informed Self-Care

Incorporates an understanding of trauma and the effects of trauma on the worker and clients.

- EXAMPLES:
  - Seeking supervision
  - Working within teams
  - Attending trauma-specific training
  - Balancing caseloads
  - Assessing a range of personal stress-reducing strategies, such as:
    - Practicing stress management techniques
    - Developing a plan for work–life balance
    - Seeking therapy for personal issues triggered by work

SELF-COMPASSION

"Instead of mercilessly judging and criticizing yourself for various inadequacies or shortcomings, self-compassion means you are kind and understanding when confronted with personal failings – after all, who ever said you were supposed to be perfect?"

- Neff

Self-kindness vs. Self-judgment

Common humanity vs. Isolation

Mindfulness vs. Over-identification

Self-Compassion Misconceptions

~~1. Will undermine motivation~~

- Less fear of failure
- More likely to try again
- More motivation to change,
- More likely to try harder
- Avoid repeating mistakes

~~2. It's a weakness~~

- A way to cope

~~3. Leads to self-indulgence~~

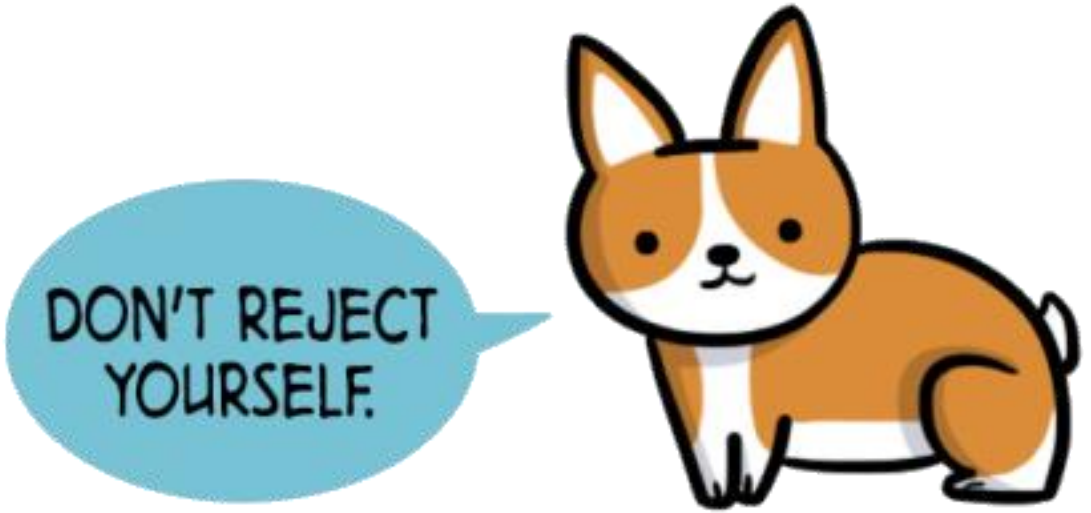
- Promotes health related behaviors

Quite smoking
Drink less
Eat healthier
Exercise more

Self-Compassion Benefits

Benefits:

- Increased ability to cope with negative emotions
- Decreased Rumination
- Increases positive mindset
  - Happiness
  - Optimism
  - Wisdom
  - Curiosity
  - Exploration



MINDFUL MEDITATION

"Non-judgmental attention to experiences of the present moment"

(Kabat-Zinn, 1990)

VIDEO:
https://www.youtube.com/watch?v=iN6g2mr0p3Q&t=4s

1-Min Mindful Meditation

VIDEO: https://www.youtube.com/watch?v=MPR3o6Hnf2g

Other Mindfulness Practices

Mindfulness in:

- Eating
- Walking
- Yoga
- Tai-Chi
- Pilates
- Listening

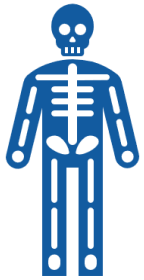
Benefits of Mindfulness

Increased Attention

Helps with Sleep

Reduce Stress & Anxiety

Increased Executive Functioning



Increases ability to down-regulate

(calm down, relax, sooth)

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

COMPASSION SATISFACTION AND COMPASSION FATIGUE (PROQOL) VERSION 5 (2009)

When you *[help]* people you have direct contact with their lives. As you may have found, your compassion for those you *[help]* can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a *[helper]*. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the *last 30 days*.

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Professional Quality of Life Scale (ProQoL)

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Self-Care Assessment

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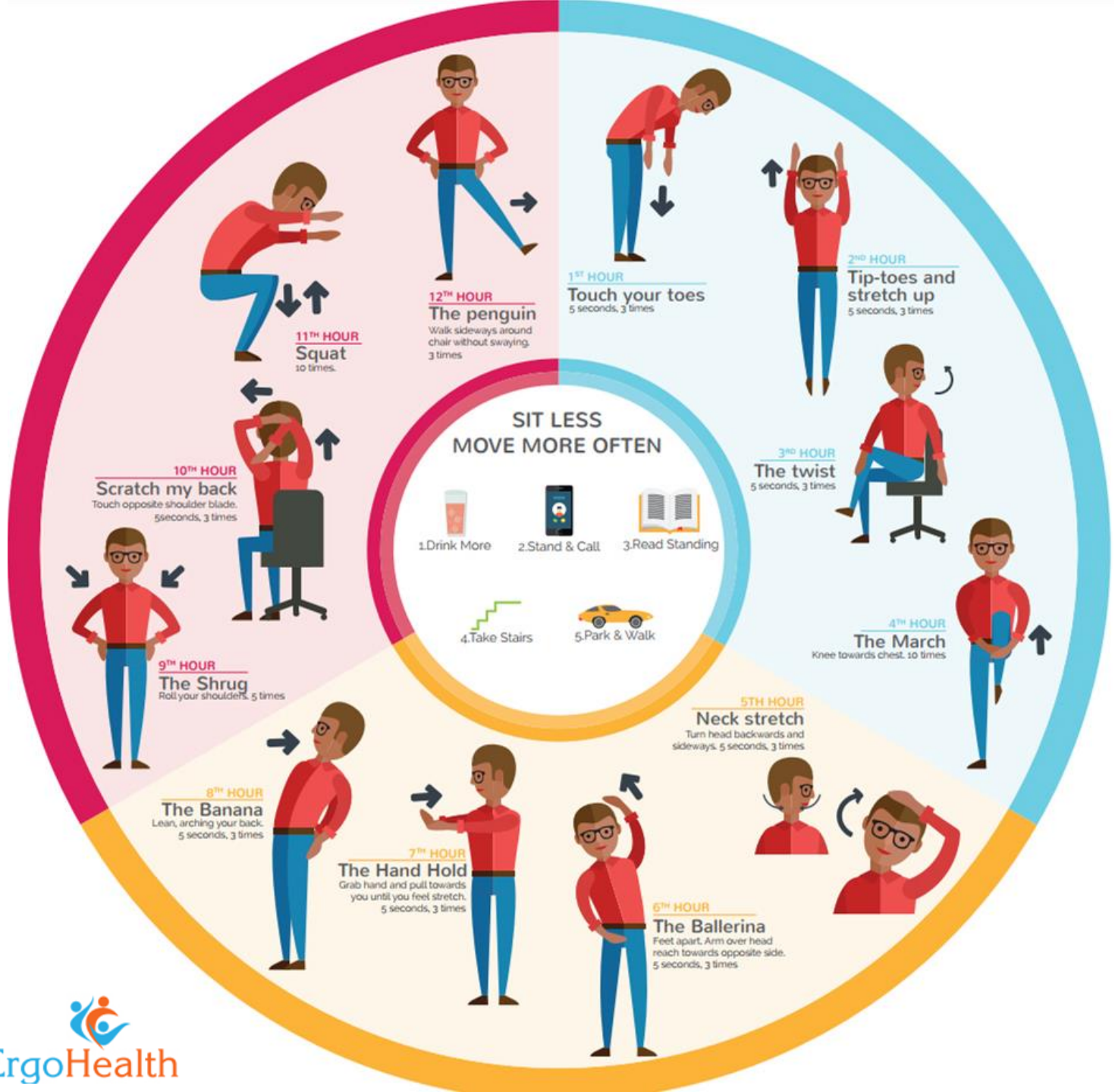

Stretch Break!

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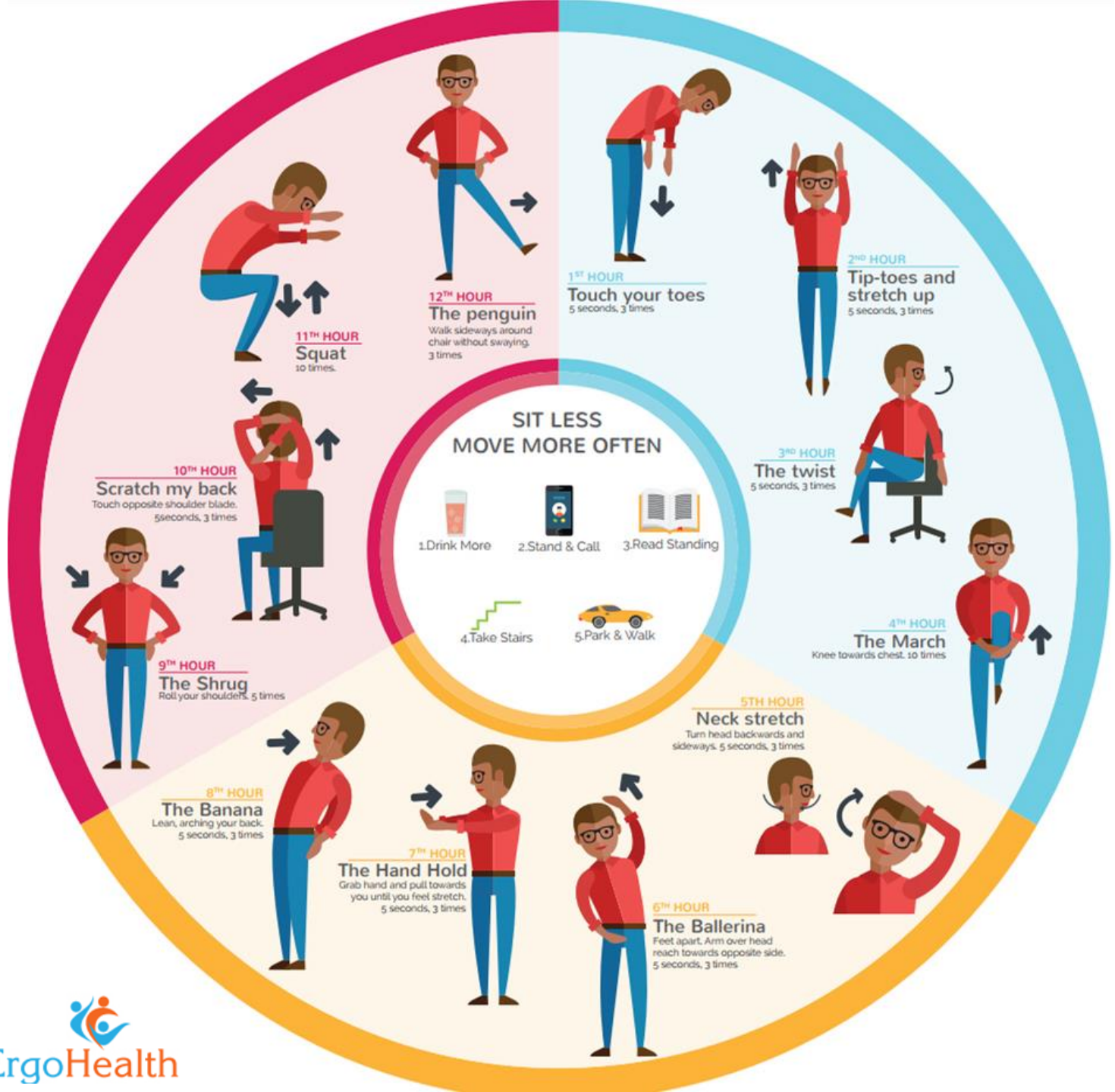

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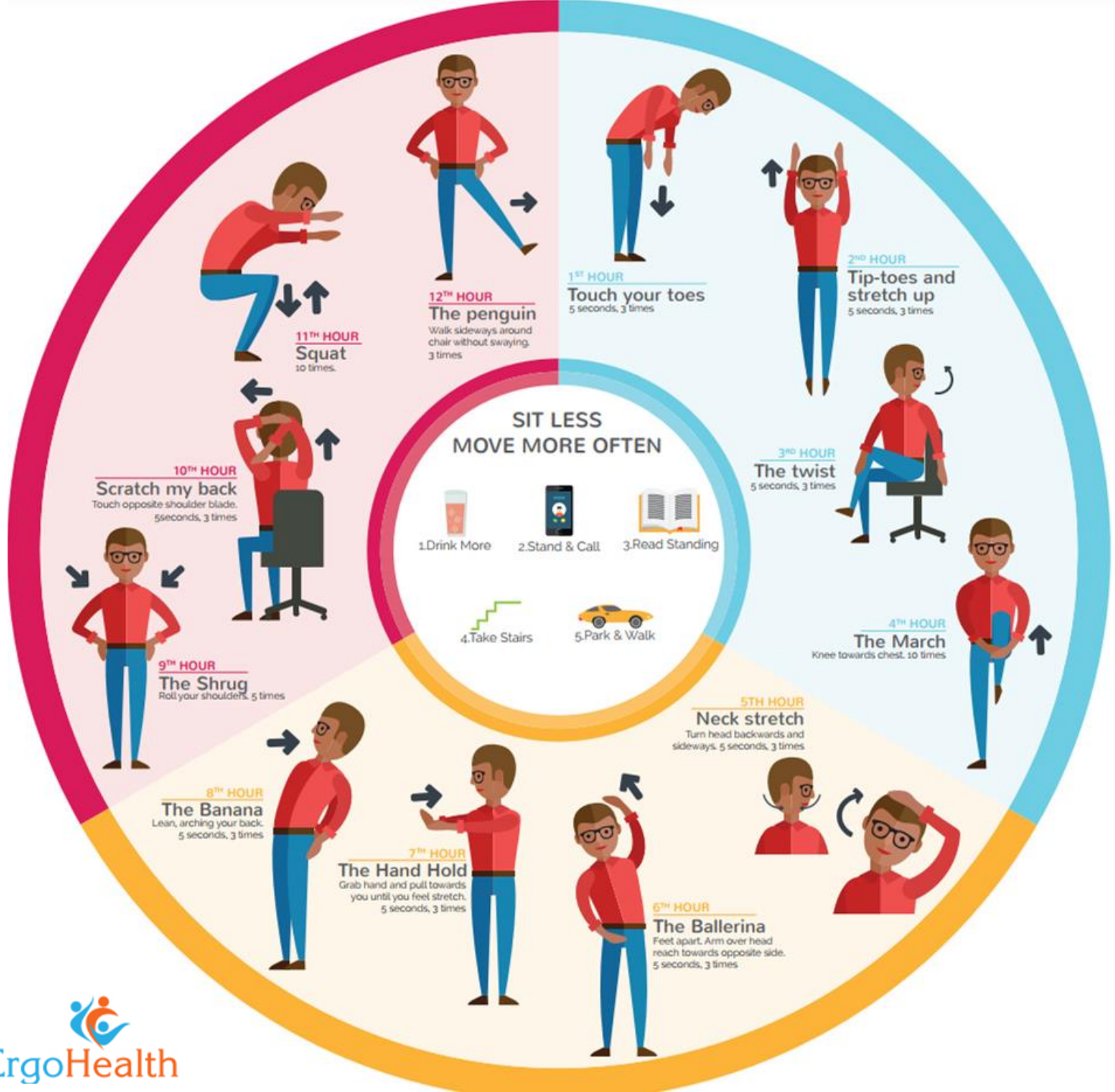

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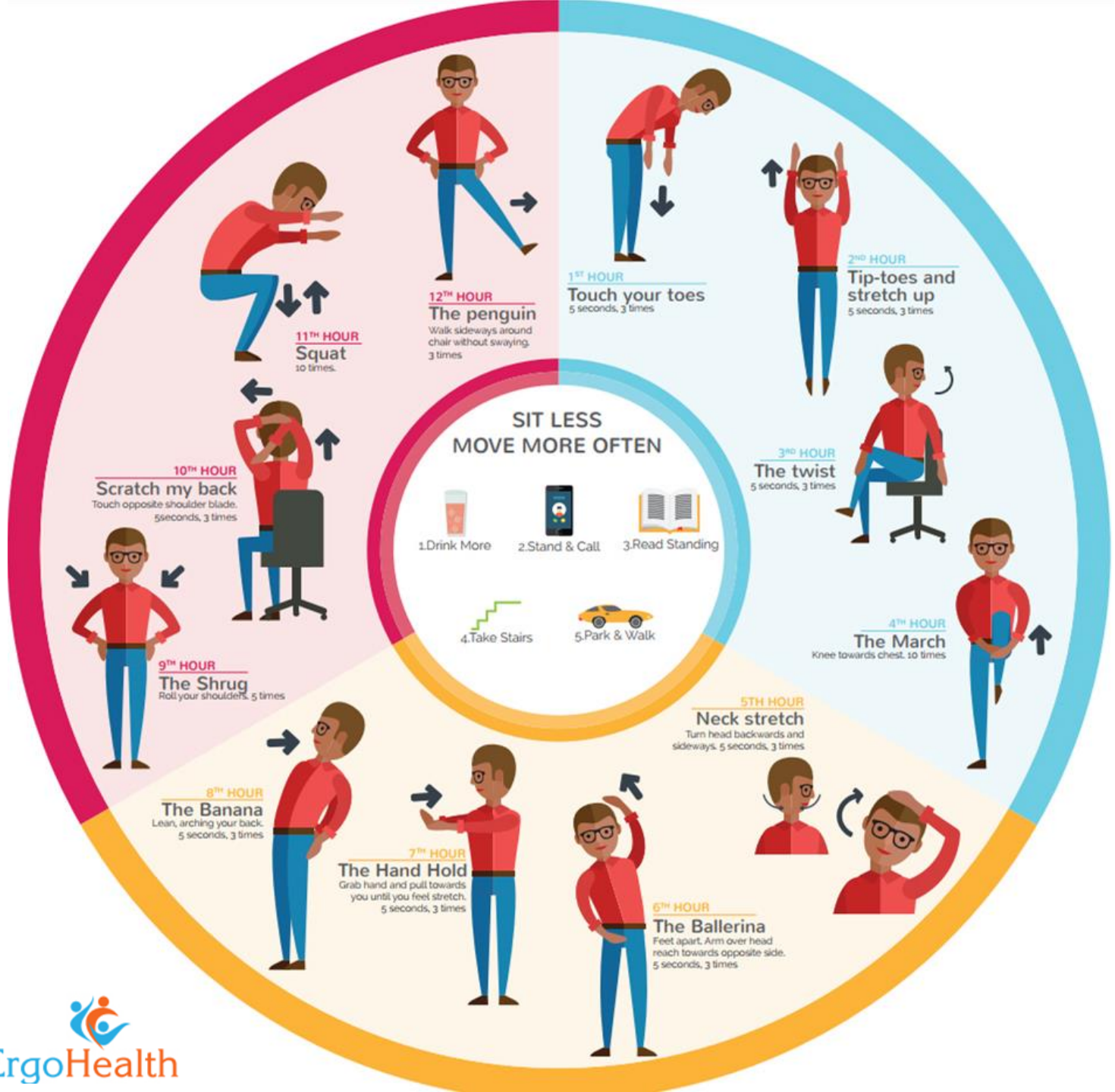

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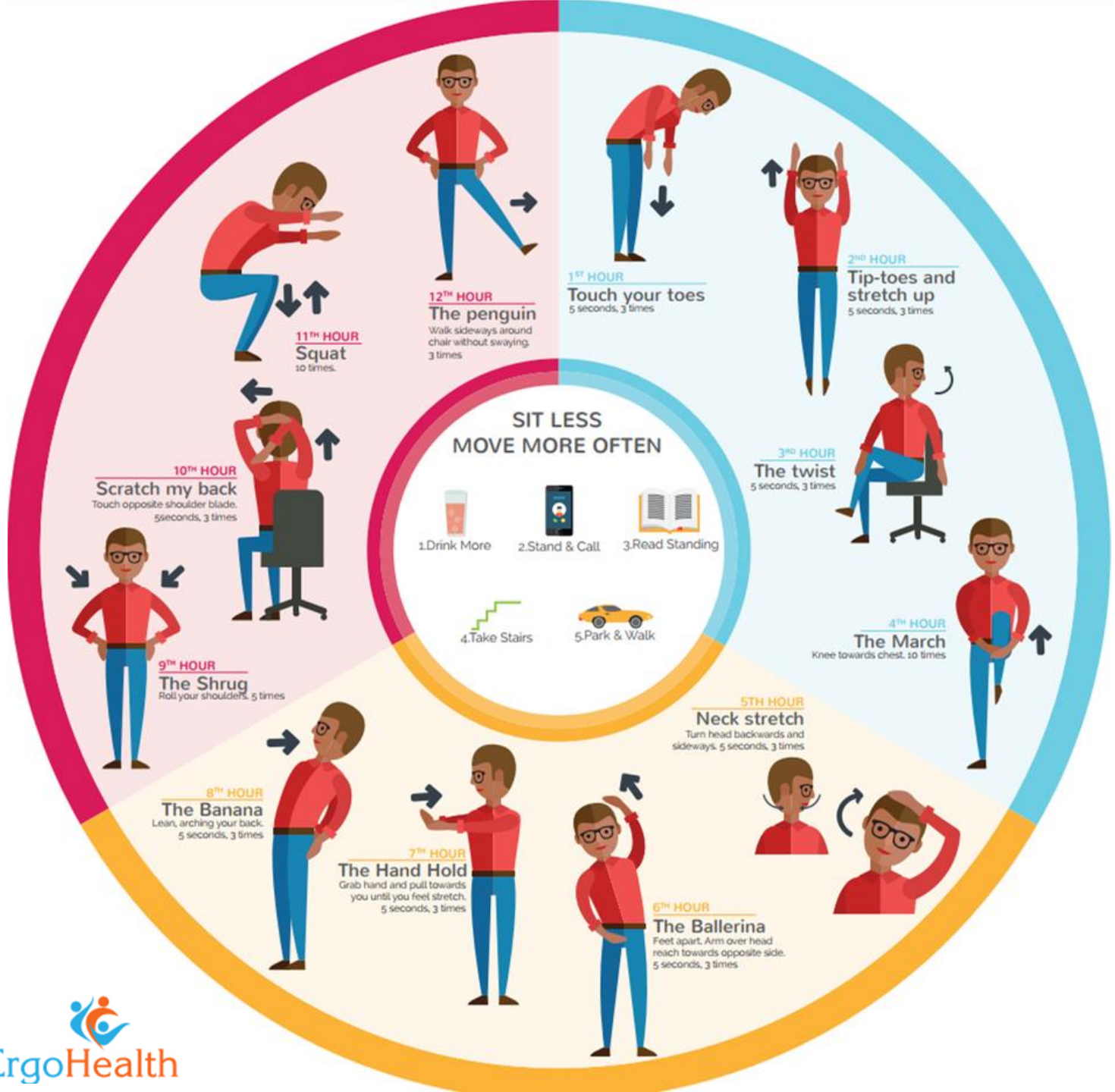

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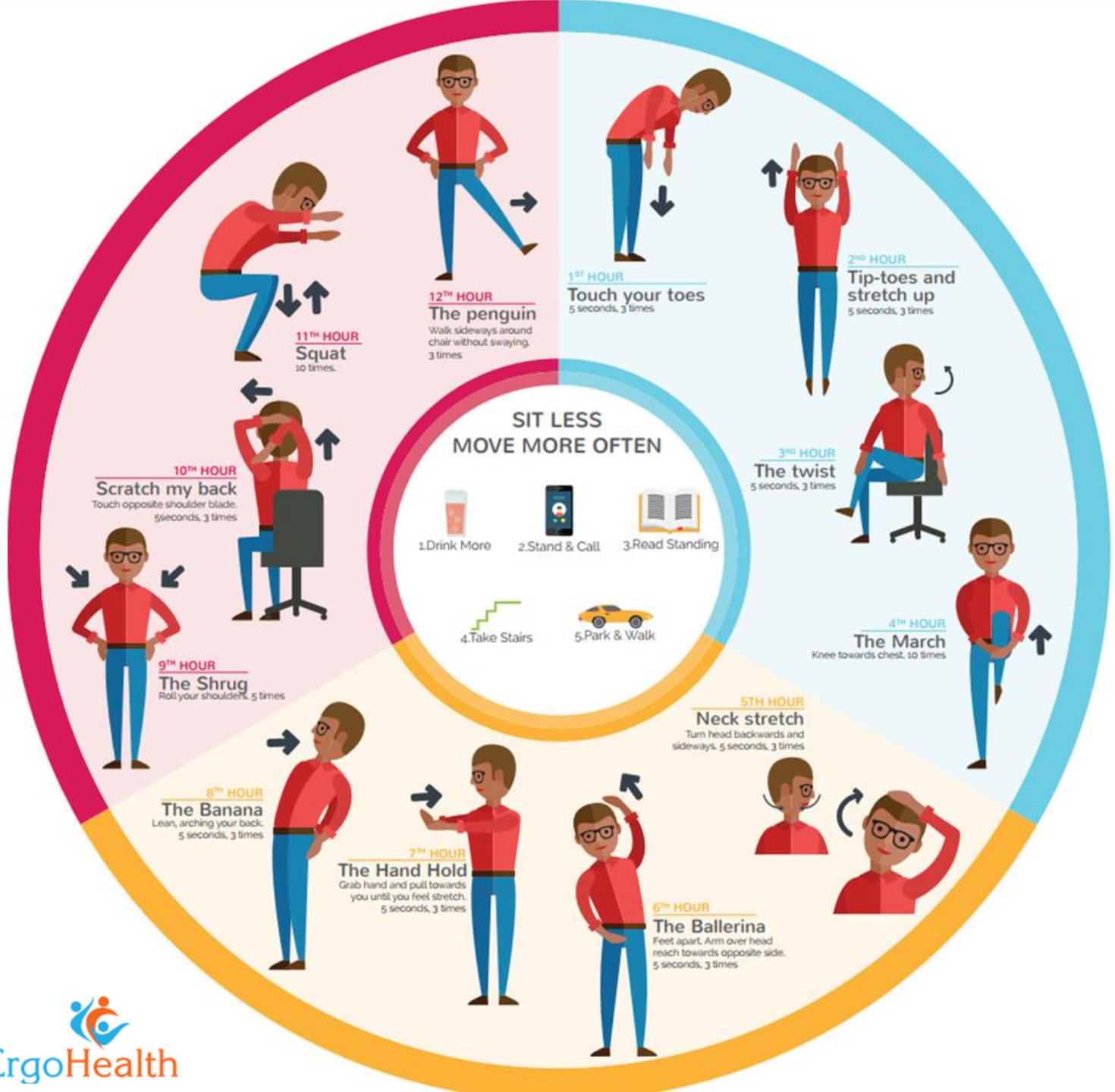

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10 min left

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4 min left

2 min left

1 min left

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Balance

Discover what balance means for you

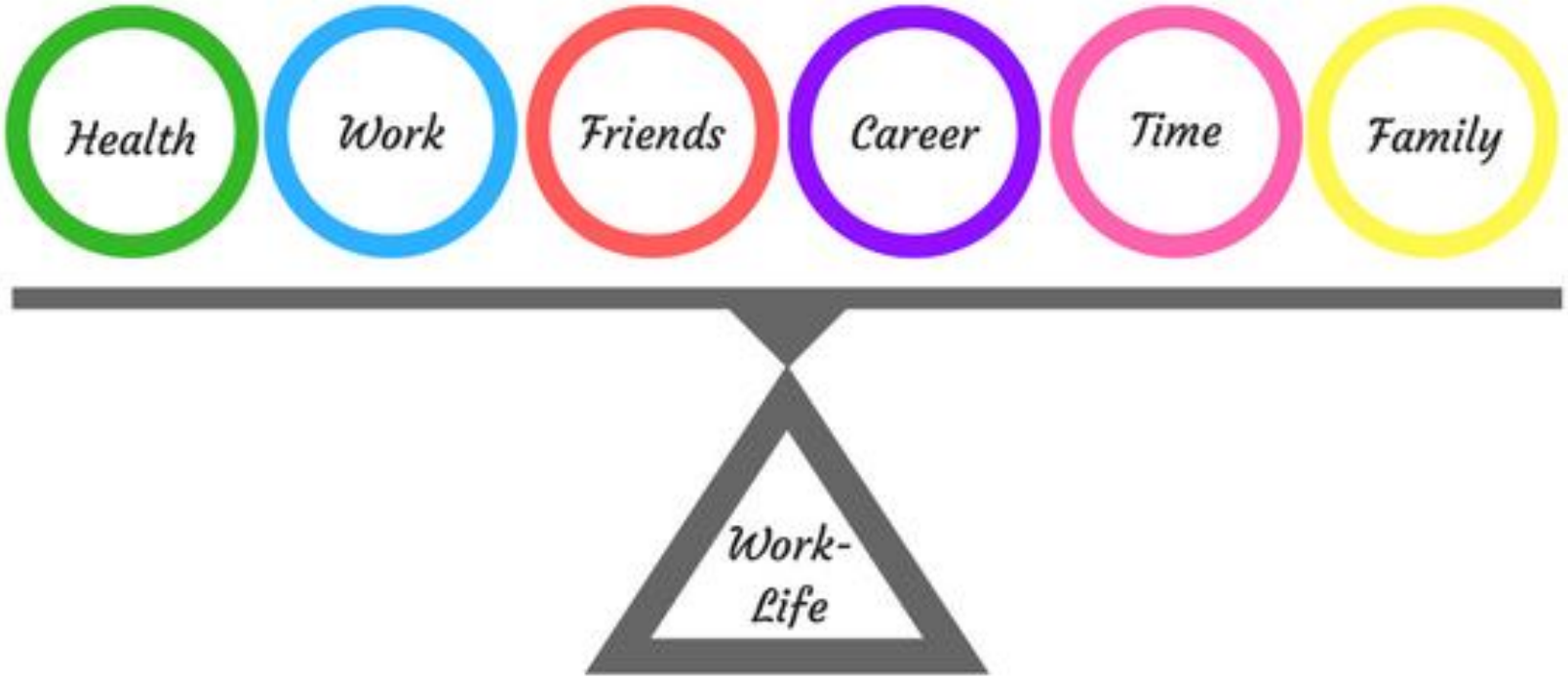
Between work and personal

“Find” or “make” time for self-care

Don’t believe in the work-life balance myth

Set realistic goals

What is "Balance"?



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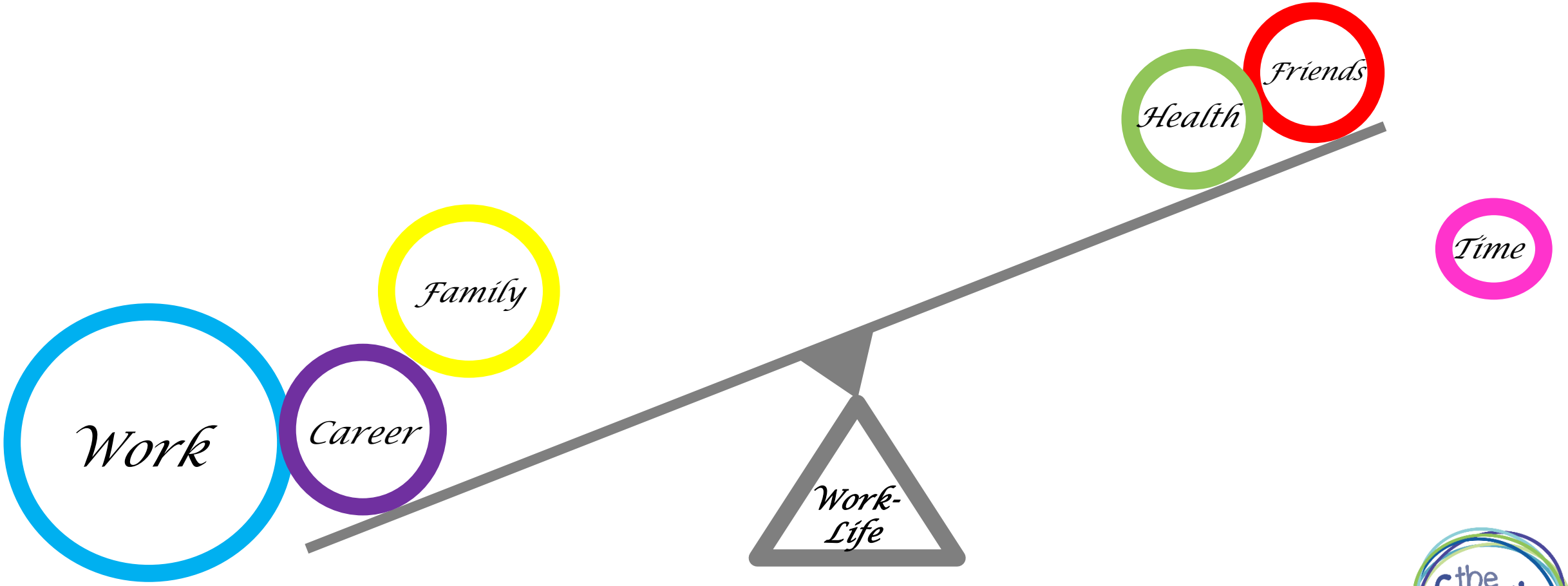

Balance on the Beam

It isn’t about giving equal time but taking the time for what you nee
when you need it.

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What Does Your "Balance" Look Like?

My Self-Care at Work

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My Self-Care at Work

- VIDEO - https://www.youtube.com/watch?v=MPR3o6Hnf2g

What Does Your "Balance" Look Like?

Connection

WITH FRIENDS AND FAMILY

THROUGH WORK

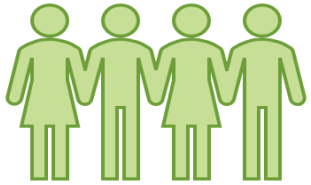
PROFESSIONAL HELP

Phone Call

6ft Picnics

Drive-thru Celebrations

Letters



Community Crafts

Virtual Hangouts

Connection with Distance

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Community Crafts

Virtual Hangouts

Cocktail Hour

Game Night

- Jackbox Games
- Scattagories
- Pictionary
- Codenames
- Board Games
- Card Game

Knitting Circle

Book Club

Art Time

Story Time

Video Gaming Online

Chat Time!

What other ways have you seen or done to connect with others through this quarantine time?

Type your answers in the chat!

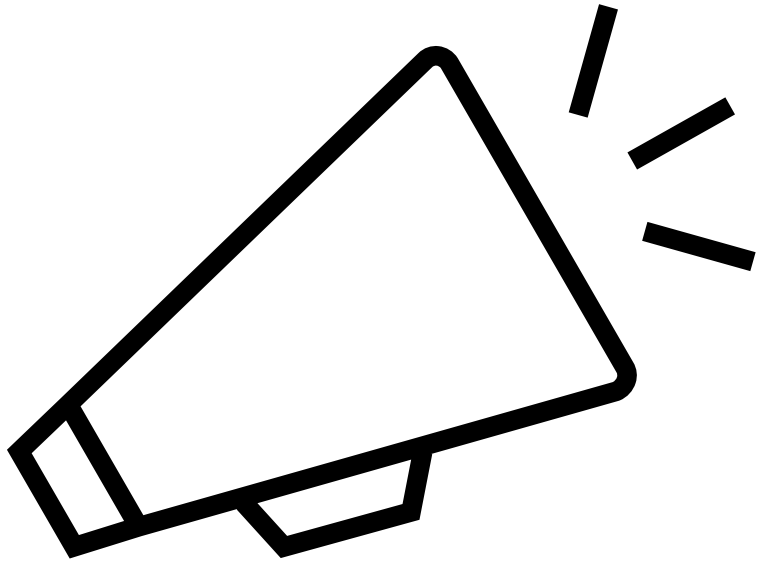
5 min

4 min

3 min

2 min

1 min

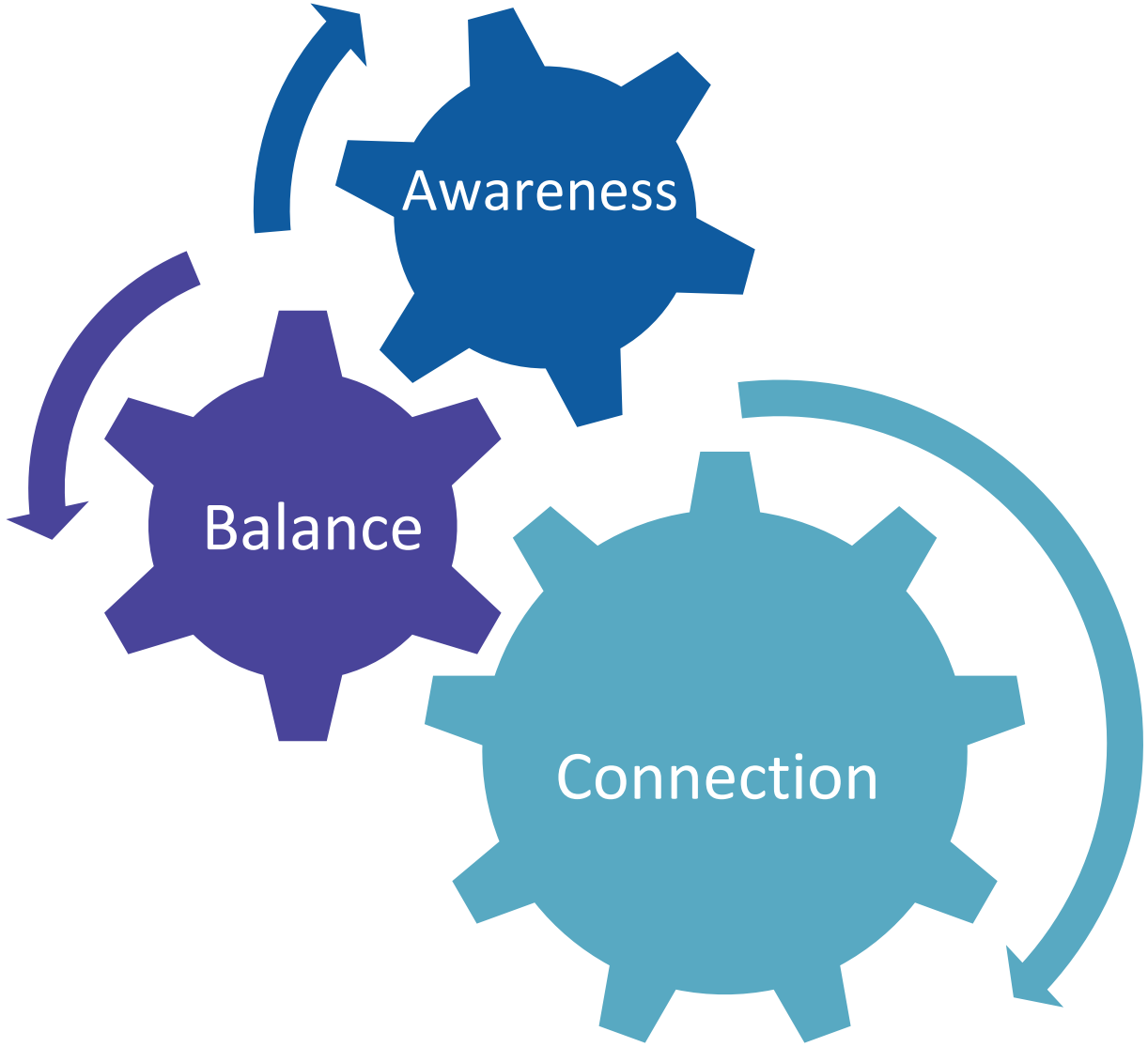


No Amount of Self-Care will Help if You Aren't Supported by Your Organization...

How can Organizations Support?

Self-Care is finding sometimes simple and sometime more complex ways to help us relax, rejuvenate, and refresh; however we also need an organization and team that is willing to support these practices.

What might this look like?



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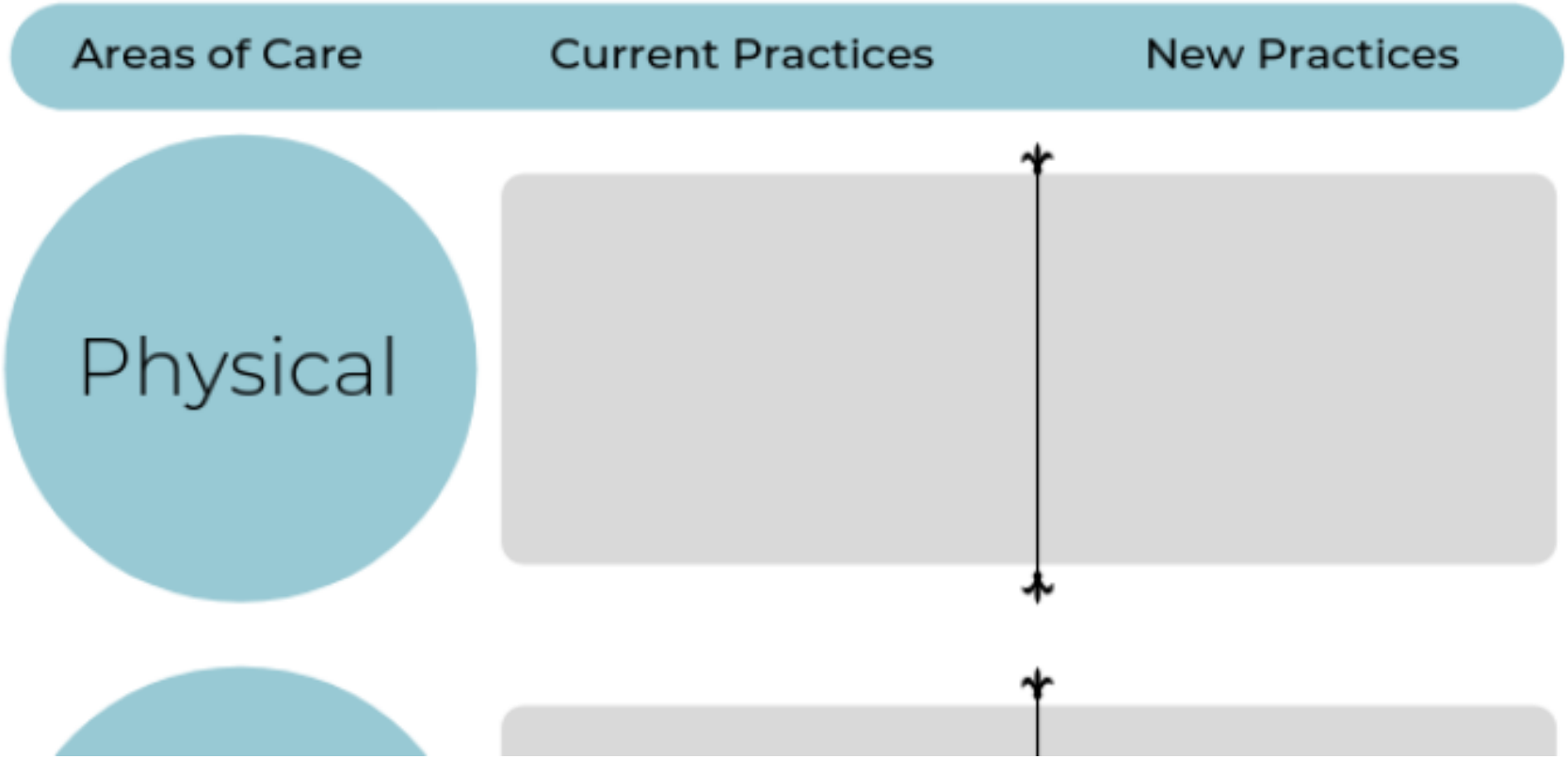
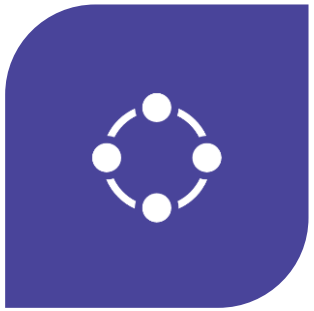
My Weekly Self-Care



COLLABORATIVE PROBLEM SOLVING



HOLDING SPACE

PEER SUPPORT

SUPERVISION

Team-Care in Practice

Trauma-Informed Organizational Wellness Practices

- Structure
- Workplace Wellness Rituals/Activities
- Wellness/Self-Care Plans
- Structured Flexibility in Policies
- Employee Assistance Programs (EAP)
- Employee Recognition Programs/Rituals
- TI Leadership Qualities

Breakout Groups

- Randomly-assigned breakout groups to discuss ethical principles
  - Groups 1-10: Self-impairment
  - Groups 1-20: Impairment of colleague
  - Groups 21-30: Administration
  - Groups 31-40+: Continuing Education & Staff Development

- Discuss the following questions related to your assigned ethical principle.
  - What ethical challenges are present in this scenario?
  - What tools or strategies might we use to increase our ability to find/build/promote **Awareness** & meet this standard?
  - What tools or strategies might we use to increase our ability to find/build/promote **Balance** & meet this standard?
  - What tools or strategies might we use to increase our ability to find/build/promote **Connection** & meet this standard?

Breakout Group Norms

- **Confidentiality**: Keep sacred the stories; share the lessons
- Related, only **share what you're comfortable**.
  - Passing is still participating.
- Feel free to **disagree**. Keep it civil, y'all.

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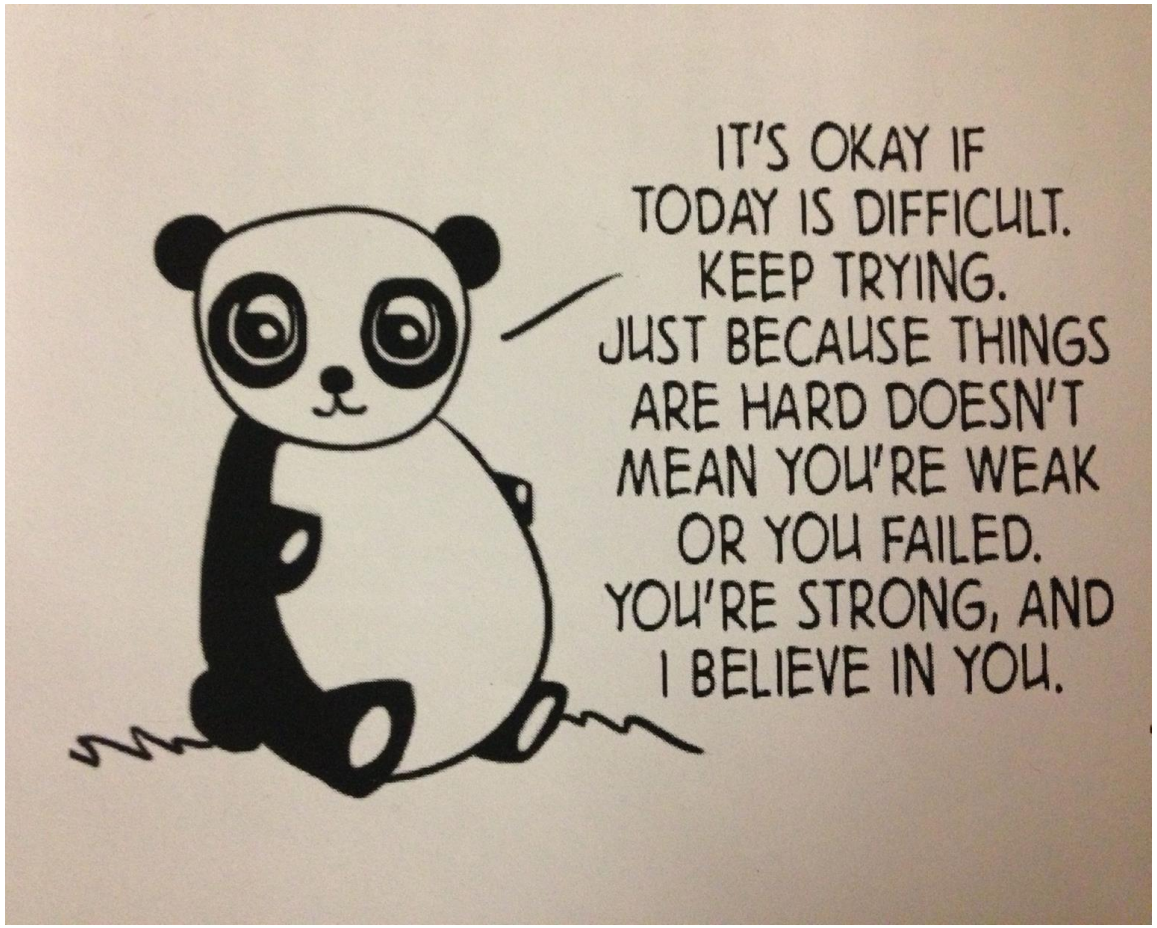

THANK YOU!

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