

More Than Just Hand-Washing: Organizational Resilience During the COVID-19 Pandemic

We'll get started shortly!



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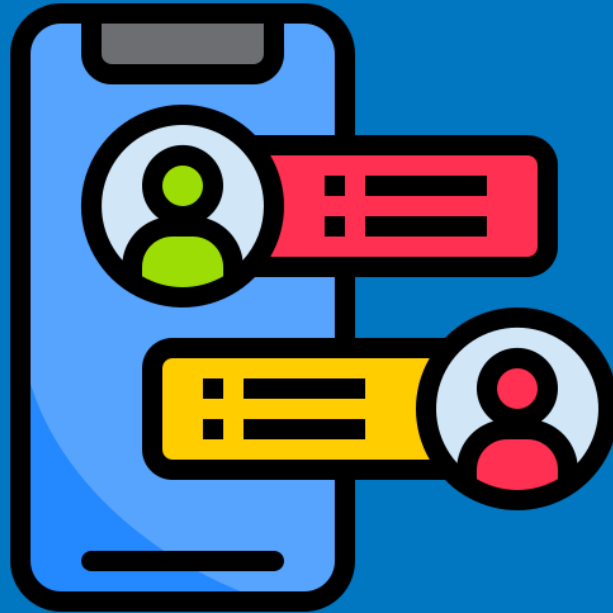
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We want to hear from you in the chat!

Share your:
name
organization
state



Housekeeping items

- Everyone has been muted to reduce background sounds
- Please use the **chat box** for comments or questions
- The slides will be posted in the chat box before the end of the webinar
- You will receive an assessment following the webinar
- **Please try to complete this assessment:** it will help us gather *future topics* and *resources* you need

Session goals

Today we'll explore

- the core principles of a resilient, trauma-informed organization
- practical strategies to support the mind, body, and spirit of your staff
- experiences from the field



Before we start...

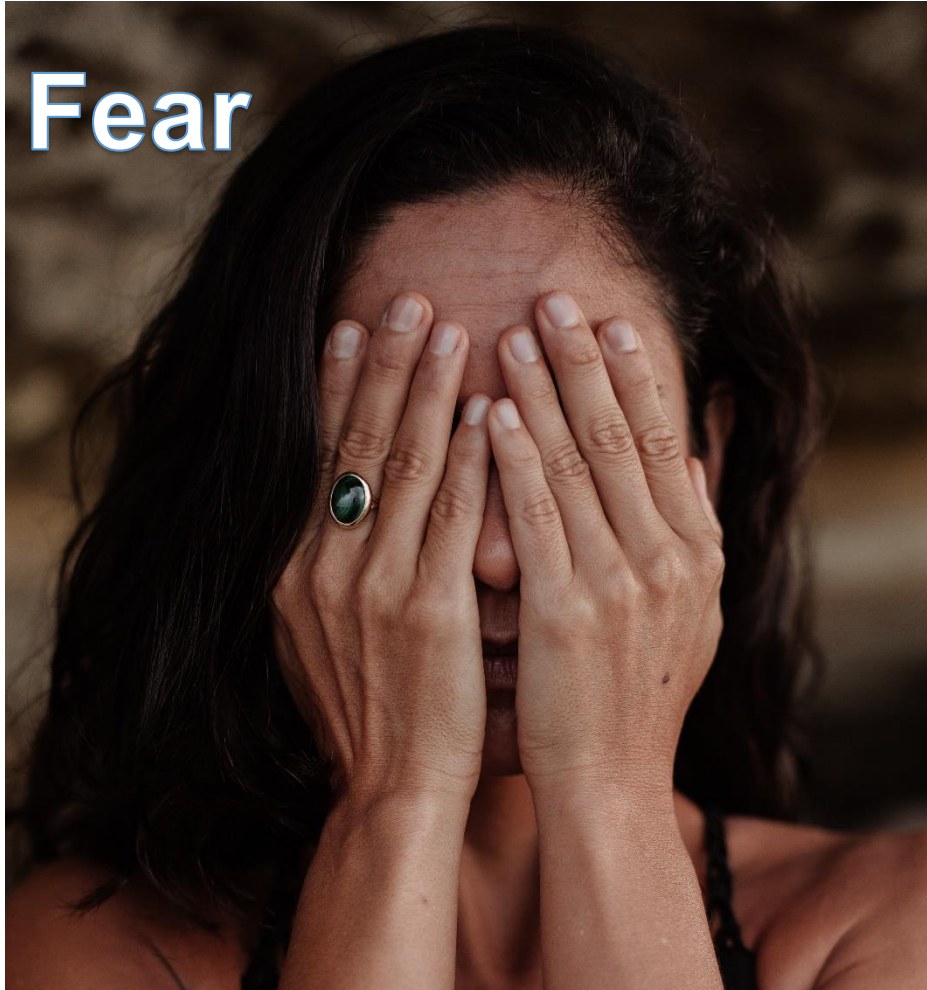
Grounding technique

Sit quietly and look around

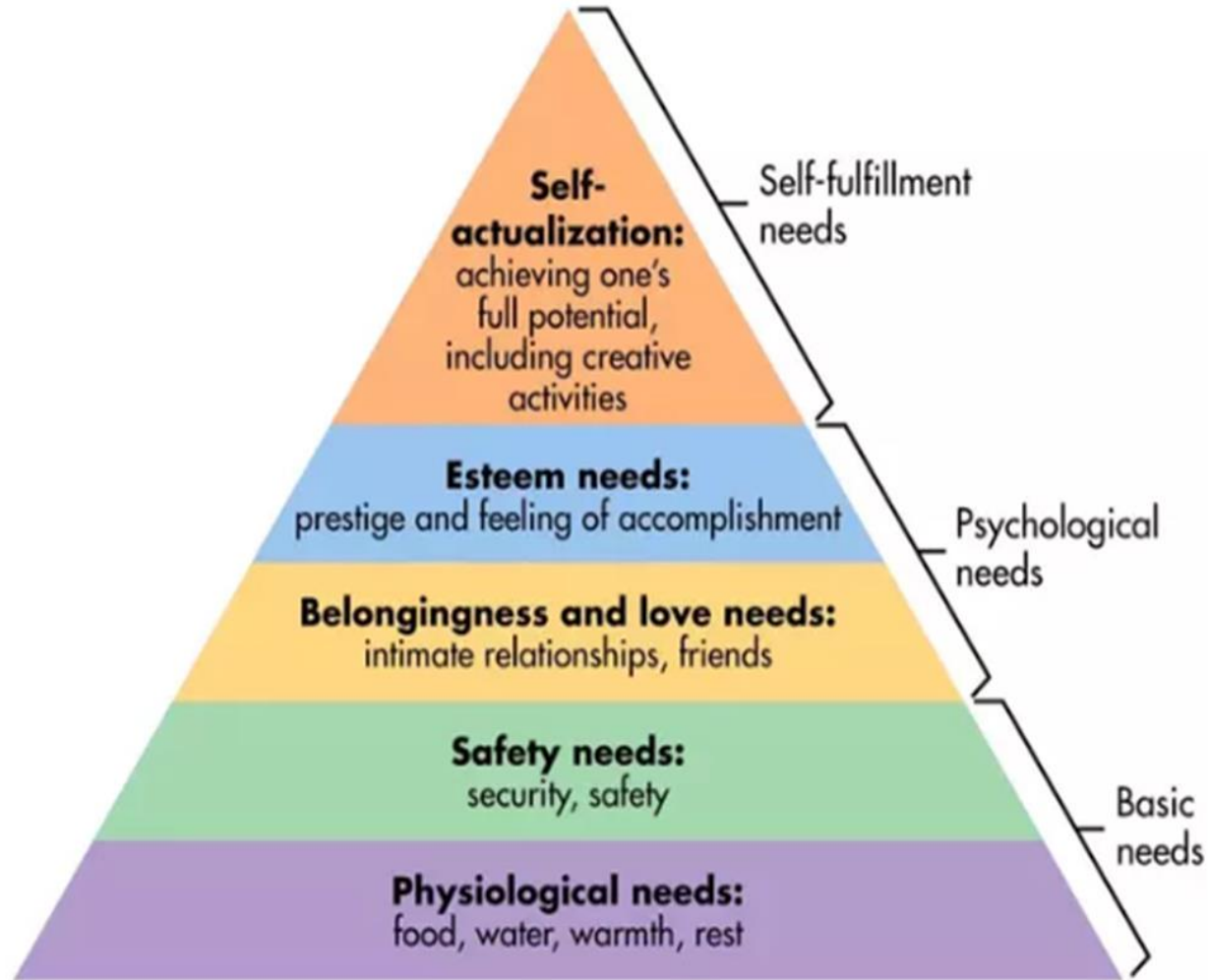
- 5 things you can see
- 4 things you can physically feel
- 3 things you can hear
- 2 things you can smell
- 1 thing you can taste



What's going on???



What is resilience?



Source: Maslow's Hierarchy of Needs



Trauma-Informed Care – 5 Core Principles

Safety

- How can we ensure physical and emotional safety for staff members throughout our system of care?

Trustworthiness

- How can we maximize trustworthiness as administrators and supervisors? Make tasks and procedures clear? Be consistent?

Choice

- How can we enhance staff members' choice and control in their day-to-day work?

Collaboration

- How can we maximize collaboration and sharing of power with staff members?

Empowerment

- How can we prioritize staff empowerment?

Safety – Physical



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**Access
to basic
needs**

**Set a
reminder
on phone**

**Memento
in your
pocket**

**Take
breaks**

**Savor
food and
drink**

Safety – Emotional (Calm)

Go in a supply closet and blast a favorite song. . . sing it out with all your heart until co-workers come to either check on you . . . or join you in singing

Breathe –
Aromatherapy,
prayers, music,
pets, walking,
yoga...

Put an elastic band or
bracelet on your wrist

Serenity
Room



Trustworthiness

Assume everyone has either primary or secondary trauma

Over communicate via a trauma-informed lens

Respect differences, relax expectations

Encourage frequent updates, huddles, meetings

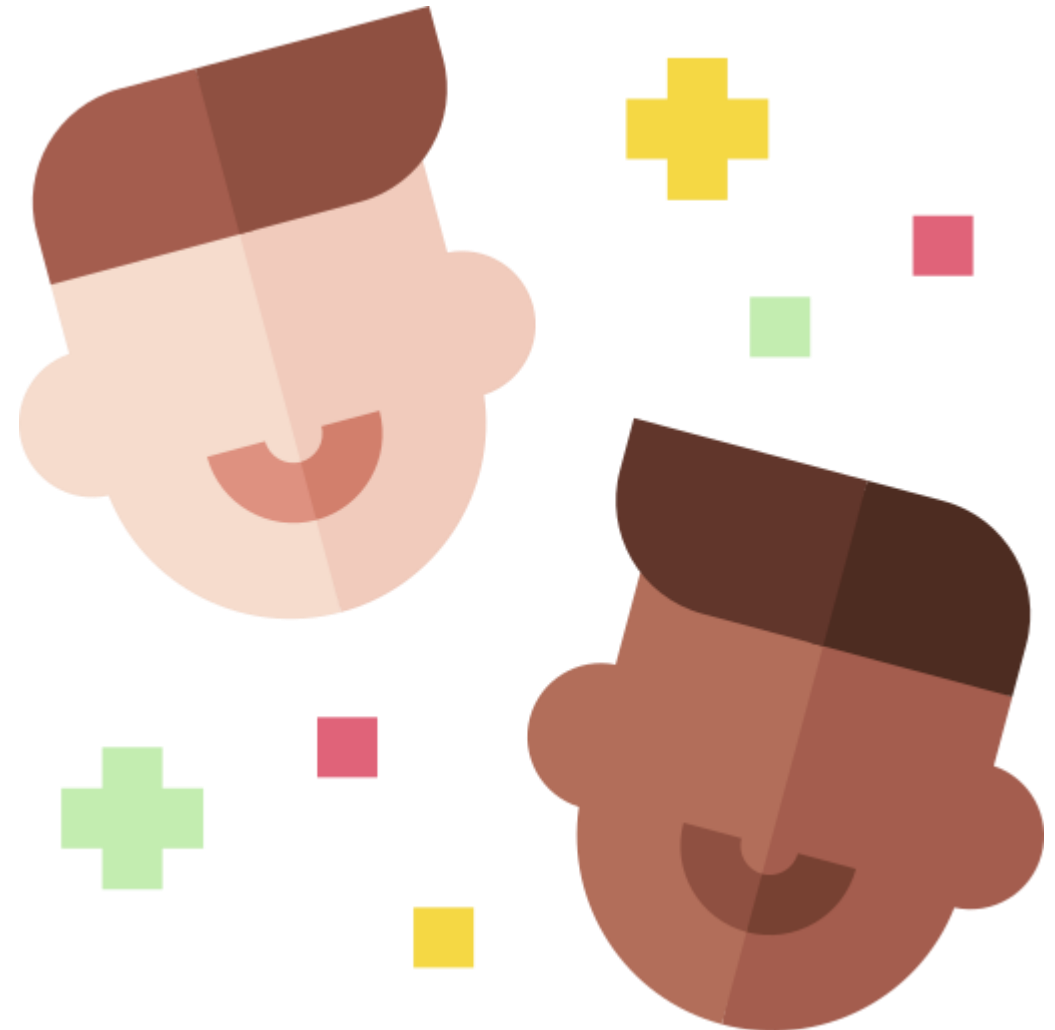
Please and thank you, compliments, random acts of kindness, daily and weekly highlights, virtual happy hours

Choice

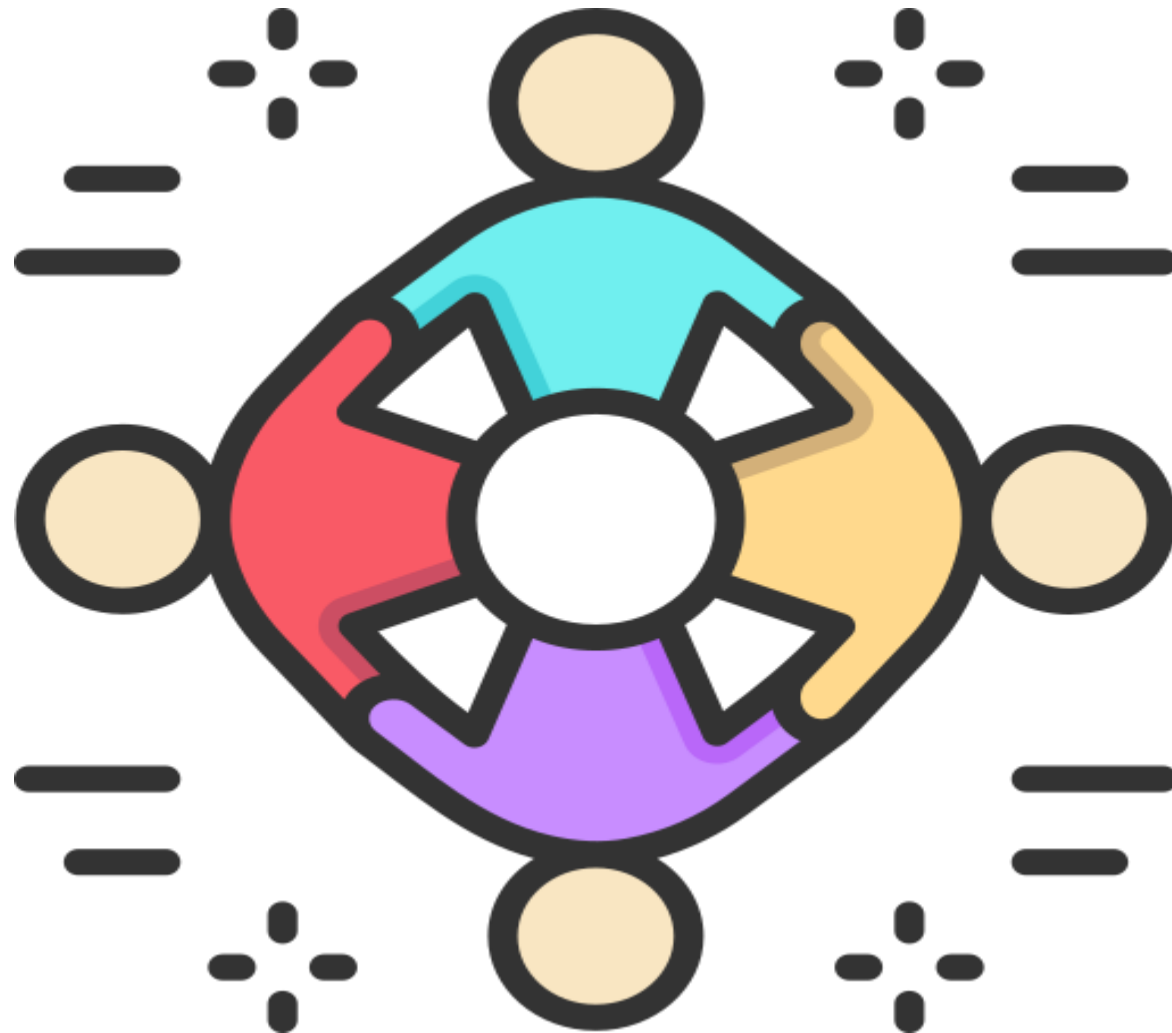


Set up a “buddy system”

- Get to know each other
- Check-in, review workloads, wins and challenges
- Help each other to feel “safe” to speak up



Empowerment

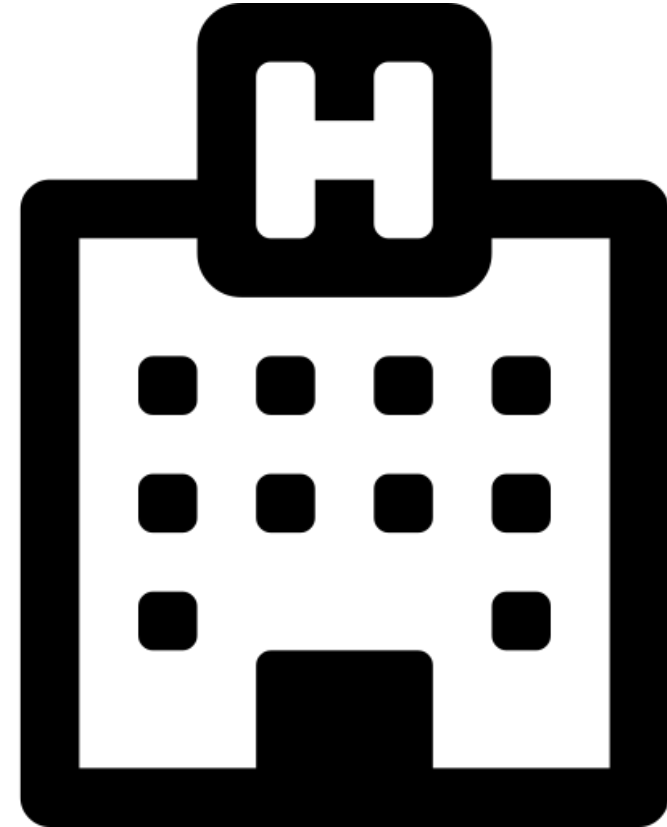


Experiences from the field

- One manager bought whoopie pies for the staff
- Heard of a hospital that plays a song on the intercom every time a patient is successfully extubated ... and staff dance.
- One home has a “pop-up” grocery store, allowing staff to order everyday items, t-shirts for the staff, #ImEssential, today is “smoothie day”
- One manager makes a concerted effort to do at least one thing for staff each week--this makes me smile and feel like I'm not alone;
- “Chalked the Walk” to the entrance with positive messages for staff.
- “This week I got a supermarket to donate several buckets of flowers--staff and residents got tulips and roses!”

Resilient trauma-informed organizations

- ✓ Increases safety for all
- ✓ Improves the social environment in a way that improves relationships for all
- ✓ Cares for the caregivers
- ✓ Increases the quality of services
- ✓ Reduces negative encounters and events
- ✓ Creates a community of hope and health
- ✓ Increases success and satisfaction at work



Resiliency and Hope



“In the middle of difficulty lies opportunity.”
~ **Albert Einstein**

Let's share...

Strategies that work for your organization?

Questions? Comments? Experiences?

Via chat or audio (to unmute line press #6)

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Thank you!!

Try to replace fear with love.

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