

SESSION 5: CHW WELLNESS AND BURNOUT

6/27/2024



Session Outline

- Defining burnout
- Preventing CHW burnout
- Self-care strategies
- Tips for maintaining boundaries

CHW Wellness

CHWs need to take care of ourselves – both physically and mentally - so that we can help our participants!



What is burnout?

- **Burnout** is when too much stress causes emotional, physical, and mental exhaustion.
- Burnout lowers productivity and takes away your energy, leaving you feeling helpless, hopeless, negative, and resentful.
 - Eventually, you may feel like you have nothing more to give.
- The negative effects of burnout spill over into every area of life—including your home, work, and social life.



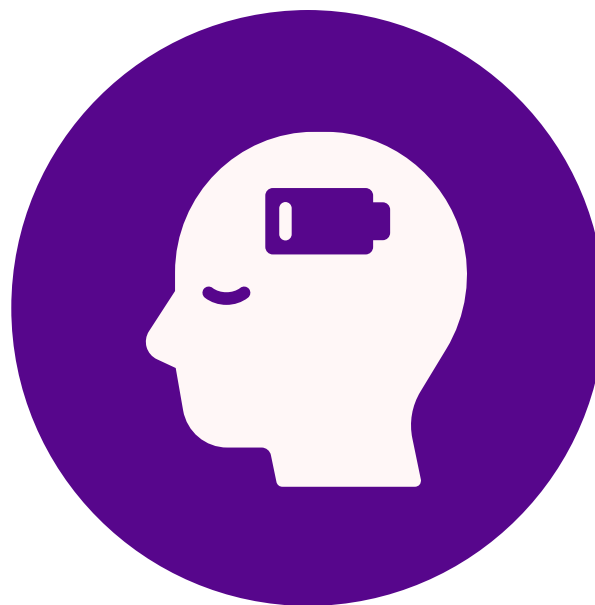
Signs of CHW Burnout

Getting Irritated

- You get overwhelmed by things more easily
- You have a negative or critical attitude towards those around you
- You tend to blame others for your mistakes

Cynicism

- Caring about your work or home life seems like a total waste of energy
- You feel like nothing you do makes a difference or is appreciated
- Loss of enthusiasm towards your work



Depression

- Every day feels like a bad day
- You experience difficulties doing your usual tasks
- You feel alone and inadequate

Sickness

- You're exhausted all the time
- You find yourself having headaches, backaches, or nausea during work more often
- Unable to get enough sleep

Discussion

- Have you experienced burnout? If so, what did that look like for you?
- What has been challenging so far in your role?

Stressors of being a CHW

- Difficult questions from clients or being told “no” during recruitment
- Meeting recruitment numbers
- Managing a high case load
- Managing time
- Work travel
- Clients who seem like they do not want to change their behavior
- Supporting participants through difficult life situations
- Being out in the field and feeling disconnected from other co-workers

Preventing CHW Burnout



Seek Out Connections

Share your experiences with trusted family members, coworkers, friends, or peers. Ask for help if you need!



Maintain Balance

Time management techniques are crucial. Use a calendar to help you stay organized and speak to your supervisor to prioritize tasks.



Prioritize Your Needs

Make sure you're working reasonable hours. Turn off your email or phone notifications for work after a certain time.



Shift Perspectives

Pay attention to your emotions to recognize the signs of burnout. Take charge by seeking support and managing stressors.



Busting The Stress

Make sure you are getting enough sleep, eating healthy, and exercising. Boost your mental well-being by recharging and doing things you enjoy.

Self-care Tips for Dealing with Burnout

- **Set boundaries:** Learn how to say “no”.
 - Remind yourself that saying “no” allows you to say “yes” to the commitments you want to make.
- Try **relaxation techniques** such as **meditation or deep breathing**
- **Exercise** regularly
- **Get plenty of sleep** (7-8 hours per night)
- **Get support from your co-workers**
- **Take time off**
- **Self-compassion:** Be kind to yourself. Give yourself credit for the tough work that you’re doing.

Activity: Accomplishment Journal

- Take 5 minutes to write down all your accomplishments in the past month.
 - *Remember, accomplishments are not just about work. Taking care of your parents. Attending your kid's school event. All of this counts!*
- Come together as a group and share your accomplishments
- Make this a daily, weekly, or even monthly activity

Maintaining healthy boundaries

- In the time of hybrid in-person/remote work, it can be challenging to maintain boundaries between work vs. personal time.
 - What are some tips/strategies that you have found useful for keeping boundaries with study participants, supervisors, and/or other coworkers?

Tips for maintaining boundaries

- Set your hours.
- Even if you work evening hours, keep to a specific shift.
- Take a lunch break.
- Take your days off seriously.
- Fake a commute.
- Use the time for *you*, as a transition from home to work and work to home, eg. take a walk, listen to music, read a book, practice mindfulness, meditation.

Tips for maintaining boundaries

- Plan what you want to accomplish in your day *and* how you will manage your time to complete your task list.
- Factor in any challenges.
- Plan when to quit.
- There's always more to do... Make a plan for the next day.
- Communicate with your supervisor if you are overwhelmed or need assistance prioritizing your time.
- Identify a team overlap period for team meetings (eg. 12pm – 5pm)
- Communicate your status (eg. “Away”/”In a meeting” in chats, away messages; if you need to respond to participant calls, draft a text message response for calls after work hours)

Practicing our Affirmations

- My work is important, my impact is real, and my purpose is fulfilled.
- I disrupt disparities and promote health in my community.
- I make a difference.
- I am on the right career path for me.
- I will create time for rest, relaxation, and restoration.



Building a Supportive Team Culture

- Team support is also important for overall wellness in the workplace
- Some strategies our team has used to build a supportive environment include:
 - Team kudos at weekly meetings
 - Team celebrations/ lunches for project milestones
 - Team celebrations for cultural events/ holidays
 - Staff photo sharing during team meetings
 - Sending out birthday wishes
 - Promotion of self-care outside of work

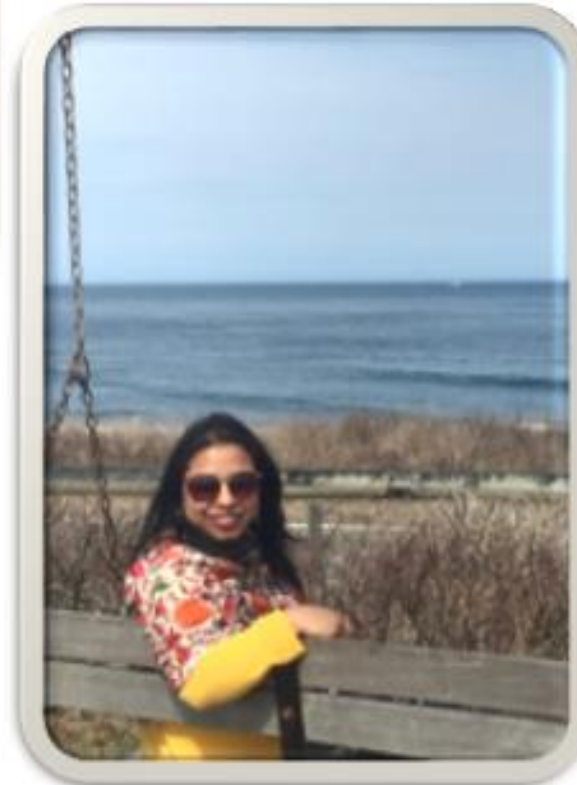
Team celebrations



Ramadan Mubarak!



Staff photo sharing and expressions of creativity



Hope for Changing The World For The Best
Poems to COVID-19 V/S 2020
By Nahar Alam

When: the Amazon And Australia started burning
And Antarctica started melting
When: Activists were calling for climate change policies, no one was listening.
Pollution was so damaging.
Creating a hole in the Sky Scientists Are studying

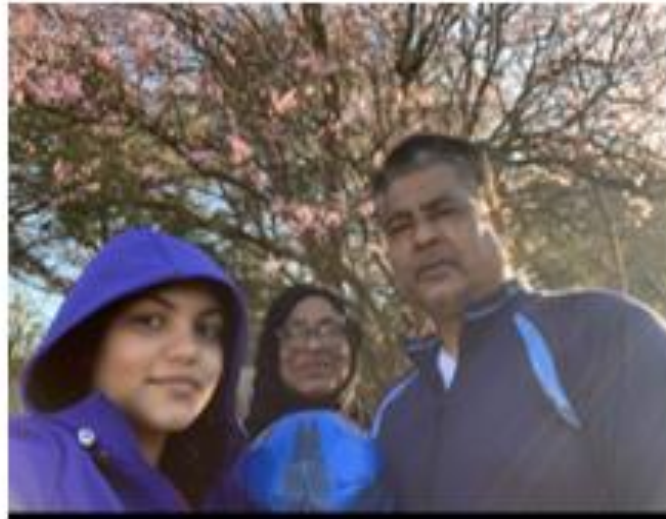
When: Many Muslims were getting killed
By government of Indian And Chinese Muslims were Crying.
No one was focusing
Everyone was Running
To Reach Their Goal and competing

When: COVID-19 was Arising
Politicians were Fighting
No one was Noticing
Until Hundreds Of thousands were Dying
We Lost our Loved ones but we are listing
As unknown Peoples live in Fear of divine



Encouraging employee self-care outside of work

Nahar



Shout-outs



Obtained \$400 gift card from CACF for participant in need; provided food/unemployment assistance to 20+ community members



Haroon think u so much for helpin me nd my family.



Thank you Sabiha apu. I received my food. You save my family.



Delivered food to IMPACT participants and community members in Coney Island/ Brighton Beach as part of NYC meals

5 years at NYU!



Obtained health insurance for a challenging case: undocumented client previously denied



Deep Breathing

- Be sure you are sitting down in a comfortable position (at home, try to find a quiet place).
- Uncross your arms and legs and rest your feet gently on the floor
- Take a slow, deep breath.
- Hold your breath for about 4 seconds.
- Exhale slowly, pushing out as much air as you can.
- Repeat these steps 5 times.



Questions

- Does anyone have any questions or feedback regarding this session or previous sessions?