



*DREAM Atlanta In-Person Meeting  
Day 2  
January 25, 2020*



## Agenda – Day 2

- Reflection on Shifa Clinic Site Visit
- Engaging Participants
  - Building Trust
  - Making Referrals, Appointments
  - Involving Family Members
- Home Visits
- CHW Wellness
- Session Challenges / Feedback

# Reflection on Shifa Clinic Site Visit

- Anything you'd like to share?

# PARTICIPANT ENGAGEMENT

# Participant Engagement

- Building trust
- Connecting to medical/social services
- Involving family members
- Empowerment/confidence building and “family appreciation”

# Demonstration: Building Trust

A client who is difficult to engage because they're closed off or don't want to engage

# Making Referrals / Appointments

- Our participants are often dealing with many important issues, in addition their health.
  - Referrals to social services
  - Atlanta “referrals list”

# Helping Participants to Learn to Manage on their Own: Case example

- Woman participant does not know how to get to the doctor's office on her own (Nahar)



# HOME VISITS / 1-ON-1 VISITS

# Opportunities

- Understand what home life is like for the participant
  - Other people in the home (children, older adults, special needs)
  - Type of food/drink in the refrigerator
  - Space available for physical activity?
  - Risks for the participant? (no food in the fridge, dust/mold, domestic violence, etc.)

## Opportunities (continued)

- Opportunity for one-on-one demonstrations specific to the participant
  - Cooking, physical activity
  - Self-management (blood pressure checks, medication reviews, foot checks, etc.)
- Engage family in supporting the participant
  - Spouse, younger children

# Challenges

- Interruptions or questions from family members
- Being offered food or drink
- Meeting outside the home (restaurant, clinic)
- When participant and CHW gender does not match

# Safety considerations

# CHW WELLNESS

# CHW Wellness

CHWs need to take care of ourselves 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 burnout

- Every day is a bad day.
- Caring about your work or home life seems like a total waste of energy.
- You're exhausted all the time.
- You feel like nothing you do makes a difference or is appreciated.

# Discussion

- What has been challenging so far in your new role?
- What do you think will cause you stress or burnout as a CHW?

# Stresses 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
- Being out in the field and feeling disconnected from other co-workers
- Difficult life situations such as death in the family (participant or your personal life)

# Self-care tips

- **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**
- **Get plenty of sleep**
- **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.

# SELF-CARE ACTIVITIES

# 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.



## 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

# SESSIONS



# Managing Different Situations During Sessions: Case Examples

- Participants bring children to the session (Nahar)
- Challenges with doing physical activity (Mamnun)
  - Mixed sessions with men and women
  - No space
- Ramadan Month (Nahar and Mamnun)

# Session 1 Feedback / Atlanta Context

- Anything we need to change for the Atlanta context?

# WRAP-UP

# Day 2 Wrap-Up

# Upcoming Trainings/Meetings

1. Weekly CHW Technical Assistance Calls
2. Study Forms Review
3. Survey Administration
4. Curriculum Presentation Practice
5. Motivational Interviewing
6. Biometrics Protocol/Taking Blood Pressure
7. REDCap/Data Entry Training