



**Rhode Island's
Community
Health Workers:**

**Your bridge to
better health**

Meet the Presenters

The Community Health Workers behind this workshop

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**CCHW, Lead CHW at FSRI & Lead
CHW for Rhode 2 Equity Initiative**



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**CHW, Engagement Coordinator for
Alliance for CHW Employers (RIPIN)**



Objectives

- Overview of resilience and why it's important
- Gain strategies for creating a work-life balance
- Engage in exercises to unpack critical challenges that affect your stress
- Engage in discussions for deeper learning and reflection
- Discover ways to say “no” to prevent work burnout

WHAT DOES PROFESSIONAL RESILIENCE MEAN TO YOU?



Share your thoughts on
www.menti.com

use code 4987 1300

or scan the QR code

PROFESSIONAL RESILIENCE

Ability to **balance** life challenges & work stressors

Ability to thrive in demanding situations - **adjust and adapt**

Ability to **draw on personal or professional strength** to deal with challenges

Ability to **advocate for self and set boundaries** to avoid burnout



**WHY ARE BOUNDARIES
IMPORTANT?**

PERSONAL BOUNDARIES

The lines we draw to indicate how comfortable we are around others.

- They can be physical, intellectual, emotional, or spiritual and help protect our identity and space.
- Vital but not easy to establish.
- Not everyone may like or understand your reasons for setting them.

PROFESSIONAL BOUNDARIES

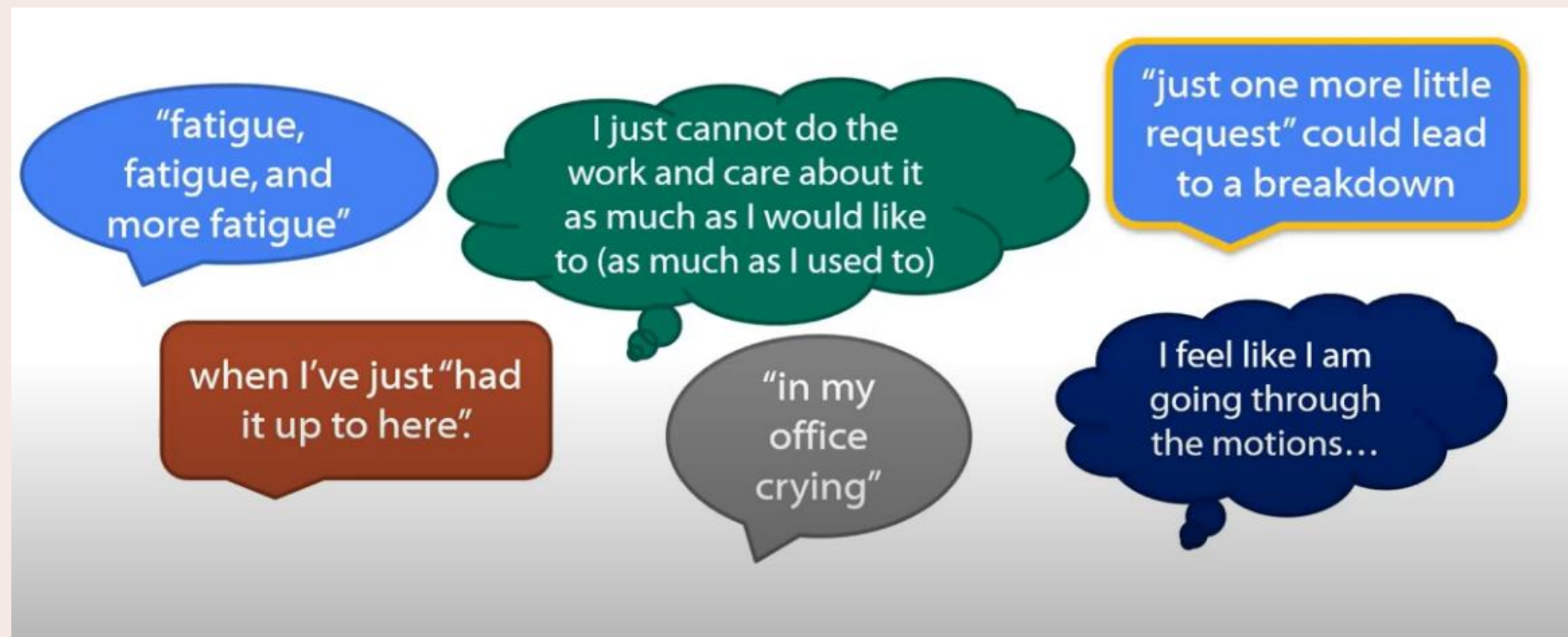
The limits that we set to protect ourselves and our clients from developing unprofessional, unethical, confusing, or conflicting relationships.

- Required when developing client relationships due to the personal nature of CHW work.
- Appropriate boundaries create a zone for a safe, effective relationship for both the CHW and the client.

CALL OUT! IN PRACTICE

WHAT DOES BURNOUT LOOK LIKE, FEEL LIKE, ECT.?

Fairness
Community
Workload



Control
Reward
Values

STRESS AND BURNOUT

Community Health Workers

- Providing care and services to clients can be demanding and stressful.
- Recognizing stress, practicing positive ways to cope, and knowing where to go for help are essential.
- Unmanaged stress will affect your effectiveness at work, impact your well-being, and reduce your ability to care for others outside of work.
- Burnout is the result of long-term unmanaged stress.



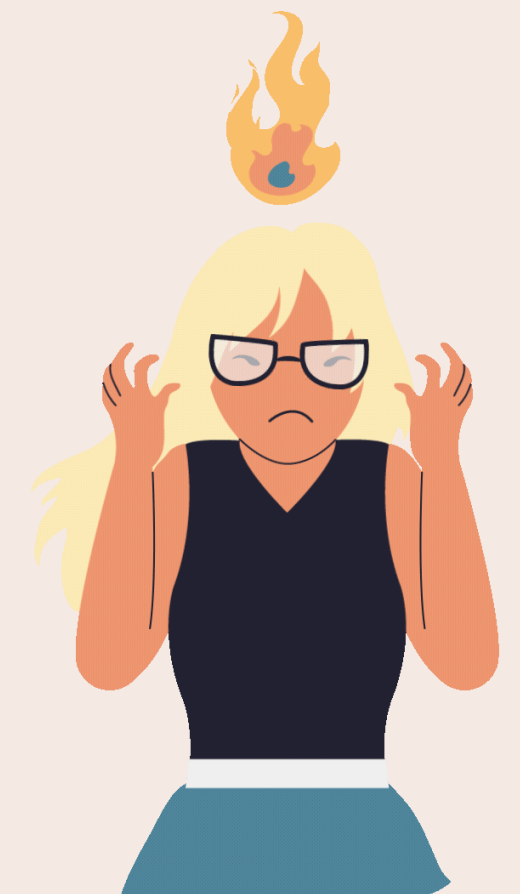
SYMPTOMS OF STRESS

- Feeling irritated, angry, or in denial
- Feeling uncertain, nervous, or anxious
- Feeling helpless or powerless
- Lacking motivation
- Feeling tired, overwhelmed, or burned out
- Feeling sad or depressed
- Having trouble sleeping
- Having trouble concentrating



SYMPTOMS OF BURNOUT

- Apathy-loss of interest/pleasure
- Exhaustion
- Lack of Concentration
- Despair and Depression- Suicidal Thoughts
- Poor Immune Function
- High Blood Pressure
- Gastrointestinal Issues
- Reoccurring Headaches
- Struggle to Function



HOW COMMON IS BURNOUT ?

66%

Public Health Workers reported feeling “burned out” 2020 survey.

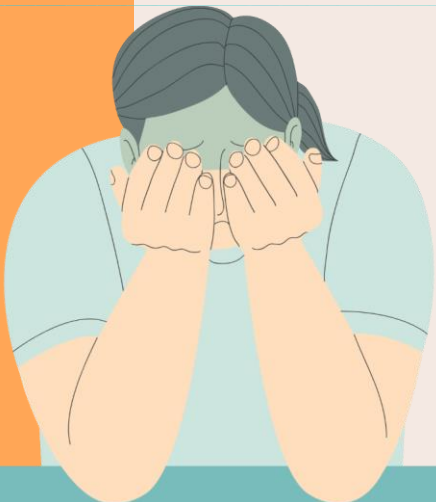
53%

Health Department Workers in the 2021 PH WINS Survey reported at least one mental health symptom.

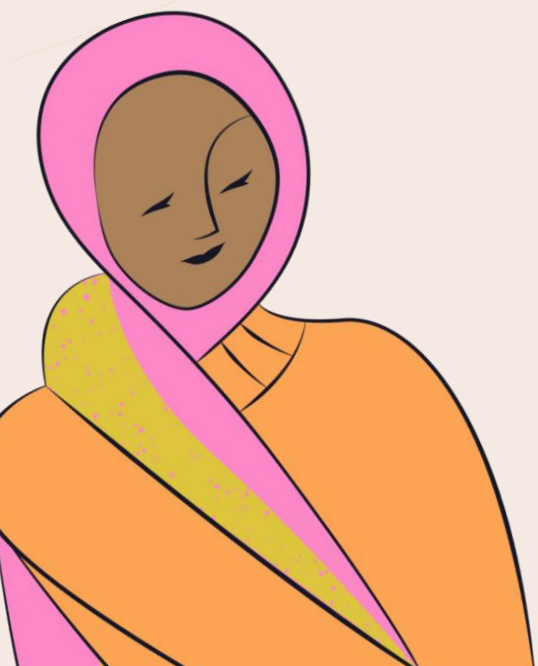
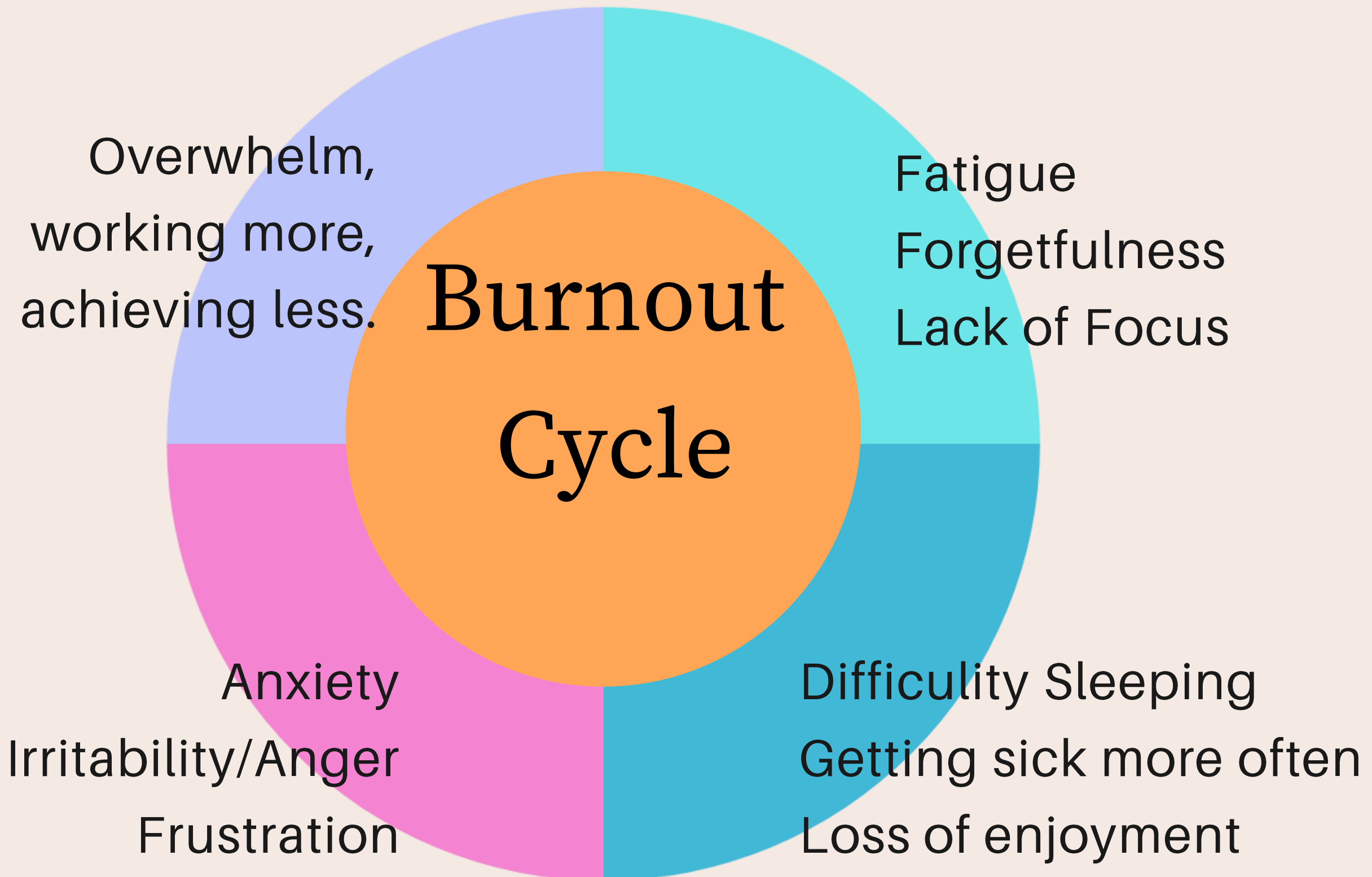
22

%

Health Department workers in the 2021 PH WINS Survey reported mental health as bad or fair.



BURNOUT



ACTIVITY: ONE

Burnout Intervention Planning Guide

Identify key demands and resources

- The first portion of the planning guide is for identifying demands and resources at each level of the IGLOO framework
 - Document impactful demands
 - Identify corresponding resources, both targeted toward the specific demand and more broad resources

	Individual	Group	Leader/ Manager/ Supervisor	Organization	Overarching Context
What demands are experienced most frequently or are most difficult to manage?					
What key resources are needed to meet the difficult/frequent demands?					

ACTIVITY: ONE

Burnout Intervention Planning Guide

Example Scenario: Demands and Resources

	Individual	Group	Leader/ Manager/ Supervisor	Organization	Overarching Context
What demands are experienced most frequently or are most difficult to manage?	<i>Workload Extra hours</i>	<i>Poor communication & coordination</i>	<i>Unclear expectations Poor delegation of tasks</i>	<i>Insufficient staffing Constraints imposed by unhelpful technology</i>	<i>Insufficient understanding from community</i>
What key resources are needed to meet the difficult/frequent demands?	<i>Rest Restorative Breaks</i>	<i>Role clarity Social support</i>	<i>Clear expectations Performance feedback</i>	<i>User-friendly technology Staffing Perceived organizational support</i>	<i>Community support</i>

WHY SETTING LIMITS & SAYING NO IS IMPORTANT

HAPPIER, MORE PRODUCTIVE WORK ENVIRONMENT

- Saying yes can actually decrease productivity because you have more on your plate
- Sometimes you are too busy to see how busy you are, try to avoid getting to that point
- The more on your plate, the harder it is to focus and prioritize

SHOWS LEADERSHIP, HONESTY & BUILDS TRUST

- Practice honesty - Saying no to a task you don't have the capacity for demonstrates that you are organized enough to know your workload.
- Provide a solution - Delegating out tasks to another teammate is a great way to say no while still getting the work done.
- Helps you remain within your scope of work and avoid going beyond your responsibilities.

HELPS SET BOUNDARIES

- Setting boundaries (saying no) can lead to a happier, more productive work environment for everyone involved.
- Saying yes even when you want to say no can cause overwork and resentment and can lead to burnout.
- Be intentional and clear with your no, or boundary

DO'S AND DON'T



- DO try & make a compromise if possible to find one that works for both parties
- DO consider the impact of your no and how it impacts you and the person asking
- DO take a moment to think, pause, evaluate, and decide whether to say yes or no
- DO speak up for yourself when boundaries have been crossed, Your voice & opinion matter



- Don't be a pushover - be firm yet polite when saying no
- Don't give in to constant pressure or compare yourself to others; everyone has different capacities.
- DONT overextend yourself to match others
- DONT hold back to the real reason - honesty is key, be open about why you are saying no

ACTIVITY TWO: HOW TO SAY NO



TIPS TO COPE AND ENHANCE YOUR RESILIENCE:

- **Communicate** about job stress.
- Identify what is causing stress and work to identify solutions.
- Investigate what **mental health resources are available** at your workplace.
- **Identify those things you have control over and accept those that you do not.**
- **Take breaks** at work and drink enough water
- Physical Activity- **Be Active!**
- Spending time outdoors
- Make time to **relax**
- Learn self-management **techniques to cope with stress** in a healthy way.



**LESS
STRESS!**



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RESOURCES

<https://www.cdc.gov/mentalhealth/public-health-workers/index.htm>

<https://www.cdc.gov/howrightnow/wellbeing/index.html>

<https://www.cdc.gov/niosh/learning/publichealthburnoutprevention/module-1/>

<https://www.cdc.gov/niosh/learning/publichealthburnoutprevention/module-2/>

<https://www.cdc.gov/niosh/learning/publichealthburnoutprevention/module-3>

<https://www.workplacementalhealth.org/employer-resources/infographics/infographic-beating-burnout-at-work/>

<https://health.clevelandclinic.org/signs-of-burnout>

<https://www.phwins.org/national>

