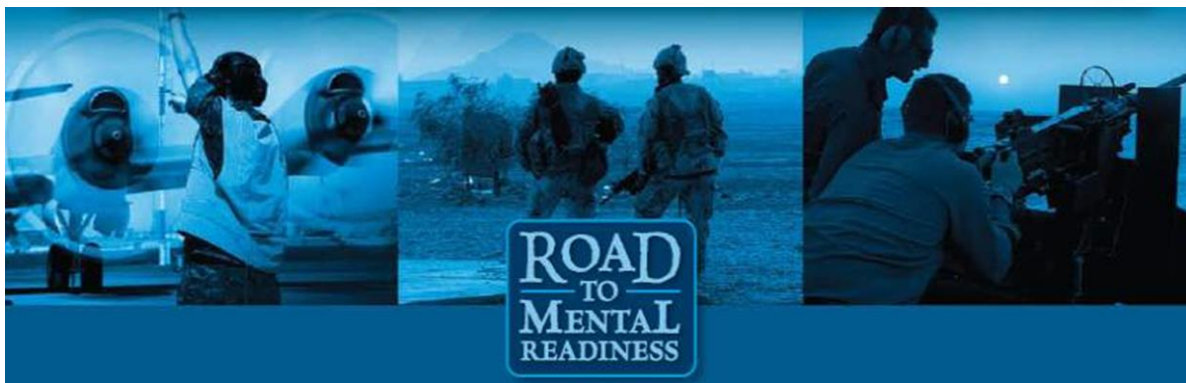




Resilience & Wellbeing



LCol Suzanne M. Bailey, MSM, MSW, RSW

National Practice Leader/Military Occupation Advisor/Senior Staff Officer Mental Health Education

4-5 October 2016

Canadian Forces
Health Services Group

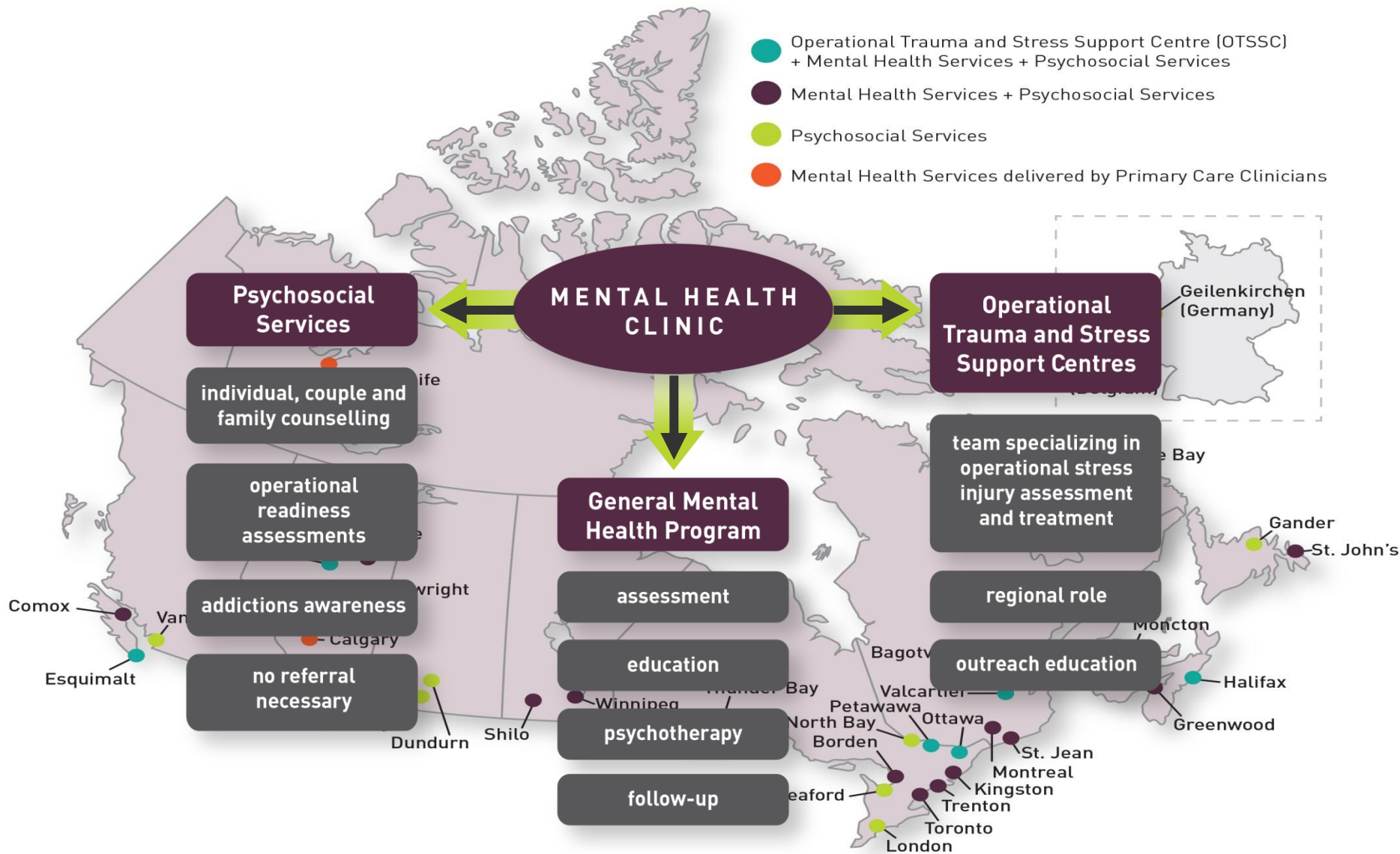


Groupe des Services de
santé des Forces Canadiennes

Military Social Work?

- 37 military and 145.7 civilian social work positions
- Located on 19 military bases across Canada and in Germany (various regulatory bodies)
- Work in a multi-disciplinary health care environment to provide services to more than 75K personnel
- Prevention, education, advocacy, support, referral, screening, counselling, treatment, assessments
- Support deployed operations





My role

- Governance of social work practice in DND/CAF
- Policy and guidance, professional-technical oversight
- Professional practice standards, reviews
- Training, professional development of social workers
- Managing career development of 37 uniformed social workers (recruiting, training, postings, promotions)
- Mental health education & training in CAF: development and delivery of 500+ events per year delivered to 15K military personnel

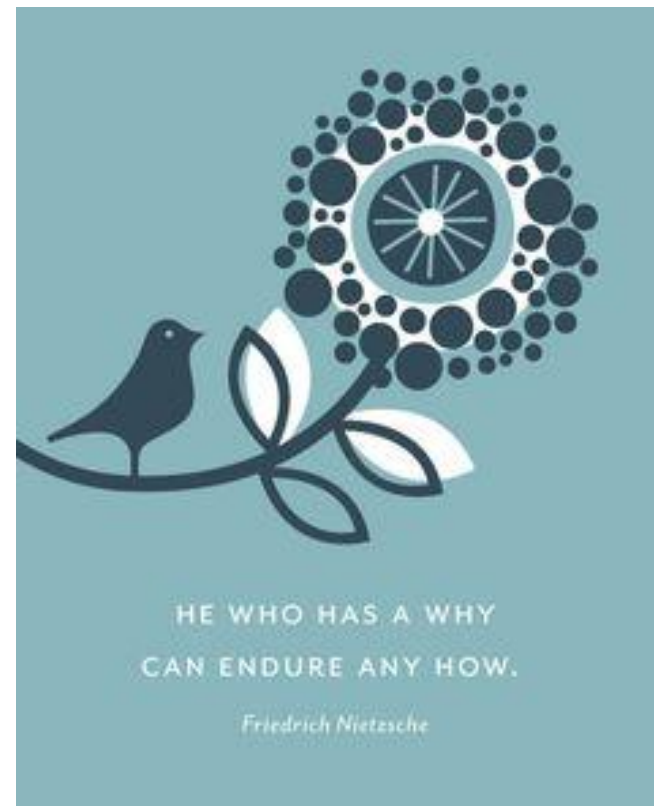


May 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
	MH week event Daughter appt	MH Research Symposium MH week dinner	MH week event Drive to Petawawa	Teach in Petawawa	Teach in Petawawa Drive back to Ottawa	
8	9	10	11	12	13	14
	In the office in Ottawa	Drive to Kingston Working Group in Kingston Fly to Fredericton	Teach in Gagetown (all day training mtg) Hosted dinner	Fly to Toronto Drive to Borden Teach in Borden Drive to Toronto Fly to Ottawa	In the office in Ottawa	Teach in Ottawa
15	16	17	18	19	20	21
	Meet with Coast Guard	Son's class play In the office in Ottawa	In the office in Ottawa	In the office in Ottawa	Train to Montreal Guest speaker Train to Ottawa	
22	23	24	25	26	27	28
	Holiday	In the office in Ottawa	Meet with RCMP and MHCC	In the office in Ottawa Daughter's dance recital	In the office in Ottawa	Teach in Ottawa
29	30	31	1	2	3	4
	Fly to Toronto	AMED Toronto Fly to Ottawa				

Take a moment to consider why you decided to join the social work profession:

- What are your true motives for wanting to be a social worker or social service worker?
- Why are you willing to endure the pain/stress/hassles? Why is it worth it?
- What reasons justify the sacrifices you make in order to do this job?



Performance Drivers

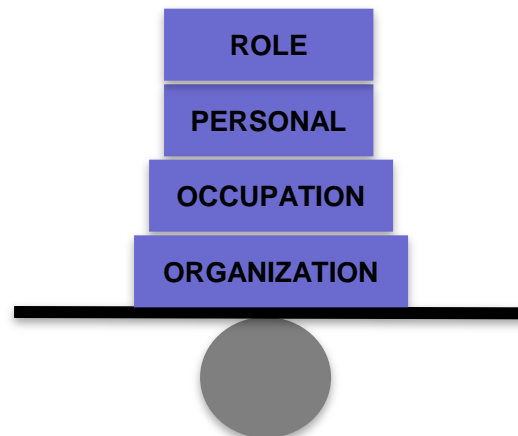
Two key forces drive humans to achieve excellence and make meaningful contributions:

1. Finding meaning and pursuing something you love or find meaningful
2. Feeling accepted, valued, and respected as we are engaged in meaningful pursuit

What's your
why?

Demands

- **Organizational:** factors that impact the entire organization, routine stressors that anyone can anticipate in their day to day employment, regardless of occupation
- **Occupational:** factors related specifically to employment as a social worker/social service worker, regardless of setting
- **Operational:** factors specifically related to where you work and what you do in your current role
- **Personal:** factors that include those individual and family issues that occur outside of our work life



What are some of your demands?

- Workplace conflict; colleagues, supervisor
- Keeping up with changes, technology, policies
- Time pressures, deadlines, paperwork
- Having to perform beyond experience, abilities, comfort level
- Lack of sufficient resources, unmanageable schedules
- Relationship changes; marriage, separation, new child
- Transitions; new job, new location
- Loss of or separation from family or friends
- Isolation in small communities
- Changes in health status
- Work/life balance issues

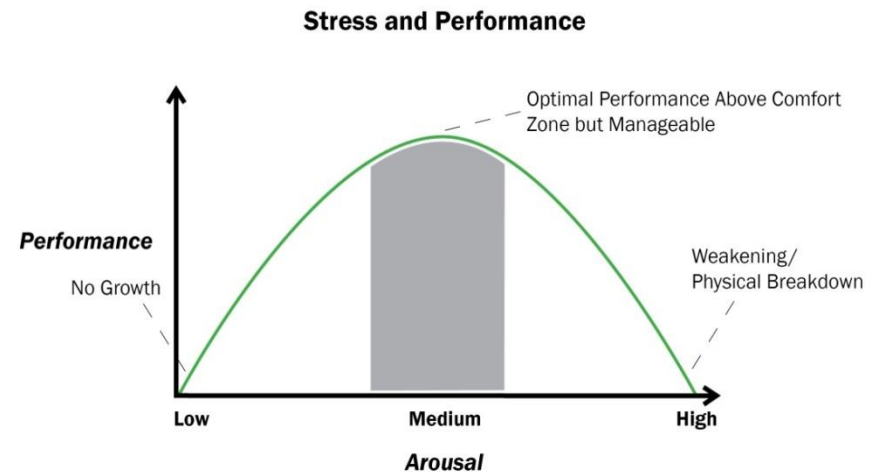


Emotions, stress & performance

Stress is a reaction to pressure,
not a part of the pressure itself

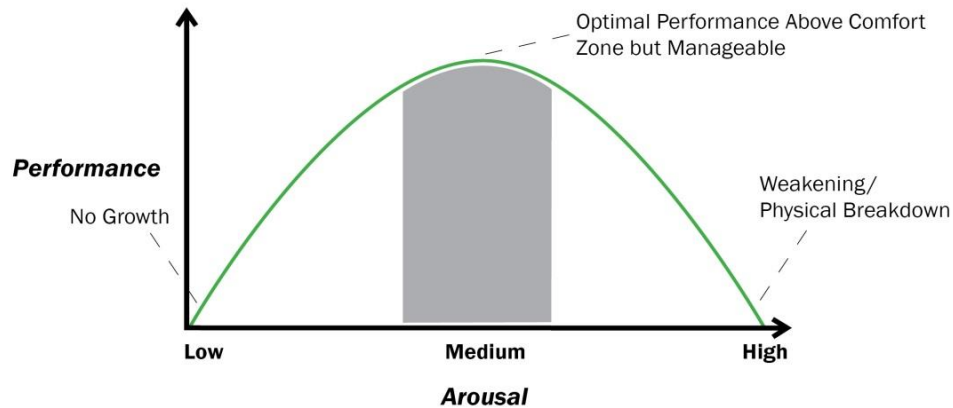
We experience stress as a result
of a comparison in our brain
between perceived demands
and perceived resources

Significant implications for our
ability to manage stress



Stress & Performance

Stress and Performance



↑stress = ↑ likelihood of choosing a risky alternative

↑stress = ↓ tolerance for ambiguity

↑stress = ↑ tendency to make hasty choice

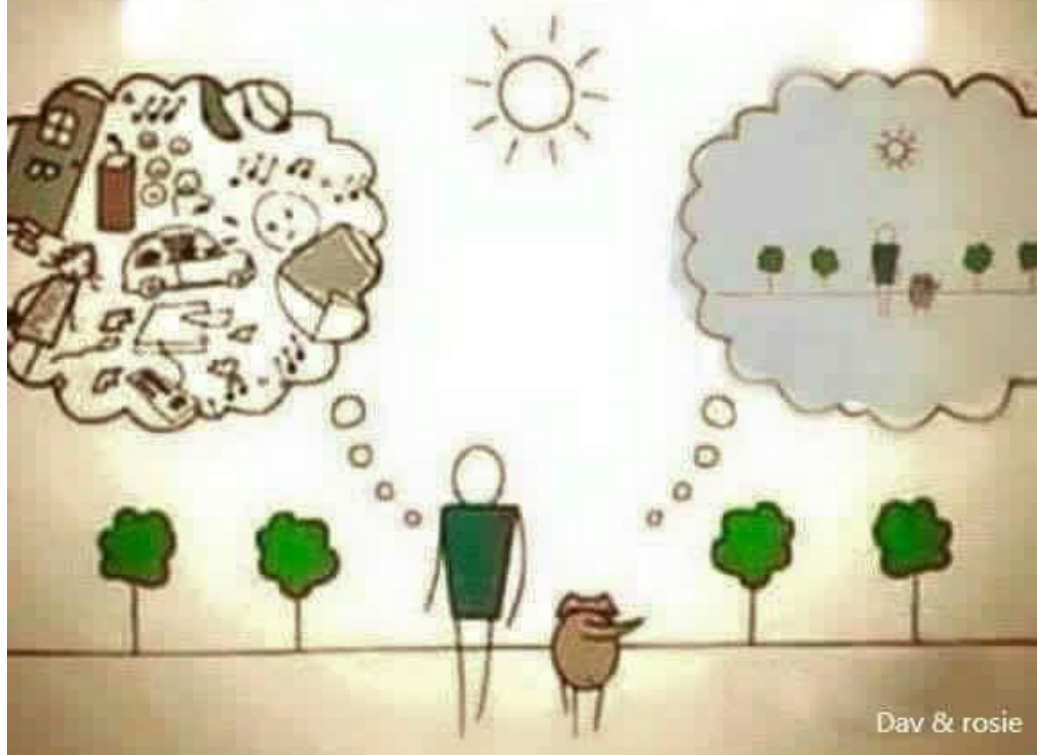
↑stress = ↓ productive thoughts

↑stress = ↑ in distracting thoughts

↑stress = ↑ distortion in perception



DO YOU KNOW WHY YOUR
DOG IS HAPPIER THAN YOU ?



Dav & rosie

Canadian Forces
Health Services Group

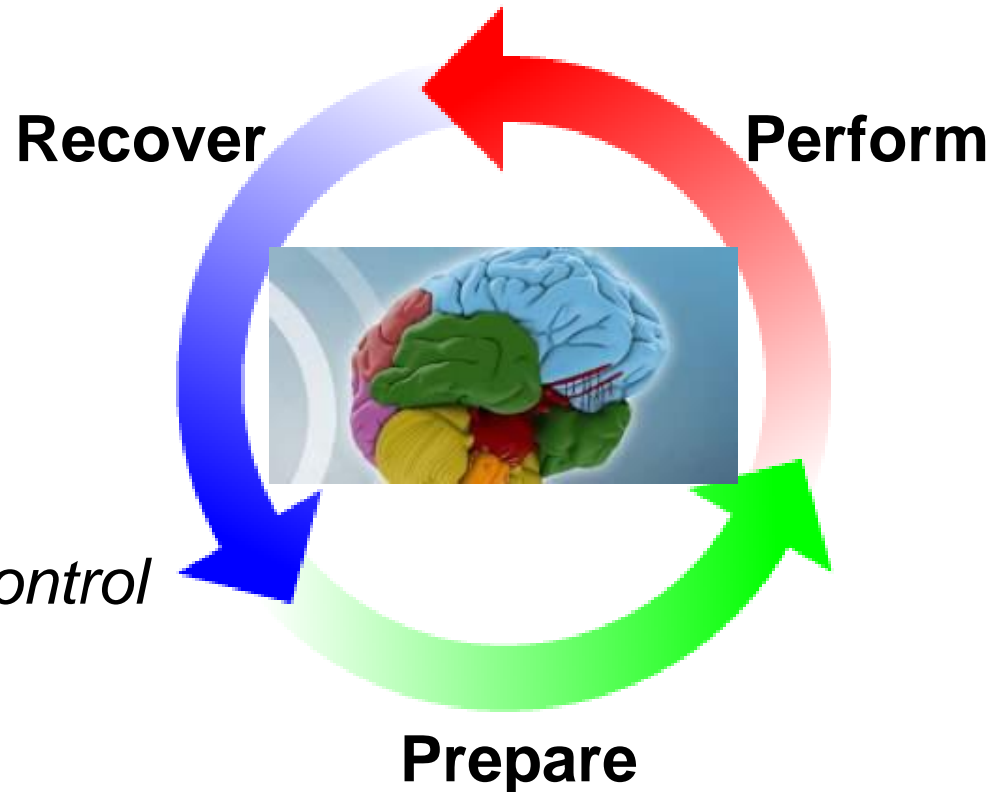


Groupe des Services de
santé des Forces Canadiennes

Building Mental Resilience: Skills

The Big 4 +

- Goal Setting
- Visualization
- Self Talk
- Tactical Breathing
- + *Focus and Attention Control*



1. Focus on your performance objectives through **goal setting**
2. Manage stress through **breathing**
3. Create and use experiences in your mind through **visualization**
4. Use your awareness of your beliefs and their consequences through **self talk**
5. Concentrate on the task at hand and minimize irrelevant distractions through **attention control**



SMART Goal Setting

Goal setting gives the frontal lobes information to help control the amygdala – helps quiet the fear/panic alarm

SMART Goal Setting technique:

S	Specific
M	Measurable
A	Attainable
R	Relevant
T	Time-bound

Close focused goal setting:

W	What's
I	Important
N	Now



Self Talk

We talk to ourselves at a rate of 300 to 1000 words per minute

Self-talk plays a key role in our reactions to situations: your internal dialogue and beliefs affect your performance



WORRIER POSE

Gemma CORRELL

Self Talk

Replace the negative self talk with more positive, and/or instructive self talk

Ask yourself:

What is the evidence?

What are the odds?

Am I using extreme words? (always, never, no one, nothing, everything)

What would a friend say?

Just because you think it does not make it true.

Canadian Forces
Health Services Group



Groupe des Services de
santé des Forces Canadiennes

Key Beliefs that affect self-talk

- Realistic expectations about work environment
- Confidence in leadership
- Confidence in value/meaningfulness of role
- Positive realistic appraisals of abilities
- Knowledge about the commonness and transitory nature of most acute stress reactions

Be careful
how you
are talking
to yourself
because you
are listening.

~Lisa M. Hayes



Visualization

Conditions mind into expecting/anticipating what is going to happen and preparing itself for the task to come

Use positive images to:

- Follow a desired course of action
- Pursue specific targets or goals
- Prepare yourself to act and react
- Make corrections, regain control
- Enhance confidence & remain positive



Basics of Visualization Training

VIVIDNESS

- Use all of your senses
- Create or recreate as closely as possible to the actual experience
- Include emotions and thoughts, movement
- Walk through each step in your mind

CONTROL

- Know detailed steps of task, rehearse contingencies
- Manipulate your images
- Make them do what you want them to do
- See yourself succeeding
- Imagine how you will feel when you succeed



Arousal Control: Breathing

- Breathing is both voluntary and involuntary: it happens without us having to think about it, but we can also influence it deliberately
- We have the ability to slow down our stress response by slowing our breathing
- Relaxes central nervous system, calms the body and mind, slows heart rate, decreases blood pressure



Diaphragmatic Breathing

- Breathe from the diaphragm; Slow cadence - smooth, continuous cycle of breathing
- Control respiration by forcing the lungs to expand to their fullest capacity – bringing in more oxygen to the system
- Full exhalations – expel all of the air as you slowly breathe out through the mouth
- Rule of 4's: inhale....2....3....4....exhale....2....3....4....



What is Recovery?

- Optimal performance includes recovery
- Key in psychological endurance and preventing chronic stress
- Active recovery is an intentional self-initiated goal oriented activity aimed at regaining one's level of working capacity



The Mental Health Continuum



- ▶ ~~Healthy or ill~~
- ▶ Mental health can **shift day to day**
- ▶ Everyone falls along this continuum
- ▶ **Everyone** can categorize their mental health along a continuum



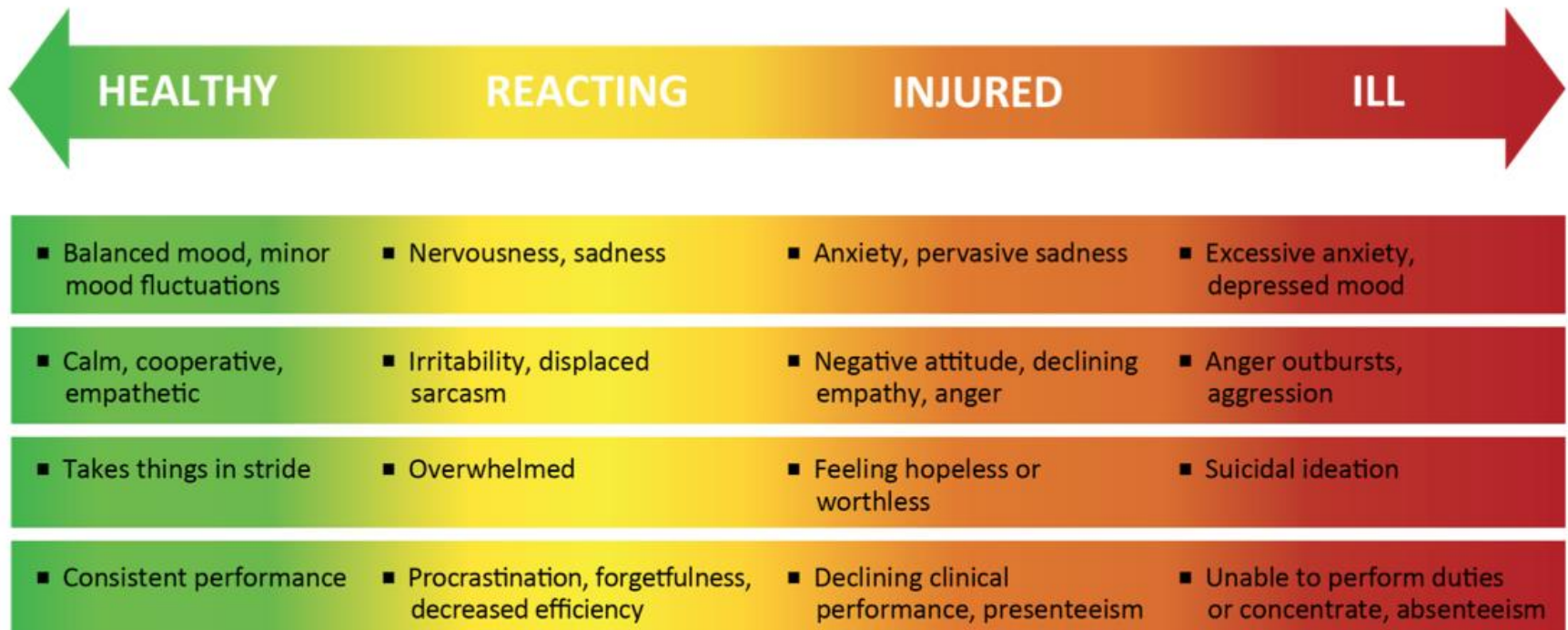
The Mental Health Continuum



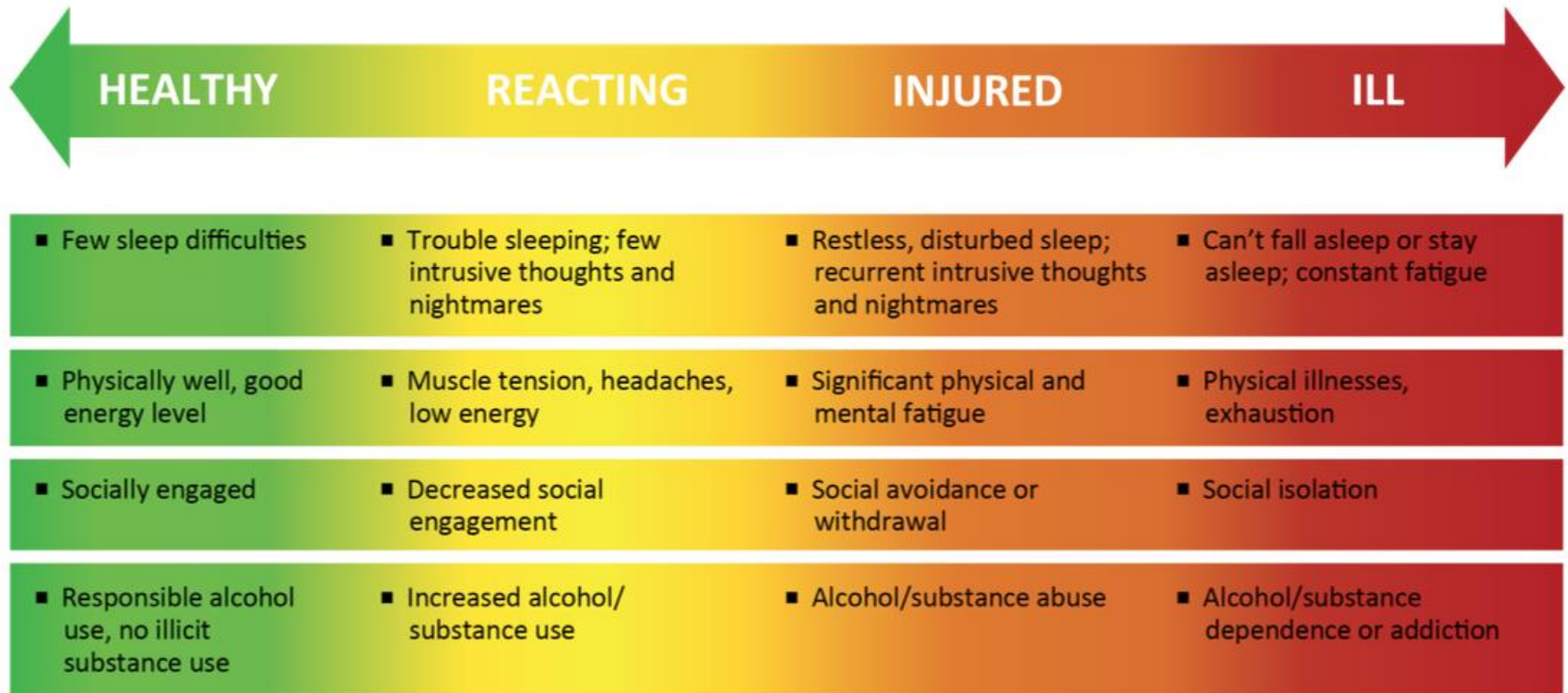
- ▶ Not a diagnostic tool
- ▶ Reflect on your mental health and level of stress
- ▶ Identify actions to optimize your mental health
- ▶ Guide to help identify distress in your peers



The Mental Health Continuum Model



The Mental Health Continuum Model (cont.)



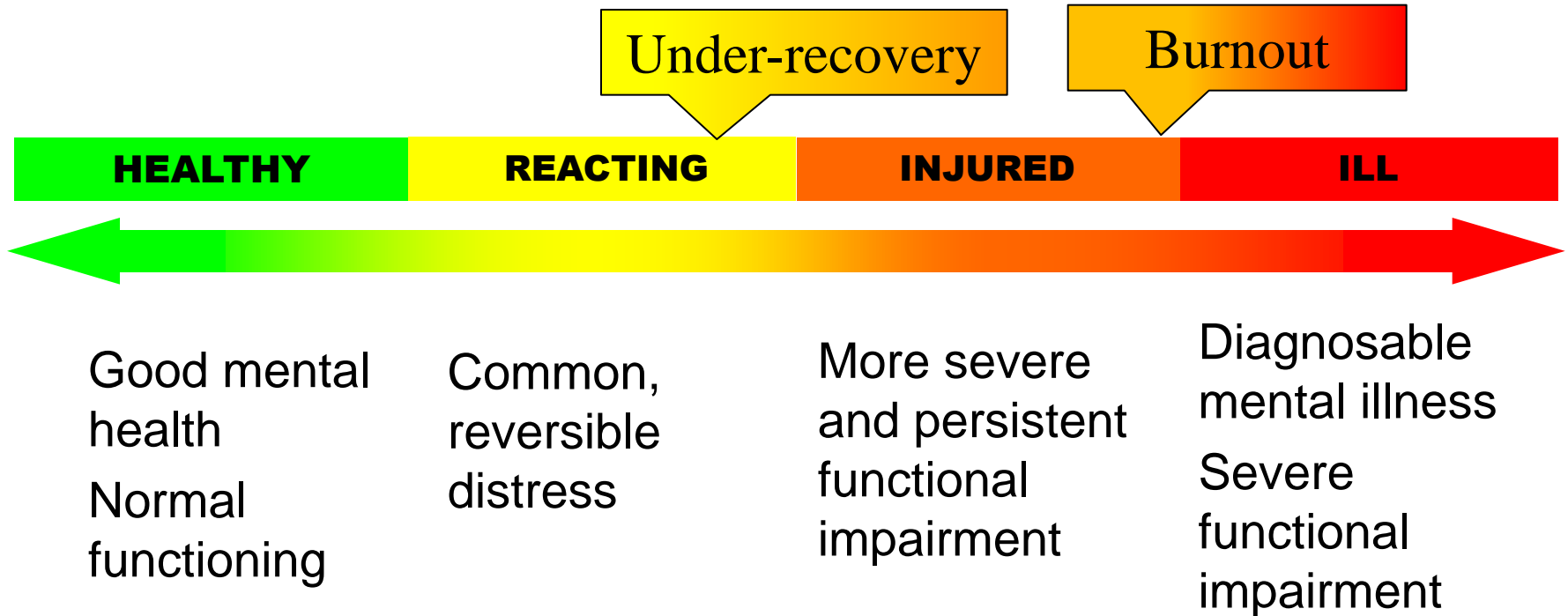
Re-examining Distress



- ▶ Where would you be on the continuum?



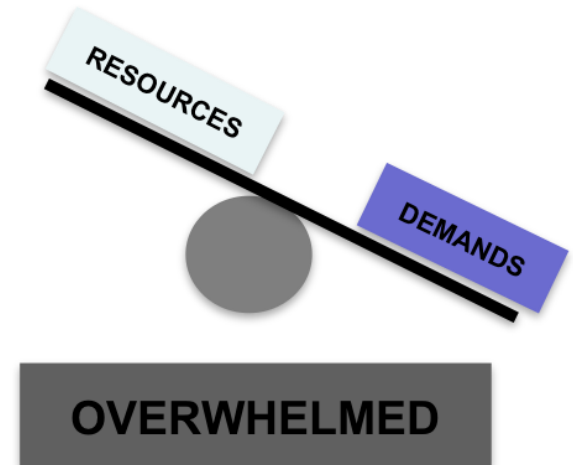
Mental Health Continuum Model



Symptoms of Burnout

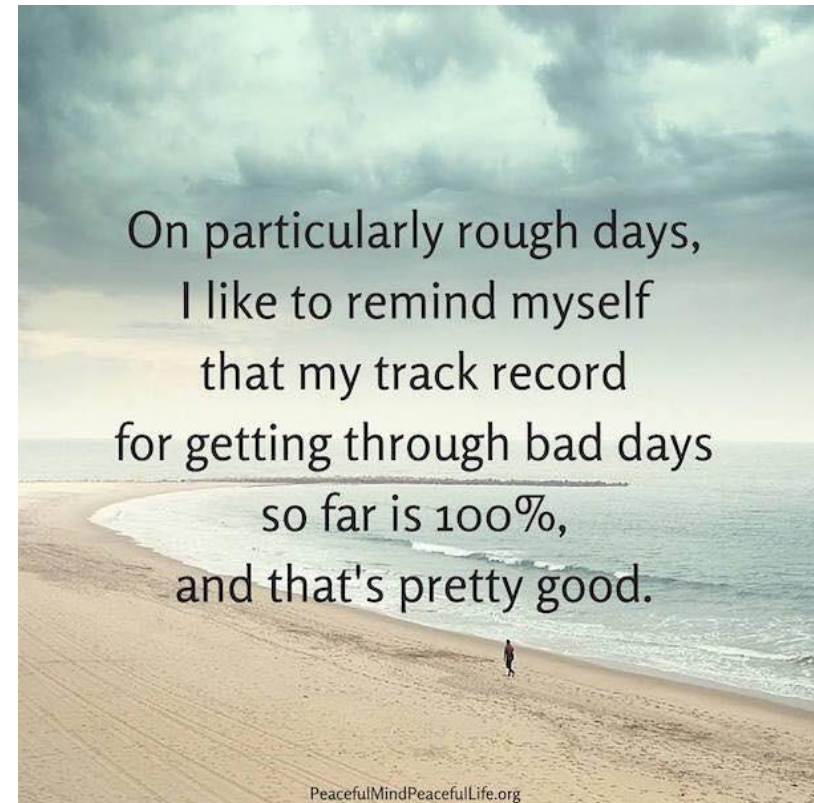
- Emotional exhaustion
- Depersonalization
- Reduced sense of accomplishment

- Worthlessness, Depression, Anxiety
- Critical, defensive, aggressive, irritable
- Overreaction, very emotional, forgetful
- Unreasonably negative, unrealistic judgement, avoiding decisions, irrational
- Increased absenteeism & minor illnesses
- Neglecting personal appearance



Coping Strategies

- Most people cope successfully with 98% of their stressors
- No single strategy will be effective for all situations
- Two types of strategies:
 - Problem-focused
 - Emotion-focused



What can you do in the Healthy Phase?



- Identify and nurture support systems
- Focus on the task at hand
- Break problems into manageable chunks
- Foster a healthy work environment
- Set example for others
- Maintain a healthy lifestyle
- Review insurance coverage



What can you do in the Reacting Phase?



- Familiarize yourself with mental health resources
- Recognize limits and take breaks
- Say “no” to new commitments
- Identify and minimize stressors or unhealthy situations
- Try to get adequate rest, food, and exercise



What can you do in the Injured phase?



- Consider accessing mental health resources
- Prioritize: your self-care is now more important
- Identify and understand own signs of distress
- Ask for help
- Talk with someone
- Maintain social contact, don't withdraw



What can you do in the Ill Phase?



- Access mental health resources
- Reprioritize: consider formal time off
- Seek formal medical attention
- Follow health care provider recommendations



Pulse Checks

HEALTHY

REACTING

INJURED

ILL

- Checking your “pulse” is about knowing where the edge is and when we are pushing our limits
- Monitoring stress and energy levels, and then pacing accordingly is about awareness and vigilance; knowing when to extend yourself and when to ease up.
- Watch for:
 - Impact on performance
 - Duration of reactions
 - Intensity of reactions
 - Rumination



When is it time to seek help?



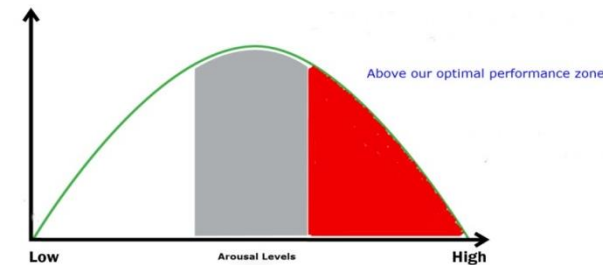
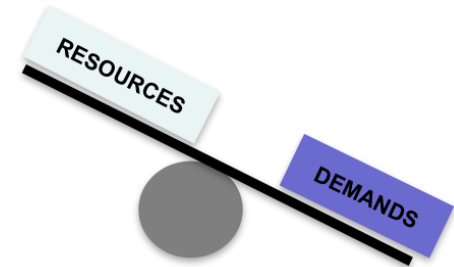
Yellow-orange zone

- Negative feelings that persist over an extended period of time
- Decreased enjoyment
- Changes in performance
- Ongoing sleep problems
- Physical symptoms
- Problems negatively impact relationships in your life



Beyond the Optimal Zone: normalizing help-seeking

- The Big Four are helpful skills, but sometimes the demands placed on us outweigh our available resources
- Just as we go to physio for overuse injuries, we may need to seek additional resources for mental health



How to H.E.L.P.

- ▶ **HOW** are you doing?
- ▶ **EMPATHY**
- ▶ **LISTEN** without judgement
- ▶ **PLAN** next steps



R2MR Mobile Application



- Supplement training using mobile application to practice and acquire the resilience skills without the need for training personnel and, overcomes typical barriers to accessing additional in-person training (e.g. travel, time, and location).
- Application offers a potentially practical and effective on-the-go aid to augment the delivery of R2MR training to trainees



Questions?

**Sometimes I just want
someone to hug me and say,
“I know it’s hard. You’re going
to be okay. Here is chocolate
and 6 million dollars.”**



Canadian Forces
Health Services Group



Groupe des Services de
santé des Forces Canadiennes