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Mental Health Technology Transfer Center Network

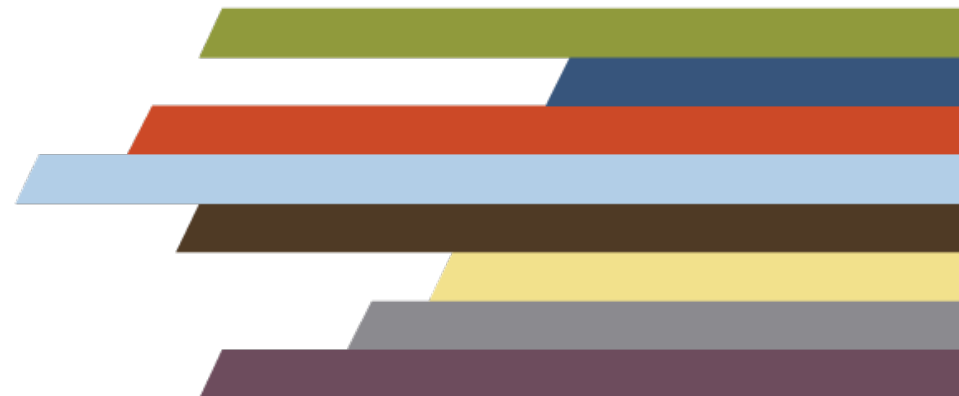
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# Provider Wellbeing during a Public Health Crisis

Joni Dolce, MS, CRC, CPRP

Rutgers, School of Health Professions

Department of Psychiatric Rehabilitation and  
Counseling Professions



# Northeast and Caribbean MHTTC

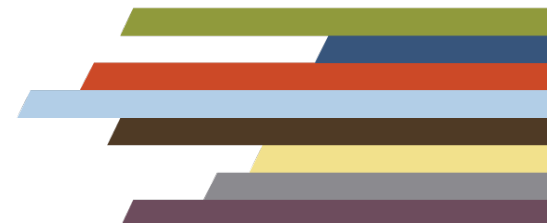
- Provides 5 years (2018 – 2023) of funding to:
  - Enhance capacity of behavioral health workforce to deliver evidence-based and promising practices to individuals with mental illnesses
  - Address full continuum of services spanning mental illness prevention, treatment, and recovery supports
  - Train related workforces (police/first responders, primary care providers, vocational services, etc.) to provide effective services to people with mental illnesses



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# Grow Your Knowledge and Skills



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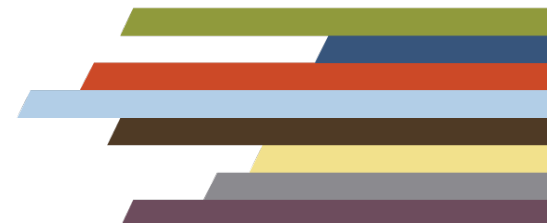
<https://bit.ly/2mpmpMb>



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# **MUTUAL SUPPORT CALLS FOR THRIVING AT WORK DURING COVID-19**

## ***Mental Health Administrators***

- Tuesdays at 12:00 noon - 1:00 pm ET
- March 31, April 7 and 14

## ***Mental Health Supervisors***

- Thursdays at 2:00 pm - 3:00 pm ET
- April 2, 9, and 16

## ***Mental Health Direct Service Providers***

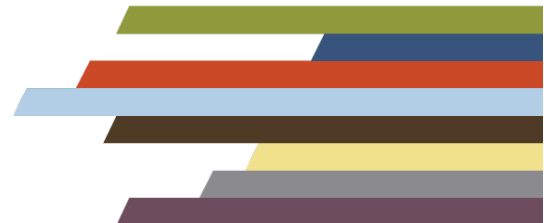
- Thursdays at 12 noon - 1:00 pm ET
- April 2, 9, and 16



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# Feedback

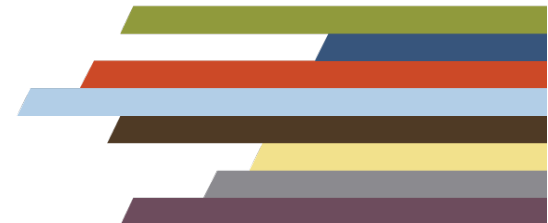
- Our funding comes from the Substance Abuse and Mental Health Services Administration (SAMHSA), which requires us to evaluate our services. We appreciate your honest, ANONYMOUS feedback about this event, which will provide information to SAMHSA, AND assist us in planning future meetings and programs. Feedback about this training will assist us in developing trainings that are relevant to your current professional needs. **Therefore, your feedback counts!**



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# Video Recording Information

- Please note that we will be recording this webinar and posting it to our website. Any information and input you provide during today's call will be recorded and posted on our website.

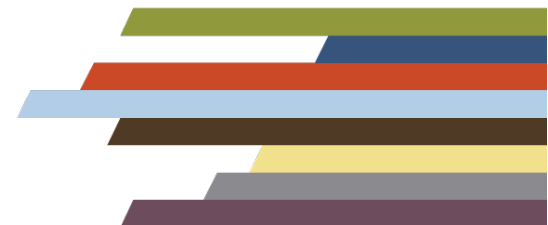
THANKS!



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# Your Interactions with Us

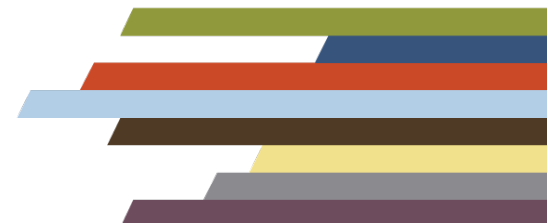
- Question and Answers
  - Q & A will occur at the end of the call.
  - Please type your questions in the Q & A feature in Zoom located on the task bar (hover over task bar).
- Chat and Polls
  - Throughout the webinar, we will be asking for your input.
  - Please use the Chat or Poll features in Zoom located on the task bar.



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# Joni Dolce, MS, CRC, CPRP



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# Rating Your Distress

- 10: Unbearably upset to the point that you cannot function
- 9: Extremely anxious and desperate, helpless and unable to handle it
- 8: Worried and panicky; losing focus and feeling anxious in the body
- 7: Discomfort dominates your thoughts and you struggle to function normally
- 6: Strong levels of discomfort
- 5: Upset and uncomfortable; still functional
- 4: Moderate anxiety and worry
- 3: Worried or upset; still able to function
- 2: A little bit sad or distressed
- 1: No distress; alert and focused
- 0: Peace and complete calm

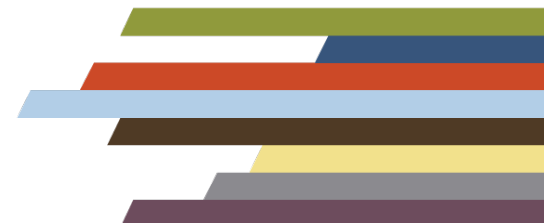
Wolpe, 1969



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# Session Objectives

1. Recognize the impact of the current mental health crisis on provider wellbeing.
2. Identify the signs of distress and burnout.
3. Apply wellness strategies to address distress and burnout.

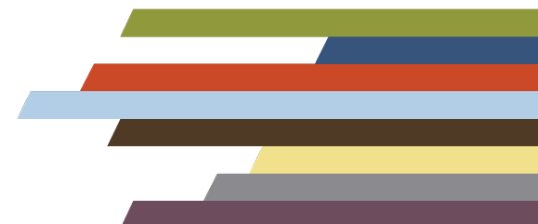


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# First, Let's Take a Breath

Breathe in while shapes are growing.

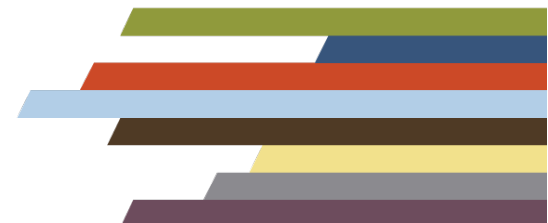
Breathe out while the shapes are shrinking.



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# What is the impact of the current crisis on your wellbeing?

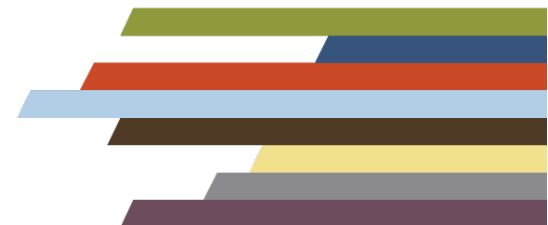
- Poll



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# Signs of Distress

Helplessness  
and  
Hopelessness

Hypervigilance

Reduced  
creativity

Difficulty  
listening

Guilt

Fear

Anger and  
cynicism

Difficulty  
Empathizing

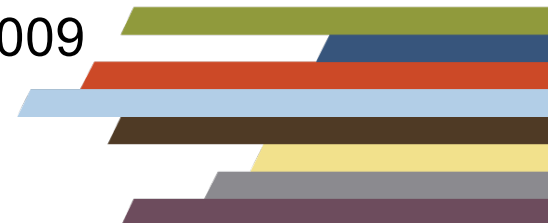


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Lipsky & Burk, 2009



# You might see...

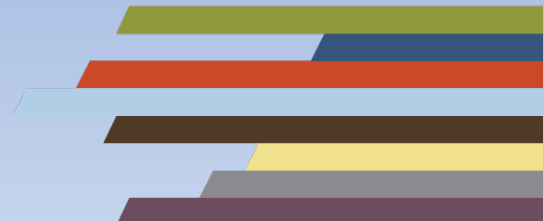
*ARGUING WITH OTHERS*  
**EMOTIONAL**  
**LACK OF PATIENCE**  
**ISOLATING**  
*SLEEP DISTURBANCES*  
**ANGER**  
**NEGATIVE OUTLOOK**



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# Wellness Self-Assessments

- Professional Quality of Life Measure (ProQOL) from The Center for Victims of Torture

[www.ProQOL.org](http://www.ProQOL.org)

- Self-Care Assessment from TherapistAid.com

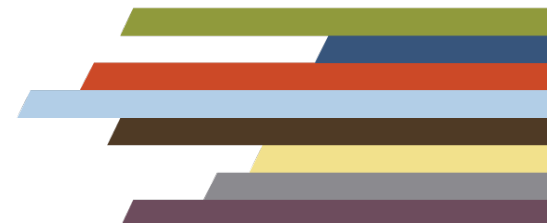
<https://www.therapistaid.com/worksheets/self-care-assessment.pdf>



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# The ABCs of Wellness



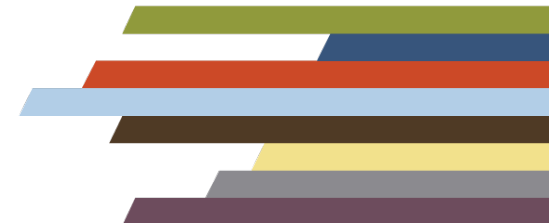
Gillis, 2013; Pearlman & Caringi, 2009



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# Awareness

- Be Mindful
- Journal
- Meditate
- Practice Gratitude

## Apps\*

- Insight Timer
- Smiling Mind
- 365 Gratitude Journal

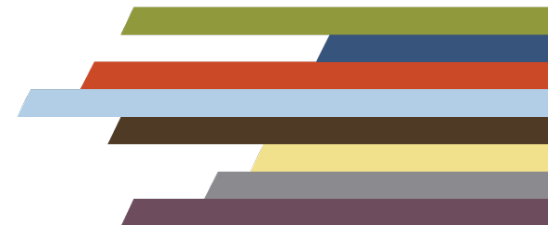
<https://zapier.com/blog/best-journaling-apps/#fiveminutejournal>



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# MINDFULNESS

Breathe

CLOUD GAZING

Exercise

Spend time with nature

Open mind

Walk BAREFOOT

FORGIVE  
FORGIVE  
FORGIVE

Take the dog for a walk

Take a bath

Hang out with friends

< listen >

RELAX  
RELAX  
RELAX

POSITIVE  
THINKING



# Balance

- Do something playful
- Take a walk, stretch
- Avoid information overload

## Apps\*

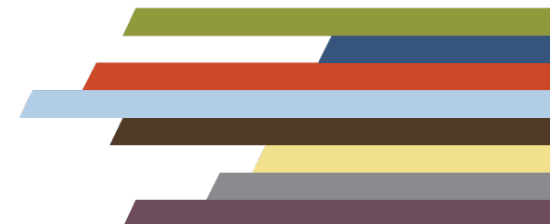
- Calm
- Daily Water
- Yoga Wake Up



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# Connection

- Stay Connected
- Share Experiences
- Schedule time to vent

## Apps\*

- GroupMe
- Houseparty
- Netflix Party

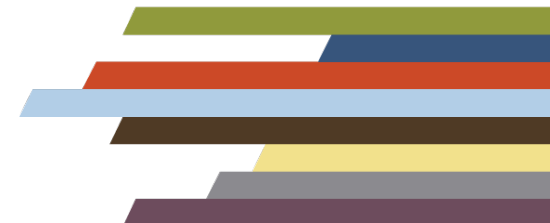
\*Note: Inclusion or mention of a resource is meant to provide an example and does not imply endorsement by the Northeast and Caribbean MHTTC.



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# Continuing to Engage Clients



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# Telehealth and Texting Tools

## Technologies for Telehealth\*

- Zoom
- MegaMeetingTelemedicine
- VSeedoxy.me

## Texting Tools\*

- GoMo Health
- TigerText
- Qliqsoft



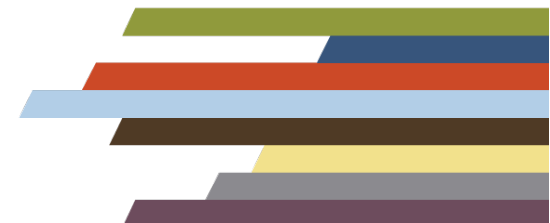
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# Meeting the challenges

“Just when you feel you have no time to relax, know that this is the moment you most need to make time to relax.”

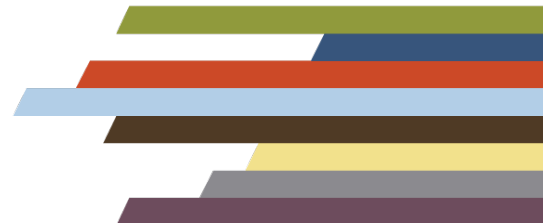
— Matt Haig, [Reasons to Stay Alive](#)



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# Next Steps

- What is ***one*** thing you can do this week to improve ***your*** wellness in the areas of **Awareness, Balance, and Connection**

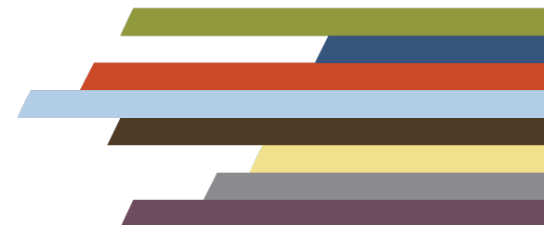
Use the chat box to share!



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THANK YOU!

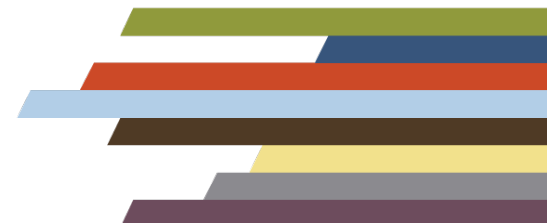
[dolcejn@shp.rutgers.edu](mailto:dolcejn@shp.rutgers.edu)



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# If you need help due to overwhelming sadness, depression, anxiety, or feelings that you want to harm yourself or others:

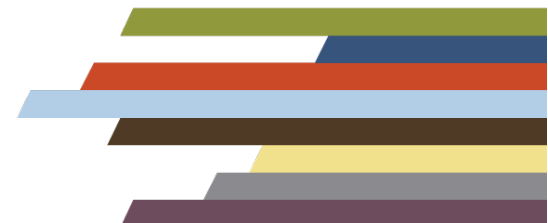
- Call 911
- Call SAMHSA's Disaster Distress Helpline 1-800-985-5990  
Text TalkWithUs to 66746  
TTY 1-800-846-8517
- Call SAMHSA's National Helpline 1-800-662-HELP
- Call National Suicide Prevention Lifeline 1-800-273-TALK  
TTY 1-800-799-4TTY (4889)



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# Resources

CDC

<https://www.cdc.gov/>

Compassion Fatigue

[https://proqol.org/Compassion\\_Fatigue.html](https://proqol.org/Compassion_Fatigue.html)

[https://proqol.org/uploads/Helper\\_Pocket-Card\\_2020.pdf](https://proqol.org/uploads/Helper_Pocket-Card_2020.pdf)

National Consortium of Telehealth Resource Centers

<https://www.telehealthresourcecenter.org/>

Recovery Resources

<https://www.samhsa.gov/sites/default/files/virtual-recovery-resources.pdf>

SAMHSA Coronavirus

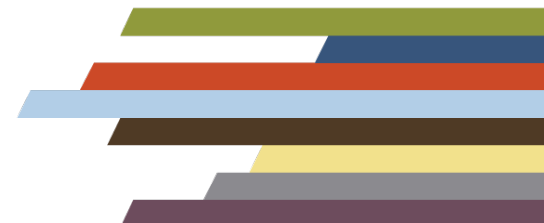
<https://www.samhsa.gov/coronavirus>



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# Contact us!

By phone: (908) 889-2552

Email:

[northeastcaribbean@mhttcnetwork.org](mailto:northeastcaribbean@mhttcnetwork.org)

Website:

<https://mhttcnetwork.org/centers/northeast-caribbean-mhttc/home>

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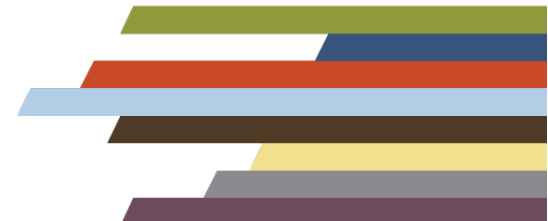
**@necmhttc**



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# References

Gillis, L. (2013). The ABC's of Self-Care retrieved from <https://www.homelesshub.ca/resource/abcs-self-care>

Lipsky, L. van D., & Burk, C. (2009). *Trauma stewardship: an everyday guide to caring for self while caring for others*. San Francisco: Berrett-Koehler Publishers.

Pearlman, L. A., & Caringi, J. (2009). *Living and working self-reflectively to address vicarious trauma*. In C. A. Courtois & J. D. Ford (Eds.), *Treating complex traumatic stress disorders: An evidence-based guide* (p. 202–224). Guilford Press.

Wolpe, J.(1969). *The practice of Behavior Therapy*, NY: Pergamon Press



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