



Providing Excellent and Compassionate Care to
Our Clients, Their Families, Our Coworkers and Ourselves
During the COVID – 19 Pandemic.

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Welcome and Introduction

Session One: Preparing ourselves for the marathon of a Pandemic.

- Crisis Management 101
- What is “Pre-Post Traumatic Stress
- Identifying “Pre-Post Traumatic Stress” Symptoms
- Self Care for the pandemic marathon.
- Explanation of the Compassion Fatigue Test

Focus of the Webinar

Focus One: Provide the Health Care Worker an opportunity to debrief and defuse from the suffering that you have been experiencing. The webinars will help you identify “Pre-Post Traumatic Symptoms and helpful ways of coping with these reactions to long term suffering.

Focus Two: Provide the Health Care Worker with added skills on how to support our clients, family members and our coworkers during this time of multiple and complicated losses.

Crisis Management 101

Five Basic Skills

No matter the situation, crises are a part of life and it is important that we have the following skills to properly deal with the situation.

1. Communication.
2. Adaptability
3. Self-Control
4. Relationships
5. Creativity

Tactical Crisis Management	Strategic Crisis Leadership
React	Anticipate
Short-term	Long-term
Process	Principles
Narrow focus	Wide focus
Tactical (implement)	Strategic (judgment)

Two Parts of Crisis Management

1. Tactical

2. Strategic

Hyper Arousal Will Be Our Biggest Enemy

Hyper Arousal – **sets off** – Chemical Reaction – **engages** – Fight, Flight or Freeze

4 X 4 Breathing Technique to stay out of the fight or flight response.

This is the technique:

Step One: Take a breath in through your nose to the count of four.

Step Two: Hold that breath for the count of four.

Step Three: Breath out through your mouth to the count of four.

Step Four: At the end of breathing out, hold your breath to the count of four.

Pre-Post Traumatic Stress Symptoms

When First Responders return home from a difficult shift, their partners are trained to ask one question:

What do you need to do first:

- Eat
- Sleep
- Talk

P.S. The question is not optional.

For those working directly with People Suffering from COVID – 19:

- Keep talking to your team. Make talking your self medication tool.
- It is normal to have fears about the virus – give those fears a voice.
- If a “shake – rattle and roll body reaction” comes on...don’t stop it.....let it come.
- We must share our vulnerability – which in turns makes us stronger.
- Knowledge is power which breaks down fear.
- This is going to be a marathon – talking will be our power drink.
- Having a darn good cry is healthy – let it come.
- Rely on us old farts.....we might be to high risk to do front line work, but we can support you.

When a person is going off shift say to them:

1. What was most difficult about your shift?

2. Is there anything I can do to make things easier?

3. Thank you for being here today.

Emotional and Spiritual care is to devote
presence, attention,
and **respectful assistance**
to helping people to discern
what is the meaning in their life now,
in this new environment of pain;
and how they seek to live out that meaning
as the recovery unfolds.

“Everyone is a house with four rooms,
a physical,
a mental,
an emotional and
a spiritual.

Most of us tend to live in one room most of the
time,

but unless we go into every room,
every day, even if only to keep it aired,
we are not a complete person.” – Indian Proverb

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*In crisis care
we live with the paradox of
knowing that I am at the same time
part of a great wound
and part of a great healing*

We in the care partnering communities
frequently encounter people
with life threatening illness
at a point when they are
*no longer who they have been and
are not yet reborn into who they will be.*
We meet them in a place between
“no longer” and “not yet”
Joan Borysenko

Evaluations

1. Did you find this session helpful? (Single Choice)
2. Was the length of the session sufficient? (Single Choice)
3. Was the format of the session appropriate? (Single Choice)
4. Are you likely to implement any of the tools or concepts discussed in your daily life? (Single Choice)
5. Did you have any technical difficulties participating in the webinar? (Single Choice)

Resources

Public facing resources: ontariocaregiver.ca/find-support/

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