



**People  
Working  
Well**

# Recognizing Burnout & Building Resilience



Presented by  
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Canadian Mental  
Health Association  
British Columbia  
*Mental health for all*



BRITISH  
COLUMBIA

Supported by the Province of British Columbia

In partnership with



COMMUNITY SOCIAL SERVICES  
Health & Safety Association of BC

# Ancestral Land Acknowledgment

**People  
Working  
Well**



# Learning Goals

- Mental Health
- Stress and Burnout
- Resilience
- Resources



# Mental Health

# Canadian Mental Health Association



Canadian Mental  
Health Association  
British Columbia  
*Mental health for all*

- One of Canada's most established charities
- Policies and programs anchored in evidence and informed by people's personal experience
- **Mental health for all, including people with addictions**
- Community-based throughout Canada
- 14 branches in BC

# Terminology

**Mental Health** is a state of well-being in which every individual:

- Can realize their own potential
- Can cope with the normal stressors of life
- Can work productively and fruitfully
- Can contribute to their community

**Mental Illness** is a diagnosed medical condition which involves changes in behaviour, emotions, thinking or a combination.

*“There is no health without mental health”*

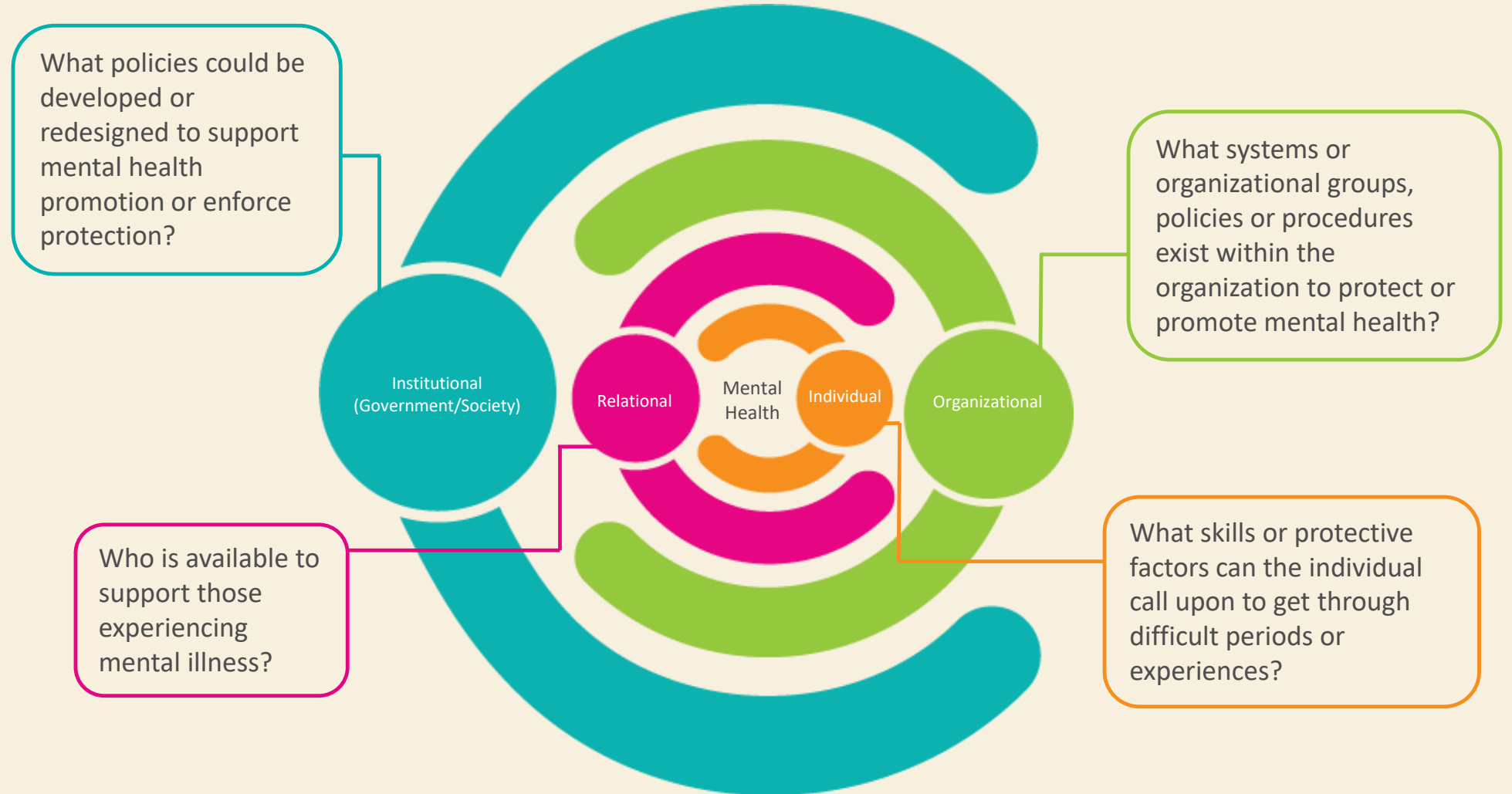


# Mental Health Challenges are Common

- In any given year **1 in 5** of us will experience mental illness
- Most of the **1 in 5** will have a significant episode between the ages of **18 and 65**
- Many will not get help – often due to difficulties accessing treatment because of costs, wait times
- Recovery *is* expected, with timely, adequate treatment
- Our health, including mental health, ranges back and forth between being healthy and being injured or ill

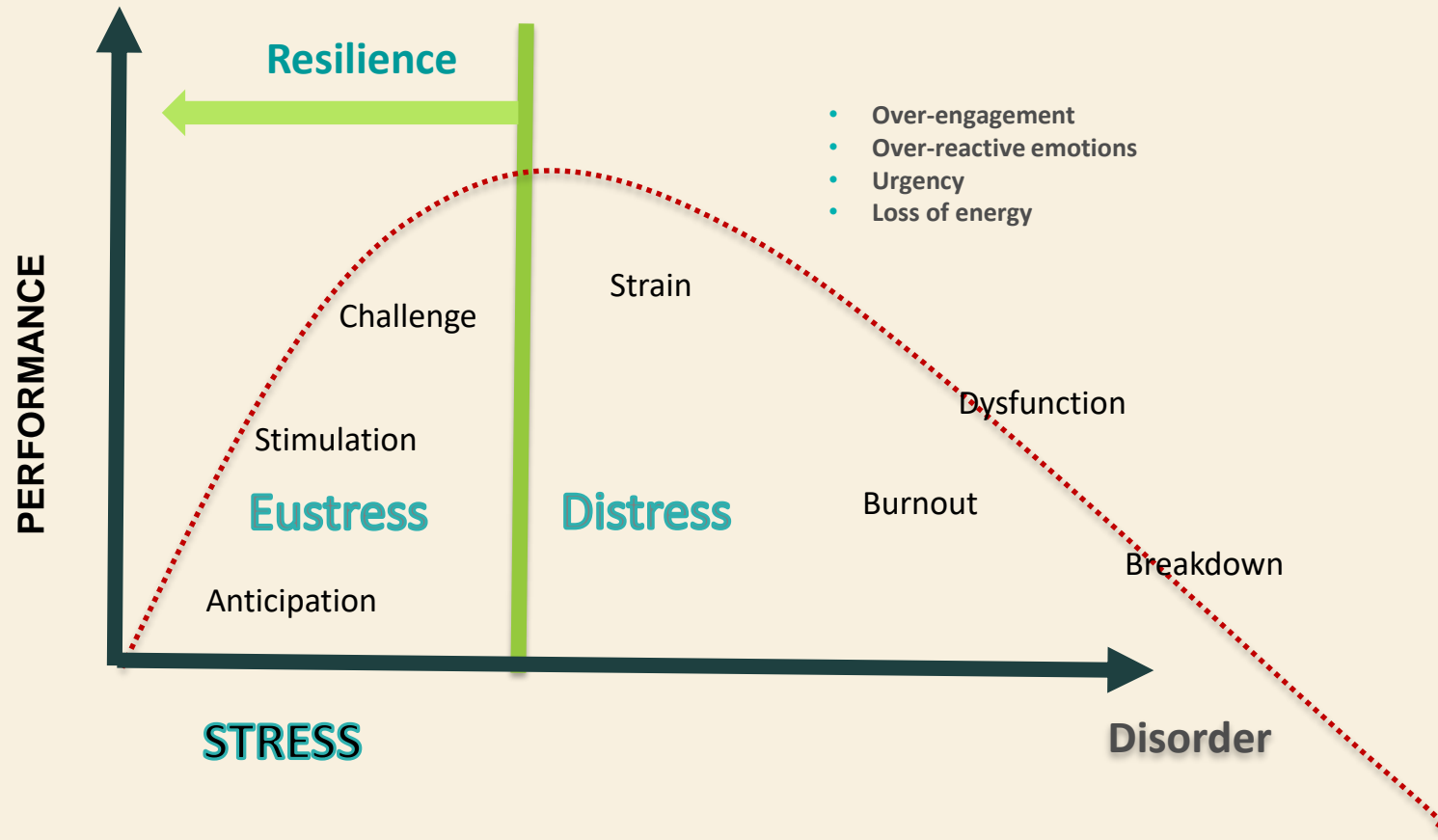


# Mental health is everyone's responsibility

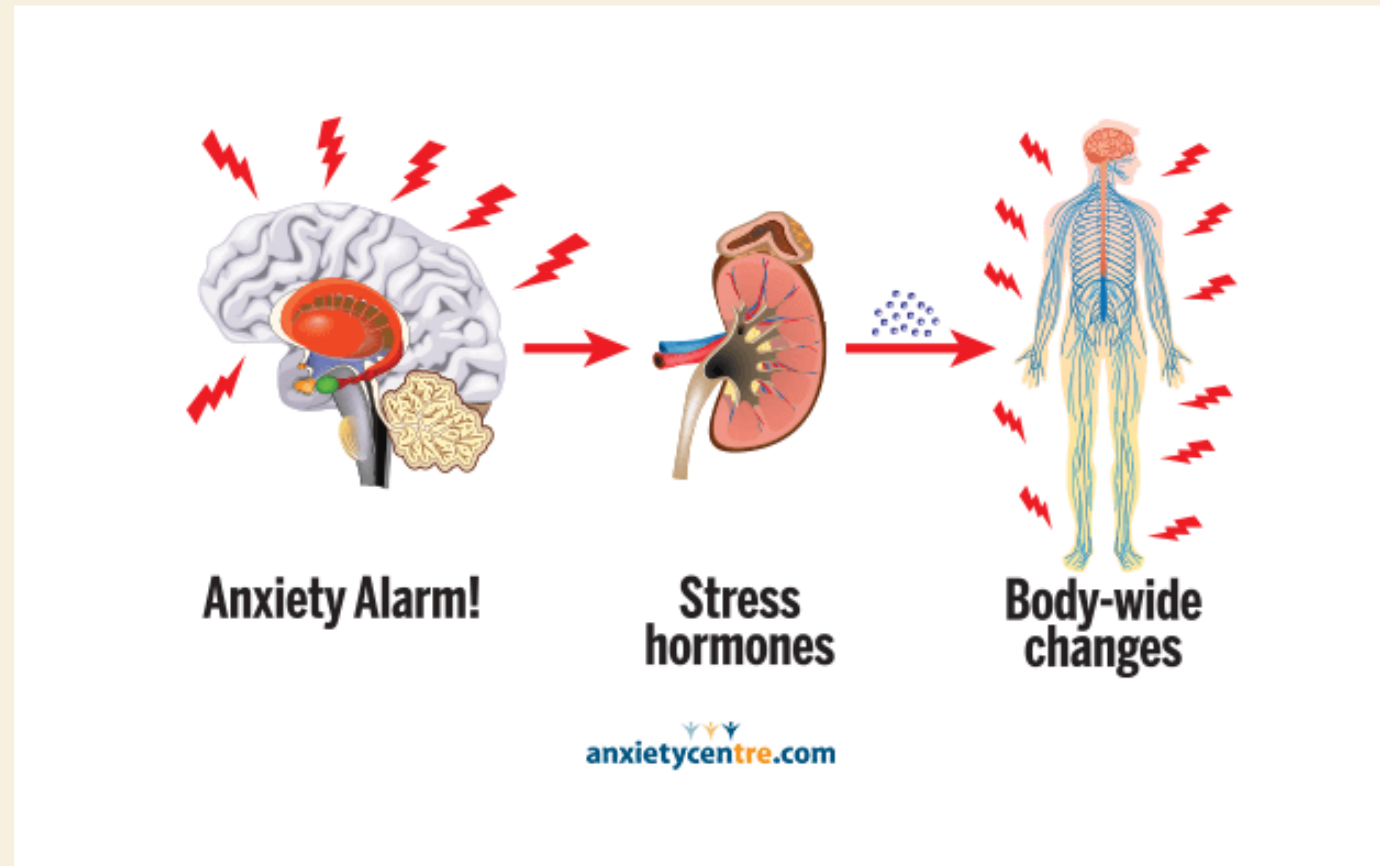


# Stress & Burnout

# Stress Continuum



# Chronic Stress & the Brain



# Burnout

- **Not** a disease or a medical condition
- Results from chronic **workplace** stress that has not been successfully managed.
- More likely when job demands exceed job resources

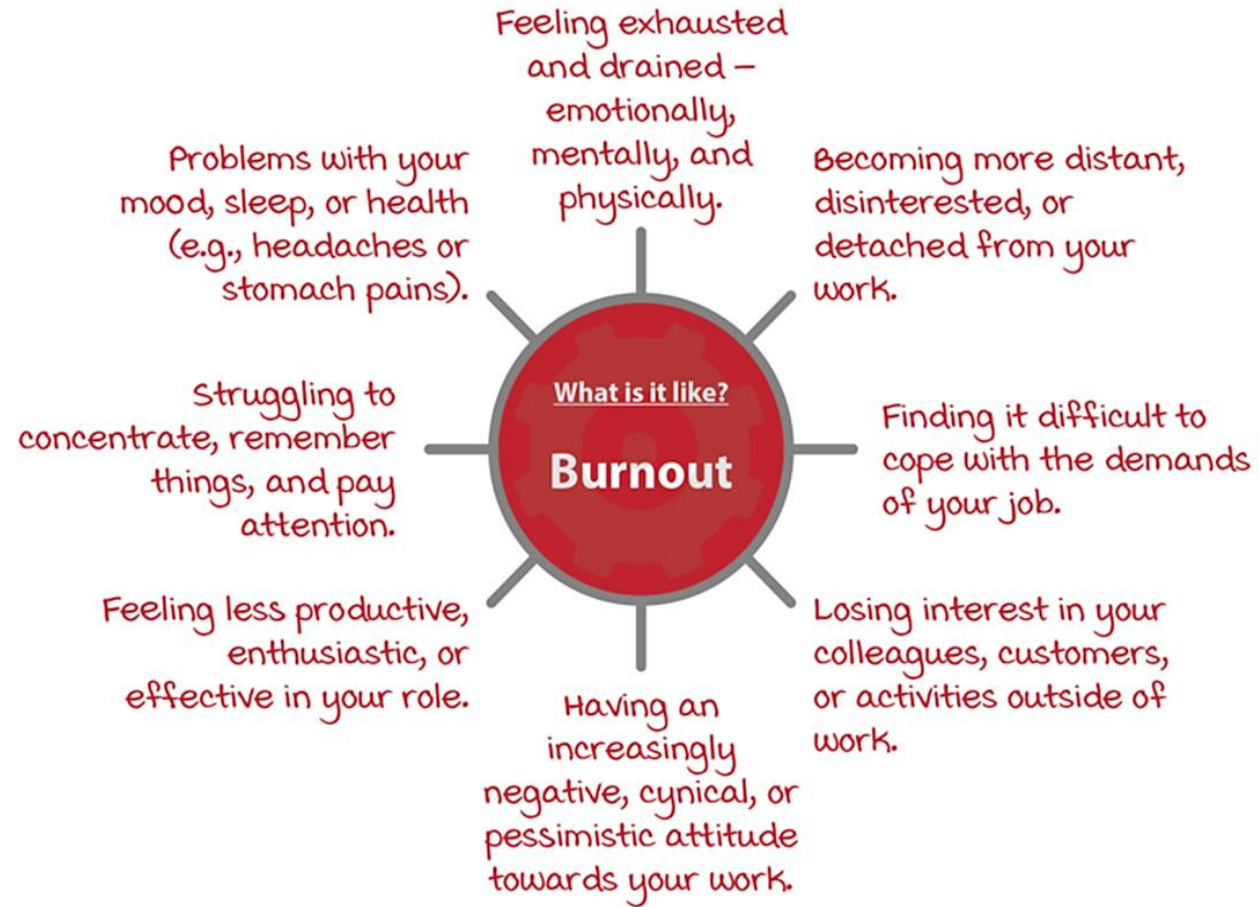
Characterized by:

- **Exhaustion**
- **Cynicism** or negativism related to one's job
- **Reduced** professional **efficacy**

*Ref: World Health Organization, ICD-11; C. Maslach*



# Signs of Burnout



# Contributing Factors To Burnout



*Credit: break-through.ca*

# Individuals & Burnout

Remember that burnout is due to **work** conditions

**Risk** factors related to individual traits and circumstances

- Perfectionism in all aspects of work
- Work as sole focus of life
- Difficulty setting boundaries
- Difficulty delegating
- High competitiveness and need for control
- Disruption of work-life balance due to personal situations (e.g., major family responsibilities)
- Member of marginalized group

*Which of these risk factors might apply to you?*



**How do you  
protect yourself  
from burnout?**



# Possible Health Issues

Similar signs and symptoms could be due to

- Low thyroid, anemia, .... (exhaustion)
- Hormonal changes
- Trauma and stress-related disorders
- Mood disorders (depression, anxiety disorders)
- Other...

***LEAVE DIAGNOSIS TO  
A QUALIFIED HEALTH PROFESSIONAL***



# Stress, Low Mood, Depression

- Many signs and symptoms of stress, low mood, depression and burnout are similar
- Any of us can experience these
- **Notice** a change in our behaviours and **communicate** with **supports**
- Early intervention = better outcomes



# Preventing & Recovering from Mild Burnout

## For individuals

- Advocate for mitigating sources of work stress especially job demands/resources
- Clarify priorities (not “everything”)
- Change work patterns – take breaks, reduce overtime (paid or unpaid)
- Get and give support – colleagues, family, counsellor
- Prioritize self-care
- Change the way you think about your work

*NB: individual-focused interventions are not enough to resolve **severe** burnout - workplace stressors need to be addressed*

# Resilience

# Resilience

**Healing** is recovering when the hardship is over

**Resilience** is the ability to thrive when life is still difficult



# What do we mean by Resilience?

Capacity to Adapt or Recover

- Adversity
- Trauma or Tragedy
- Threats or Harassment
- Stress or overwhelm
- Relationship problems
- Financial Problems
- Health Problems
- Work issues



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# What Can Resilience Do?

## From Surviving

- Stress
- Unhealthy responses
- Denial
- One-sided relationships
- Old ways
- Fighting weakness
- Inability to change
- Waiting for crisis

## To Thriving

- Recognition
- Healthy responses
- Exploration
- Balanced support
- New options
- Using Strengths
- Grow and Thrive
- Be Prepared



# Building Resilience

- Be Self- Aware
- Anticipate Challenges
- Develop Strategies
- Social Connections



# Practicing Mental Fitness

## THINKING:

- Practice positive self-talk
- Learn new things, challenge yourself!
- Break issues into smaller chunks
- Recognize good stress

## ACTING:

- Strengthen social connections
- Reduce multi-tasking
- Pay attention in the moment
- Engage in physical activity
- Get outside
- Have a good laugh



# Self Care

- Breathe
- Seek and give support
- Debrief difficult situations
- Practice work-life balance
- Take a break Relax
- Practice healthy nutrition
- Go for a walk
- Take care of your mind and body
- Treat yourself



# Resources

# Please Reach Out

- Family and friends
- Family doctor/ Walk-in clinic
- Healthlink BC: 811
- Employee & Family Assistance Program
- Supervisor, Manager, HR or Union
- Mental Health Support: 310-6789
- Resource Support Line:  
bc.211.ca; 211; #bc211; @bc211Help
- BC Crisis Line: 1-800-SUICIDE  
(1-800-784-2433)
- National Suicide AND Crisis Lifeline: 988
- Police/ambulance: 911



# Mental Health and Wellness Supports for Indigenous Peoples

24-hour KUU-US Crisis Line:

- Toll free (1-800-588-8717)
- Adults/Elders (250-723-4050)
- Child/Youth (250-723-2040)
- Métis Line (1-833-MétisBC)

Indian Residential School Survivors Society:

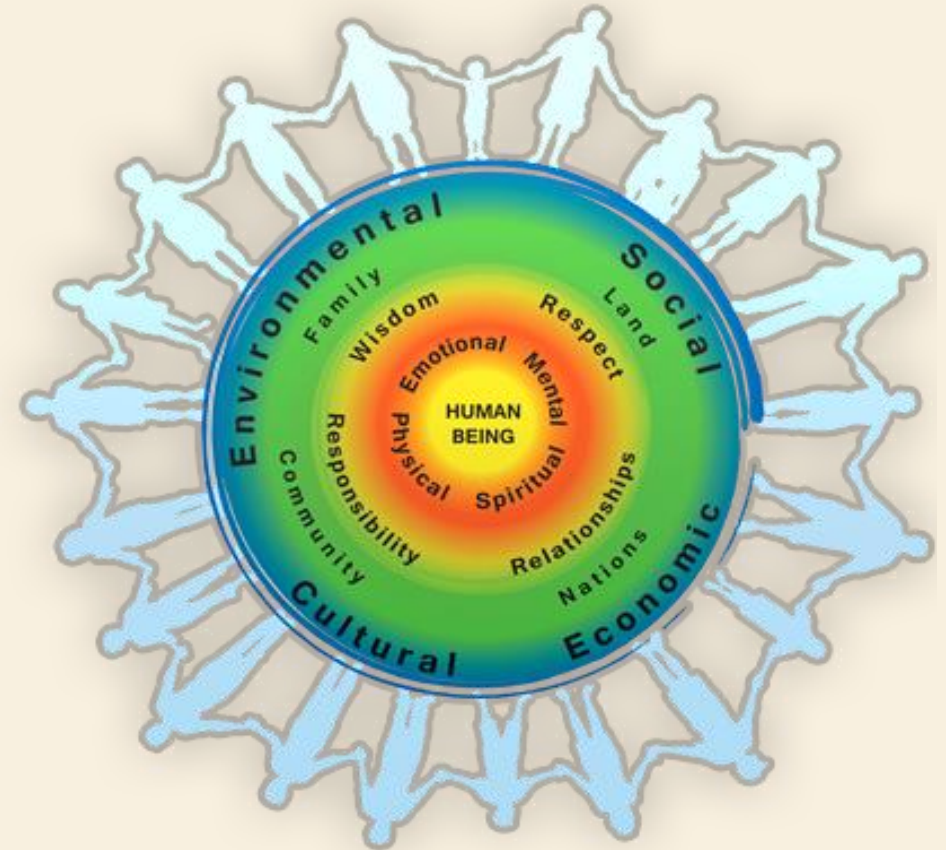
1-800-721-0066 or 604-985-4464

Hope for Wellness Helpline:

hopeforwellness.ca or 1-855-242-3310

First Nations Health Authority:

[www.fnha.ca/what-we-do/mental-wellness-and-substance-use](http://www.fnha.ca/what-we-do/mental-wellness-and-substance-use)



# Mental Health Resources

## **Canadian Mental Health Association**

[www.cmha.bc.ca](http://www.cmha.bc.ca)

[www.cmha.ca](http://www.cmha.ca)

## **Here to Help**

<https://www.heretohelp.bc.ca/>

## **Anxiety Canada**

<https://www.anxietycanada.com/>

## **Centre for Addition and Mental Health**

<https://www.camh.ca/>

## **Mental Health Commission of Canada**

<https://mentalhealthcommission.ca/>



# Workplace Mental Health Resources

**Canadian Centre for Occupational Health and Safety Mental Health**

[www.ccohs.ca/topics/wellness/mentalhealth](http://www.ccohs.ca/topics/wellness/mentalhealth)

**Workplace Strategies for Mental Health**

[workplacestrategiesformentalhealth.com](http://workplacestrategiesformentalhealth.com)

**People Working Well**

<https://peopleworkingwellbc.ca/>

**Care for Caregivers**

<https://careforcaregivers.ca/>



## Mental Health at Work:

- Awareness
- On the Front Line
- Compassion Fatigue
- Burnout
- Responding with Respect: Workplace Mental Health Skills for Management

## Psychological Health & Safety:

- Introduction to PH&S
- PH&S Supporter Training
- PH&S Navigator Training

Lunch and Learn: 1-hour workshops

[bc.cmha.ca/workplace-mental-health/](https://bc.cmha.ca/workplace-mental-health/)

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Health Association  
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**WORKPLACE  
MENTAL HEALTH**  
Workshops & Training

## CMHA Wellness Programs

**LIVING LIFE  
TO THE FULL**  
helping you to help yourself



 **BounceBack**<sup>®</sup>  
reclaim your health

**Confident Parents  
Thriving Kids**

**Thank You!**

**People  
Working  
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**People Working Well**

WEBINAR | DEC 10

**Strategies for Coping With the Winter Blues**

With Suncha Satney

[REGISTER NOW >](#)

In this informative one-hour webinar, we'll discuss workplace stress and burnout and how we can protect ourselves and support our colleagues with workplace stress and building resilience.

- Learn what burnout is and isn't and how to notice risk factors leading to it
- Learn ways to cope with stress and build resilience
- Learn how best support coworkers when experiencing burnout