

Tools and Ideas to Support Settlement Practice

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Objectives

- ❑ Participant awareness of the causes of workplace stress will be increased
 - ❑ Participants will be increase their understanding of concept of self-care
 - ❑ Participant awareness of strategies/behaviours that will help them in their process to attain self-care will be enhanced
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Immigration and the Calgary Context

- In 2006, there were an estimated 252,800 foreign-born residents in Calgary, up from 197,400 in 2001
- Growth in Calgary's foreign-born population was one of the fastest in the country – 28% between 2001-2006 compared with 9.1% for its Canadian-born population

Statistics Canada, 2008

Immigration and the Calgary Context

- Foreign-born population made up almost one-quarter (23.6%) of Calgary's population, up from 20.9% in 2001
- Approximately 57,900 immigrants settled in Calgary during 2001-2006
- Newcomers made up 5.4% of the city's total population in 2006

Immigration and the Calgary Context

- The working-age population (25 to 54 years old) increased 10.9% between 2001-2006
- Calgary was the CMA with the fourth-largest share of newcomers
- Major source countries included China, India, and the Philippines

Statistics Canada, 2008

Immigration and the Calgary Context

- About two-thirds (63.5%) of newcomers to Calgary spoke a non-official language most often at home
- Add to these numbers the immigrants and refugees who migrated to Calgary after residing in others part of Canada – inland migration process

Role of Immigrant-Serving Agencies

- ❑ Address the needs of newly arrived immigrant/refugee groups
 - ❑ Serve as links/bridges to mainstream organizations
 - ❑ Advocate on behalf of immigrant/refugee communities
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Role of a Settlement Worker

- Do client intake, assess needs, provide referrals, settlement and adaptation services
 - Arrange for language interpretation and translation
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Role of a Settlement Worker

- Provide links between service users with specific settlement needs to available resources in the community – social, professional, government services, and programs
 - Act as an advocate for immigrants with public and private organizations
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Role of a Settlement Worker

- ❑ Conduct group and individual orientation and counselling on topics such as housing, education, transportation, employment, and child care
 - ❑ Do outreach to assess community needs, promote programs, “network” with other services providers and organizations
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Role of a Settlement Worker

- ❑ Recruit, train, and supervise volunteers
 - ❑ Maintain records, statistics, and reports
 - ❑ Participate in staff meetings, committees
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Job Functions

- Information and referrals
 - Access and advocacy
 - Counselling
 - Community Development/Education
 - Administration
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Job Satisfaction

80% of participants agreed or strongly agreed with the statement, "In general, I am satisfied with my job."

CSPC-T, 2006

FSA

Staff Satisfaction Related to Aspects of Their Work

- Top Five
 - Know expectations
 - High level of skill
 - Learn new things
 - Clear goals
 - Opportunities to suggest improvements

CSPC-T, 2006

FSA

Reasons for Considering Leaving Current Job

- Top Five Reasons
 - Higher salary
 - More interesting/challenging work
 - Opportunities for career advancement
 - Lack sense of recognition
 - Not supportive of as a person

Retention Issues

- ❑ Underpaid
- ❑ Excessive workloads
- ❑ Lack of opportunities for advancement
- ❑ Lack of appropriate professional development
- ❑ Stressful nature of the work

Collectively



Undermine the sector's capacity to attract
And retain talented workers

Stress

Stress is the result of any emotional, physical, social, economic, or other factors that require a change or response.

Health Canada, 2009

Workplace Stress

Workplace stress is the harmful physical and emotional responses that can happen when there is a conflict between job demands on the employee and the amount of control an employee has over meeting these demands.

Health Canada, 2009

Impact of Workplace Stress

- Decreased job satisfaction
- Employee turnover
- Reduced efficiency/effectiveness
- Absenteeism
- Illness
- Lack of motivation/creativity
- Alcoholism
- Increase in office politics
- Poor decision
- Apathy/indifference

Workplace Stress – Phases/Interventions

□ Phase I – Warning

Early warning signs are often more emotional than physical and may take a year or more before they are noticeable.

Health Canada, 2009

Workplace Stress – Phases/Interventions

- Phase I – Signs/Symptoms
 - Feelings of vague anxiety
 - Depression
 - Boredom
 - Apathy
 - Emotional fatigue

Health Canada, 2009

Workplace Stress – Phases/Interventions

- Phase I – Action
 - Talking about feelings
 - Taking a vacation
 - Making a change from regular activities
 - Taking time for yourself

Workplace Stress – Phases/Interventions

□ Phase 2 – Mild Symptoms

Warning signs have progressed. Over a period of 6 to 18 months, physical signs may also be evident.

Health Canada, 2009

Workplace Stress – Phases/Interventions

- Phase 2 – Signs and Symptoms
 - Sleep disturbances
 - More frequent headaches/colds
 - Muscle aches
 - Intensified physical and emotional fatigue
 - Withdrawal from contact with others
 - Irritability
 - Intensified depression

Workplace Stress – Phases/Interventions

- Phase 2 – Action
 - More aggressive lifestyle changes may be needed
 - Short-term counselling

Health Canada, 2009

Workplace Stress – Phases/Interventions

□ Phase 3 – Entrenched Cumulative Stress

This phase occurs when the above phases continue to be ignored. Stress starts to create a deeper impact on career, family life and personal well-being.

Health Canada, 2009

Workplace Stress – Phases/Interventions

□ Phase 3 – Signs & Symptoms

- Increased use of alcohol, smoking, non-prescription drugs
- Depression
- Physical and emotional fatigue
- Loss of sex drive
- Ulcers
- Marital discord
- Crying spells
- Intense anxiety
- Rigid thinking
- Withdrawal
- Restlessness
- Sleeplessness

Workplace Stress – Phases/Interventions

- Phase 3 – Action
The help of medical and psychological professionals is highly recommended

Health Canada, 2009

Workplace Stress – Phases/Interventions

- Phase 4 – Severe/Debilitating
Cumulative Stress Reaction

This phase is often considered "self-destructive" and tends to occur after 5 to 10 years of continued stress.

Health Canada, 2009

Workplace Stress – Phases/Interventions

- Phase 4 – Signs/Symptoms
 - Careers end prematurely
 - Asthma
 - Heart conditions
 - Severe depression
 - Lowered self-esteem/self-confidence
 - Inability to perform one's job
 - Inability to manage personal life
 - Withdrawal
 - Uncontrolled anger, grief, rage
 - Suicidal or homicidal thinking
 - Muscle tremors
 - Extreme chronic fatigue
 - Over-reaction to minor events
 - Agitation
 - Frequent accidents
 - Carelessness, forgetfulness
 - Paranoia

Workplace Stress – Phases/Interventions

□ Phase 4 – Action

Significant intervention from professionals.

Health Canada, 2009

What is Burnout?

Burnout is physical, emotional, and mental exhaustion caused by long-term involvement in situations that are emotionally demanding and very stressful, combined with high personal expectations for one's performance.

Leatz & Solar, 1993

Secondary Traumatic Stress

STS is defined as an outcome or risk that is related to engaging empathetically with another's traumatic material.

Stamm, 195

Signs of Trouble Coping with Stress

- Physical
 - Headaches, grinding teeth, chest pain, shortness of breath, high blood pressure, indigestion, fatigue, insomnia

 - Psychosocial
 - Anxiety, depression, mood swings, feelings of helplessness, hopelessness, apathy
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Why is Self-Care Important for Human Service Professionals?

To be able to continue to serve their clients with maximum effectiveness.

Scott, 2007

Self-Care and Professionals

Typically, the focus for helping professionals
is on the well being of the individual(s)
being helped



As a consequence, personal wellness
is often overlooked



Recognition of wellness for the helping
professional becomes secondary

Importance of Self-Care

Working with people in the intense way
settlement workers work with newcomers
may result in “burnout”



Challenges presented in working with
Others takes toll physically,
Mentally, and emotionally

Definition of Self-Care

WHO defines self-care as activities individuals, families, and communities undertake with the view of intention of enhancing health, preventing disease, limiting illness and restoring health.

WHO, 2007

Self-Care

- Is the actions taken by individuals towards their own health and well-being
- Includes care to:
 - Stay fit and maintain good physical and mental health
 - Meet psychological needs
 - Prevent illnesses or accidents
 - Care for minor illnesses and long-term conditions
 - Maintain health and well-being after illness or injury

Social Self-Care

- Social support
- Motivation
- Relationship building
- Nurturing your support network

Johnston, 2005

Physical Self-Care

- Healthy diet
- Active living
- Sleep
- Water

Johnston, 2005

Mental/Emotional Self-Care

- Stress and relaxation
- Time management
- Guilt, Shame, and Forgiveness
- Empowerment
- Parenting
- Days Off/Vacation

Johnston, 2005

Strategies for Reducing Stress

- Get enough sleep
 - Maintain proper nutrition
 - Exercise regularly
 - Maintain social support
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Strategies for Reducing Stress

- Find hobbies
 - Pamper yourself
 - Keep your mind sharp
 - Have the right attitude
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Dealing with Stress

- Importance of Job Design
 - Good job design accommodates an employee's mental and physical abilities

Health Canada, 2009

Dealing with Stress

- Guidelines
 - The job should be reasonably demanding and provide the employee with at least a minimum of variety of job tasks
 - The employee should be able to learn on the job and be allowed to continue to learn as their career progresses

Dealing with Stress

- The job should comprise some area of decision making that the individual can call his or her own
- There should be some degree of social support and recognition in the workplace

Concept of Wellness

Wellness is a multidimensional state of being describing the existence of positive health in an individual as exemplified by the quality of life and a sense of well being.

Corbin, 2009

Wellness is the physical state of good health as well as the mental ability to enjoy and appreciate being healthy and fit.

Quan, 2006

Dimensions of Wellness

- Social
- Occupational
- Spiritual
- Physical
- Intellectual
- Emotional
- Environmental
- Financial
- Mental
- Medical

Corbin, 2006
