

# Organizational Compassion Fatigue Risk and Resiliency Factors

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<b>Factor:</b>	<b>Risk Factors</b>	<b>Resiliency Factors</b>	<b>Org Goals</b>
<b>Social Supports/ Isolation</b>	Lack of connection with colleagues/ peers.  Geographical Isolation.	Regular opportunities to connect with colleagues and peers. Buddy Groups. Peer supervision. Face-to-face connection.	
<b>Time off</b>	Employee not taking vacation time. Organizations not providing time off. Lack of flexibility to attend to needs/ appointments. Language that stigmatizes self-care	Encouraging people to use vacation time and sick time if needed. Providing approval for flex time to attend to personal obligations or medical appointments. Ability to do work share	
<b>Workplace boundaries</b>	Expectation that people are available outside of work hours, either via phone or email. Working through lunches/breaks/after hours.	Encouragement to turn phone/email off outside of work. Adequate time not on call. Work Phone. Workload assessment.	
<b>Job role/ description</b>	Lack of clarity around job role/ description. Lack of regular evaluations with feedback - sudden "big problem" Lack of clear expectations.	Be clear about what the role is trying to accomplish. What is goal and how are you monitoring outcomes. Providing regular evaluation and positive feedback.	
<b>Workplace Stressors</b>	Frequent change in leadership/ management/supervisors High staff turnover Frequent change to programming Lack of infrastructure - space/ technology/tools	Addressing physical space (safety, ergonomics), tools (computers, phones, resources). Open communication with staff about changes. Mastering one change before incorporating another. Including staff in program development.	

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<b>Workload</b>	The workload (type/amount) requires more resources than are available. Time/Skills/Training/Resources to complete workload.	Reviewing job demand - what is sustainable. Providing enough time/skills/training/resources to adequately complete work.	
<b>Population needs</b>	High needs/risk population Complex factors - lack of financial resources Trauma background Lack of access to services	Trauma informed compassion fatigue resiliency skills. Adequate training/skills/supervision. Workplace ops for relaxation (wellness programs - yoga at lunch).	
<b>Exposure to trauma - direct and secondary</b>	Direct Trauma Secondary Trauma Level of trauma - being disclosed.	Can you reduce amount of exposure - balance workload - clinical with something else - part workload with no trauma. Ongoing Clinical and Peer Supervision.	
<b>Workplace Recognition Compassion Fatigue</b>	Lack of understanding from leadership/management on impact of compassion fatigue. Language used (shaming vs normalizing). No discussion - stigma. No supports for managing impact of the work.	Incorporating the concepts of compassion fatigue and a trauma informed way to approach the impacts on employees. Normalizing the concepts and addressing in supervision or with workplace wellness programs. Requires more than one time presentation/training.	