

FRIDAY, OCTOBER 13, 2017 - CARE4YOU CONFERENCE	
8:00AM	REGISTRATION & BREAKFAST
8:30	<p><i>Beyond kale and pedicures: What works to reduce compassion fatigue and burnout?</i></p>  <p><b>Françoise Mathieu</b>, M.Ed., RP, CCC. Co-Executive Director, TEND</p> <p>There is now over two decades of research proving that working in high stress, trauma-exposed professions such as community mental health, law enforcement, child welfare and healthcare carries elements of risk to the care provider: compassion fatigue, secondary trauma and burnout can take a cumulative toll on us as individuals and as teams. What can professionals do to protect themselves from the difficult stories that they work with on a regular basis, limited resources and high volume of work, while still remaining effective and compassionate?</p> <p>Using the most recent research in the field, this evidence-based and trauma-informed presentation will explore assumptions about compassion fatigue and vicarious trauma, the organizational and personal barriers that professionals face in their daily lives, and offers new and creative approaches to transforming these occupational hazards.</p>
9:45	<b>BREAK</b>
10:00	<p><i>Investing in Your Team: The ROI on Organizational Health Assessments and Training</i></p> <p><b>Dr. Patricia Fisher</b>, R.Psych., L.Psych.</p> <p>Change, uncertainty, reorganization, conflict, stress, trauma-exposure, funding...these and many other factors can compromise the health of you and your workplace. TEND has guided thousands of individuals and organizations to address the normal consequences of their life and work. This session will feature inspiring stories of agencies and individuals who have invested in creating positive, sustained change.</p>
11:00	TRANSITION TO BREAKOUTS

11:15

**1A**

*Compassion  
Fatigue 101*

**Françoise Mathieu,**  
M.Ed., RP, CCC.  
Co-Executive  
Director, TEND



Compassion Fatigue (CF) refers to the profound emotional and physical exhaustion that helping professionals can develop over the course of their career. It is characterized by a shift in a professional's sense of hope and optimism about the future and the value of their work. CF damages feelings of compassion and empathy towards clients in need and colleagues, which in turn can cause a decline in the quality of care provided. Although some of the challenges of the work cannot be changed overnight, staff can learn concrete tools which will equip them to deal with the realities of their work.

**2A**

*Grounding  
Techniques and  
The Neurobiology  
of Stress*

**Diana Tikasz,** MSW,  
RSW  
Coordinator, Sexual  
Assault/Domestic Violence  
Care Centre, Hamilton  
Health Sciences  
And TEND Associate

Do you ever find yourself asking "Why am I reacting this way?" How come I don't have more control?" The pace, content and competing demands of the modern workplace has left many of us operating in constant stress overdrive. As a result, we see many negative physical, emotional, behavioural and relational consequences in the workplace. This session will teach the basics of how your brain reacts to stress and introduce you to some techniques to move you out of states of reactivity into the place of possibility where we are centered amongst chaos and can choose how we wish to respond.

**3A**

*Refuel Session 3A:  
How to use  
Mindfulness in  
Times of Crisis*

**Mandy Trapp,** Vedic  
Master Educator,  
founder Lifestyle  
Meditation

During moments of crisis, finding stable ground can be extremely difficult, and can contribute to a lack of mental clarity and controlled physical function. The purpose of this session is to share the science behind the stress response and how, with the help of mindfulness-based techniques, we can better manage the chaos and transcend the hold that this stress has on our physical, mental and emotional health and wellbeing.

12:15	LUNCH			
1:00	<p><i>The Need for Compassion: Self-care in the World of Addiction Medicine</i></p>  <p><b>Dr. Alana Hirsch, MD, CCFP-EM</b> Family Physician &amp; Addiction Medicine Advocate</p> <p>A family and emergency physician, and one of the first doctors to prescribe heroin in Canada, Dr. Alana Hirsh is familiar with the stress of working with complex, traumatized clients. Join her as she discusses her experiences working in Vancouver’s Downtown Eastside - the epicenter of the current opioid epidemic - with one of North America’s poorest, most drug-dependent and mentally ill populations. She will share her attraction to this work, her journey through burnout, and the lessons she learned in recovery. In this talk you will learn the practices she now employs, in particular self-compassion, which can assist us not only to work, but to thrive, in the service of drug using, or any challenging population.</p>			
1:45	TRANSITION TO BREAKOUTS			
2:00	<p><b>1B</b></p> <p><i>Organizational Health 101</i></p> <p><b>Dr. Patricia Fisher, R.Psych., L.Psych.</b> Co-Executive Director, TEND</p> <p>How do you assess the health and productivity of your teams? What can be done to improve the health of your organization and increase the quality of</p>	<p><b>2B</b></p> <p><i>The Art of Navigating Difficult Conversations</i></p> <p><b>Meaghan Welfare, TEND</b></p> <p>It takes courage and confidence to engage in difficult conversations. This session will explore the key techniques and tools you require to navigate difficult</p>	<p><b>3B</b></p> <p><i>Refuel Session 3B: Meditation for Sustainable Well-Being</i></p> <p><b>Mandy Trapp, Vedic Master Educator, founder Lifestyle Meditation</b></p> <p>Meditation is a practice that has been around for over 5,000 years however, this wisdom could not be</p>	

	<p>service to your clients? Dr. Fisher will introduce her model of organizational health and will describe the key steps of an Organizational Health Assessment and the key interventions she most often recommends.</p>	<p>conversations and harness the possibilities of effective conflict management.</p>	<p>more valuable than it is today. Consistent exposure to stressful situations quickly change the biology of the body and the decision making centres of the brain. Chronic physical and mental illness is all too common today. During this session you will be introduced to ancient practices that will serve to reshape your brain and recharge your body, that when practiced consistently, will create a more balanced state of health.</p>	
<p><b>3:15</b></p>	<p><b>BREAK</b></p>			
<p><b>3:30</b></p>	<p><b>CLOSING PLENARY</b></p> <p><i>Investing in YOU</i></p>  <p><b>Françoise Mathieu, M.Ed., RP, CCC.</b> Co-Executive Director, TEND</p>			
<p><b>5:00</b></p>	<p><b>Conference Ends</b></p>			