



COMBATING COMPASSION FATIGUE AND BURNOUT IN TIMES OF CRISIS

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Overview



DEFINITION OF COMPASSION
FATIGUE AND BURNOUT



SIGNS OF COMPASSION
FATIGUE AND BURNOUT



COMBATING COMPASSION
FATIGUE AND BURNOUT

Definitions

Compassion Fatigue:

The physical, emotional and psychological impact of helping others

Burnout:

A state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress

Signs of Compassion Fatigue

- Depersonalization
- Absenteeism
- Numbness or feelings helplessness
- Irritability
- Feeling of inequity of the volunteer relationship
- Lack of satisfaction

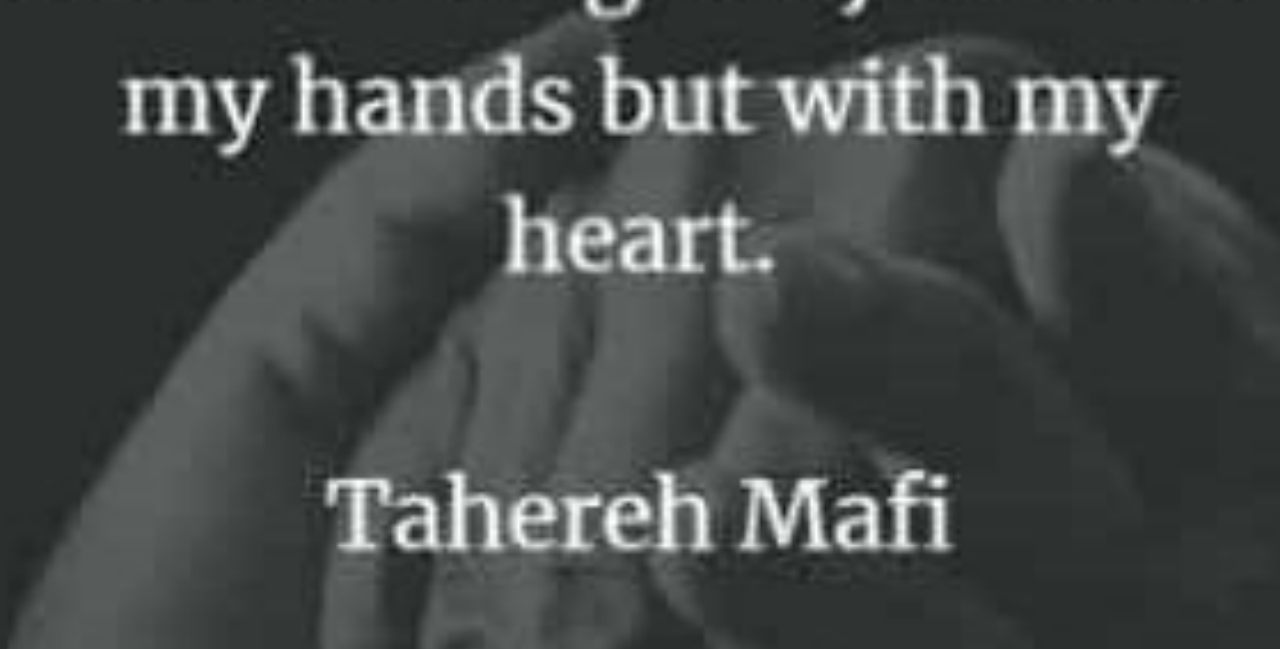
Signs of Burnout

- Feeling excessive stress
- Fatigue
- Insomnia
- Sadness, anger, irritability
- Lack of energy
- Overly critical or cynical
- Impatience
- Physical ailments-headaches, stomach aches, bowel problems, elevated blood pressure



**If you want others to be happy,
practice compassion. If you want
to be happy, practice compassion.**

Dalai Lama



All I ever wanted was to
reach out and touch another
human being not just with
my hands but with my
heart.

Tahereh Mafi



**IF YOU'RE HELPING
SOMEONE AND EXPECTING
SOMETHING IN RETURN, YOU
ARE DOING BUSINESS,
NOT KINDNESS.**

IF YOU ARE NOT FEELING
A LOT OF COMPASSION
IN YOUR LIFE,
PRAY

External & Internal Pressure on Volunteers

- External
 - Community
 - Friends
 - Society
 - Organization
- Internal
 - Inner voice
 - Guilt

Combating Fatigue and Burnout

- Manage volunteer hours
- Watch for signs of fatigue
- Utilize volunteer management software (tracking hours and schedules)
- Celebrate accomplishments

Low-Cost Morale Boosters

- Pizza
- Ice cream and popsicles
- Donuts and coffee
- Service recognition pins
- Certificates of appreciation



You're
Appreciated!

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Stories that Uplift and Give Hope

- Emphasis on individual impact
- Celebrate small victories
- Share client stories

OFFICIAL



CERTIFYING
ORGANIZATION

Official Recognition

- The President's Volunteer Service Award
- Three levels based on hours
- <https://www.presidentialserviceawards.gov/>
- Must be a certifying organization

Questions & Discussions