



People Power: Building a Motivated and Impactful Aging Service Workforce

LiveOn NY's Senior Center Training Initiative

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Terms Describing the Pandemic Experiences



Pandemic - an outbreak of a disease that occurs over a wide geographical area and affects a significant portion of the population
(Merriam-Webster.com)

Trauma - a deeply distressing or disturbing experience
(New Oxford American Dictionary)

Ambiguous Loss - a loss which can't be concretely verified or easily resolved (Dr. Pauline Boss)

Anticipatory Grief - normal mourning that occurs when a person is expecting a death or loss (Wikipedia)

Self-Care Suggestions



- Be here now
- Let go of what you can't control
- Double up on compassion
- This too shall pass...

Activities: LAUGH

Wake up and immediately state 3 positive thoughts

Self-knowledge Statements



What does happiness...

- 1) taste like?
- 2) smell like?
- 3) look like?
- 4) feel like (to the touch)
- 5) sound like?



Team Building Tips While Working Remotely

For supervisors:

- 1) Use video conferencing over telephonic meetings
- 2) Create the feeling of an onsite meeting
- 3) Use technology confidently
- 4) Communicate in an effective way making sure everyone understands what you mean
- 5) Be aware of any unsettling feelings amongst staff and plan on addressing conflict soon after the meeting
- 6) Use team building activities (will discuss later on)



Team Building Tips While Working Remotely

For staff:

- 1) Create a special space at home for week meetings and tasks (tough to do in NYC apts!)
- 2) Be patient with others
- 3) Come to the staff meetings prepared to chat a little and concentrate on work to be done
- 4) Feel confident about your technology skills



Special Considerations for Remote Teams



- 1) Confidentiality
- 2) Conflict Resolution
- 3) Vacation and Sick Time
- 4) Be clear on availability during working from home; is there flexibility
- 5) Expectations about work phone usage and needs

Team Building Activities



These activities help build unity, collaboration and a feeling of working together towards a common goal. They provide socialization, stress reduction and fun for an otherwise intense work/life experience these days.

- 1) Weekly Favorite Item
- 2) 2 Truths and 1 Lie
- 3) Celebrate birthdays, anniversaries, and other personal, joyful events
- 4) Good news Fridays-ending the week with a good news email

Resources/Selected Bibliography



1. Renaul, Marion, What Mental health professionals Have Learned 6 Months into a Pandemic. Popular Science, Oct. 2020
2. Hartwig, Dallas, The 4 Season Solution: The Groundbreaking New Plan for Feeling Better, Living Well and Powering Down Or Always-On Lives, Atria Books. March 2020.
3. Social Work Smart Brief; Take the Lead: Growth Starts with You. Oct, 2020.

Resources/Selected Bibliography



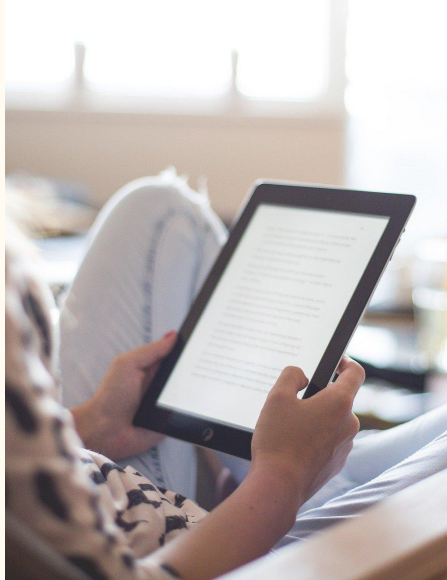
5. Social Work Smart Brief; Tips to Overcome Virtual Fatigue and Burnout Amid the Covid-19

Pandemic. Oct, 2020

6. Social Work Brief: How Leaders Can Encourage Teamwork While Working Remotely. Oct. 2020

7. 17 Virtual Team Building Activities Your Remote Team Will Love. www.biz30.timedoctor.com

Resources/Selected Bibliography



8. Getz, Lindsey. COVID-19 and Older Adults; The Physical and Emotional Toll, Today's Geriatric Medicine, May/June 2020.

9. The Foundation for Arts and Healing. The Unlonely Project

The goal ...”of this initiative is to broaden public awareness of the negative physical and mental health consequences of loneliness associated with a wide range of living conditions and circumstances while also exploring and promoting creative arts-based approaches to reduce the burden.

www.artandhealing.org/theunlonelyproject

Resources/Selected Bibliography

Conflict Resolution



10) Paul Crosby. Conflict Management Tips for Remote Teams; [Theuncommonleague.com](https://www.theuncommonleague.com), March 21, 2019

11) 5 Tips for Navigating Remote Conflict Resolution, [Remote.com](https://www.remote.com)

GROUP SHARING

Anyone have **another idea** for remote working, especially if you have children, sharing living space or other circumstances?

Q & A

**What is the vision for your self,
colleagues and/or staff based on
what you learn today?**

“I envision myself...”

“I envision my colleagues...”

“I envision a staff that...”

**How can you make this
vision a reality?**