

# Wellness Strategies for Harm Reduction Providers During the COVID-19 Pandemic

Tuesday, April 27, 2021

# Housekeeping

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- This webinar is being recorded and will be archived for future viewing on the National Council's website.
- Submit your questions in the Q&A box at the bottom of your screen.

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# Today's Presenters



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Reduction Center



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Penn Medicine



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# Creating a Sanctuary for Harm Reductionists

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## Hawai'i Health & Harm Reduction Center (HHHRC)

Reducing harm, promoting health, creating wellness and fighting stigma in Hawai'i and the Pacific.

*Hawai'i Health & Harm Reduction Center serves Hawai'i communities by reducing the harm and fighting the stigma of HIV, hepatitis, homelessness, substance use, mental illness, and poverty in our community. We focus our efforts on those disproportionately affected by social determinants of health, including but not limited to: people living with and/or affected by HIV, hepatitis, drug use, and the transgender, LGBTQ and the Native Hawaiian communities. We foster health, wellness, and systemic change in Hawai'i and the Pacific through care services, advocacy, training, prevention, education, and capacity building.*



# CRIMINAL JUSTICE





## CHRONIC DISEASE



## MENTAL HEALTH



**SUBSTANCE  
USE**

# HOUSELESSNESS



**HOUSELESSNESS**

**CRIMINAL  
JUSTICE**

**SUBSTANCE  
USE**

**CHRONIC  
DISEASE**

**MENTAL HEALTH**



# Hawai'i Health & Harm Reduction Center (H3RC)

## OUR VALUES

- **HARM REDUCTION:** A non-judgmental approach to public health that meets people where they are and celebrates positive change, with the goal of minimizing the harms of actions that pose adverse social and health outcomes.
- **RESPECT:** To honor the dignity of others by recognizing difference and fostering peaceful coexistence.
- **ADVOCACY:** An uncompromising dedication to eliminating the stigmas and systemic injustices impacting the communities we serve and represent.

# Hawai'i Health & Harm Reduction Center (H3RC)

## OUR VALUES

- **QUALITY CARE:** Individualized health care and social services that demonstrate best practices and improve desired health outcomes. In order to achieve this, services must be evidence-based, safe, effective, timely, efficient, equitable, and people-centered.
- **COMPASSION:** The motivation to alleviate suffering from a place of empathy, kindness, and receptiveness to the lived experience of others.
- **INTEGRITY:** Commitment to building relationships founded in honesty, trust, accountability, and transparency.

## HHHRC at our Last In-person Event





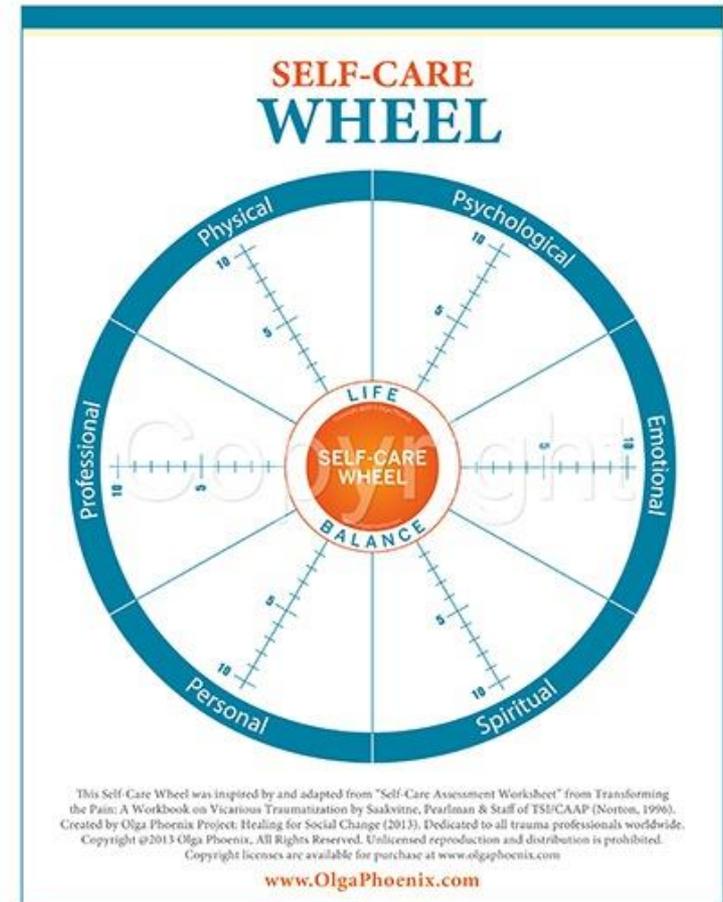
## “What Would HHHRC Look Like if it’s a Sanctuary for Staff?”

- **Safe spaces**
  - Literally and figuratively
  - Expanded safety committee participation
- **Low-impact debrief and case consultation to decrease vicarious trauma**
- **Both internal and external supervision**
- **Trainings and skills building**
- **Normalize self-care and integrate fully**



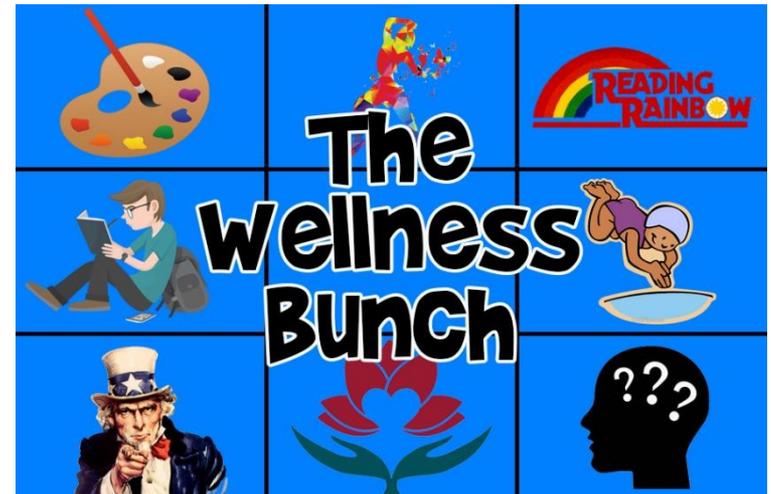
# Self-care Integrated into Work

- Every employee completes self-care plan and shares with supervisor
- Self-care and wellness activities are discussed each supervision
- Recent private funding has provided incentives and evaluation
- Annual wellness survey
  - Suggestions turned into events or classes



# Wellness and Resilience Building @ HHHRC

- Two hours of paid wellness time per week
- Staff wellness committee develops activities
  - Virtual and in-person options
  - Incentives for those coordinating events/classes
- Grief support group and zoom memorials
- Weekly resilience strategy
- Access to headspace @ work
- Staff surveys and feedback

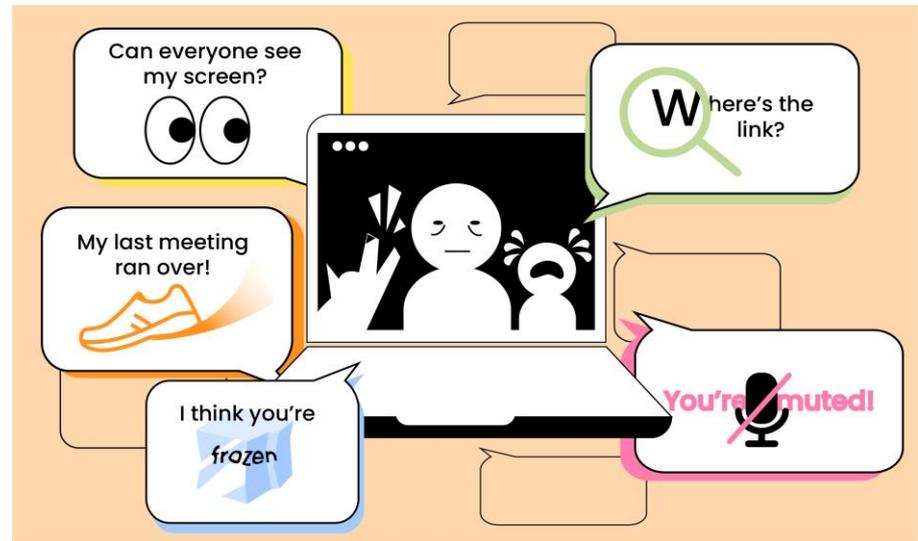


# Wellness was easier when we could get together...



## Wellness Activities on Zoom

- Trivia with prizes
- Breakout rooms with contests (again, prizes)
- Watch TV/movie (up next, Season 3 of Pose!)
- Classes – starting soon `olelo Hawai`i
- Meditation and mindfulness
- Zumba
- Yoga



# Memorials, Grief and Honoring Those Who Have Died

- December 31 candlelight memorial
- International Overdose Awareness Day
- Transgender Day of Remembrance

**During these three, names are read out loud**

- Any staff can call a memorial
- Monthly grief group
  - New grant will expand grief work



## Wellness Evaluation

- **Weekly survey to see if staff used all, some or none of wellness**
  - If wellness was taken, what did the person do?
- **Tracking of classes/events and feedback**
- **Survey on what would motivate staff to take advantage of wellness**
- **Pre/post wellness before and after incentives**

## Lessons Learned

- Ask funders for resources for staff wellness and resilience – you may be surprised!
- Give paid time for wellness; do not expect staff to squeeze into already busy day
- Leadership must walk their talk and participate in wellness activities

## Lessons Learned

- Flexibility is key – esp. for outreach workers and others whose hours may be different than those in office
- Wellness activities should support both individual wellness and also overall agency health, bonding and connection

# Mahalo!

HARM REDUCTION

PEERS

REDUCING BURNOUT

Nicole O'Donnell, CRS  
Certified Recovery Specialist  
Penn Medicine

# CLAUDIA'S STORY

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# HARM REDUCTION IN PHILADELPHIA

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# PREVENTING & ADDRESSING BURNOUT

## PEERS



### Technical Support

Being supported to do your job well with resources, information, & training

### Professional Development

Respect and recognition of the role, opportunities for career development, representation

### Emotional Support

Safety and emotional support in leadership and team members

Social Science Class | Lamford School

# BEST PRACTICE TOOLKIT

EMPOWER  
WITH  
KNOWLEDGE

Facilitating better practice in hiring, training and integrating  
peers into the work force

# INCLUDING PEERS IN DECISION MAKING



Including peers in decision making processes that affect them, bringing their voice as a respected element in the workplace

# PROFESSIONAL DEVELOPMENT OPPORTUNITIES

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Training, Supportive Supervision, Empower to Grow



# MENTORSHIP



# PEER SUPPORT GROUPS

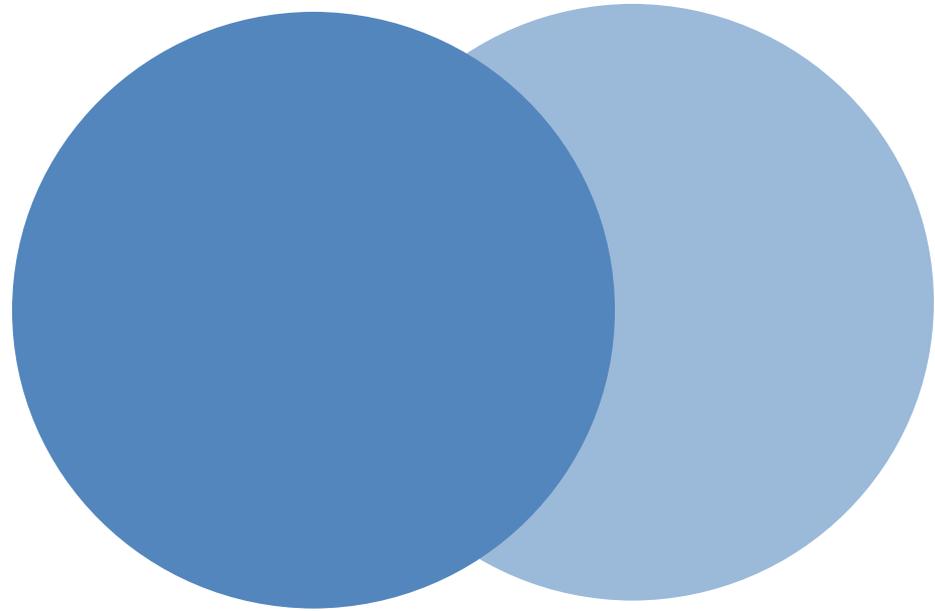


<https://www.facebook.com/PeerRecoverySpecialistsPHL>

# FOCUS GROUPS

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Further assessing the needs of the peer support workforce and how they can best be supported



# FOCUS GROUPS

Collect information about what peers identify their needs are to feel supported:

## Question 1

What resources would be helpful in your workplace?

Answer 1

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## Question 2

What trainings would empower you to help your population?

Answer 2

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## Question 3

Is a support group helpful to mitigate burnout?

Answer 3

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Be  
kind

BE  
PATIENT

COMPASSION

# Supporting Wisconsin's Peer Services

Joann Stephens  
Consumer Affairs Coordinator  
Wisconsin Department of Health Services

# Supporting Wisconsin's Peer Services

- Resilient Wisconsin: <https://www.dhs.wisconsin.gov/resilient/index.htm>
- Certified Peer and Parent Peer Specialists: <https://www.wicps.org/>
- Wisconsin Peer Run Respite: <https://www.dhs.wisconsin.gov/peer-run-respice/index.htm>
- Wisconsin Peer Recovery Centers: <https://www.dhs.wisconsin.gov/recovery/peer-run-recovery-centers.htm>
- Partnership with statewide United Way 211 line to include Certified Peer Specialist Support: <https://211wisconsin.communityos.org/>

# Increased Access to Support

- Monthly Learning Collaborative Opportunities
  - for Certified Peer and Parent Peer Specialists
  - for supervisors of peer employees
  - for peer run respite leaders
  - for peer recovery center staff
- Problem solving sessions
  - Navigating warmline calls; increased volume and intensified needs
  - Staff wellness and support
  - Peer support network for peer supporters

# Specific Topics of Discussion

- Trauma
  - Collective trauma on an unprecedented global scale
  - Individual responses to disruption in routine, predictability, stability
- Care
  - Self care
  - Staff care
- Healthy Boundaries
- Advocacy
  - For self within employment
  - For systems change

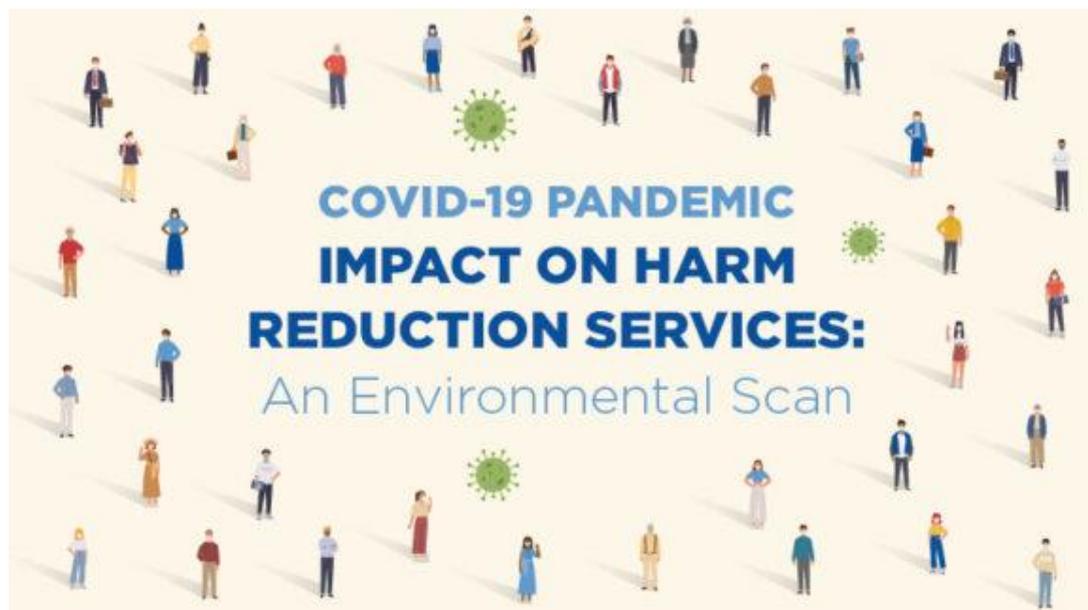
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**Thank You!**



**Shannon Mace, JD, MPH**  
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# COVID-19 Pandemic Impact on Harm Reduction Services: An Environmental Scan



<https://tinyurl.com/HRCOVID-envscan>

# Questions?



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