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Dr. Jen Brandt-AVMA Director

Member Wellbeing & Diversity Initiatives

April 16, 2020



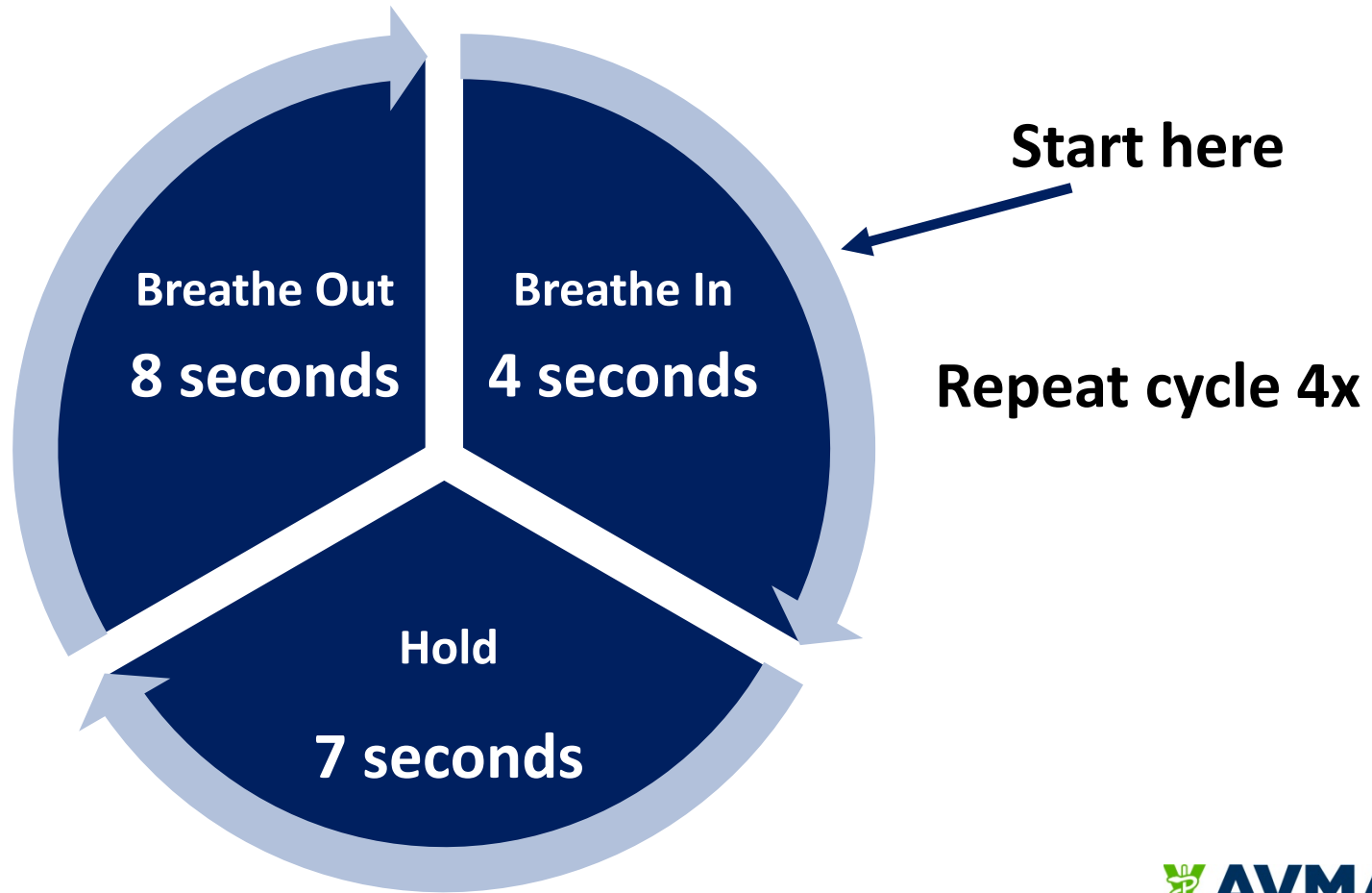
COVID-19: Mental Health Primer

A Guide for Veterinary Medicine Association Executives

Dr. Jen Brandt-AVMA Director

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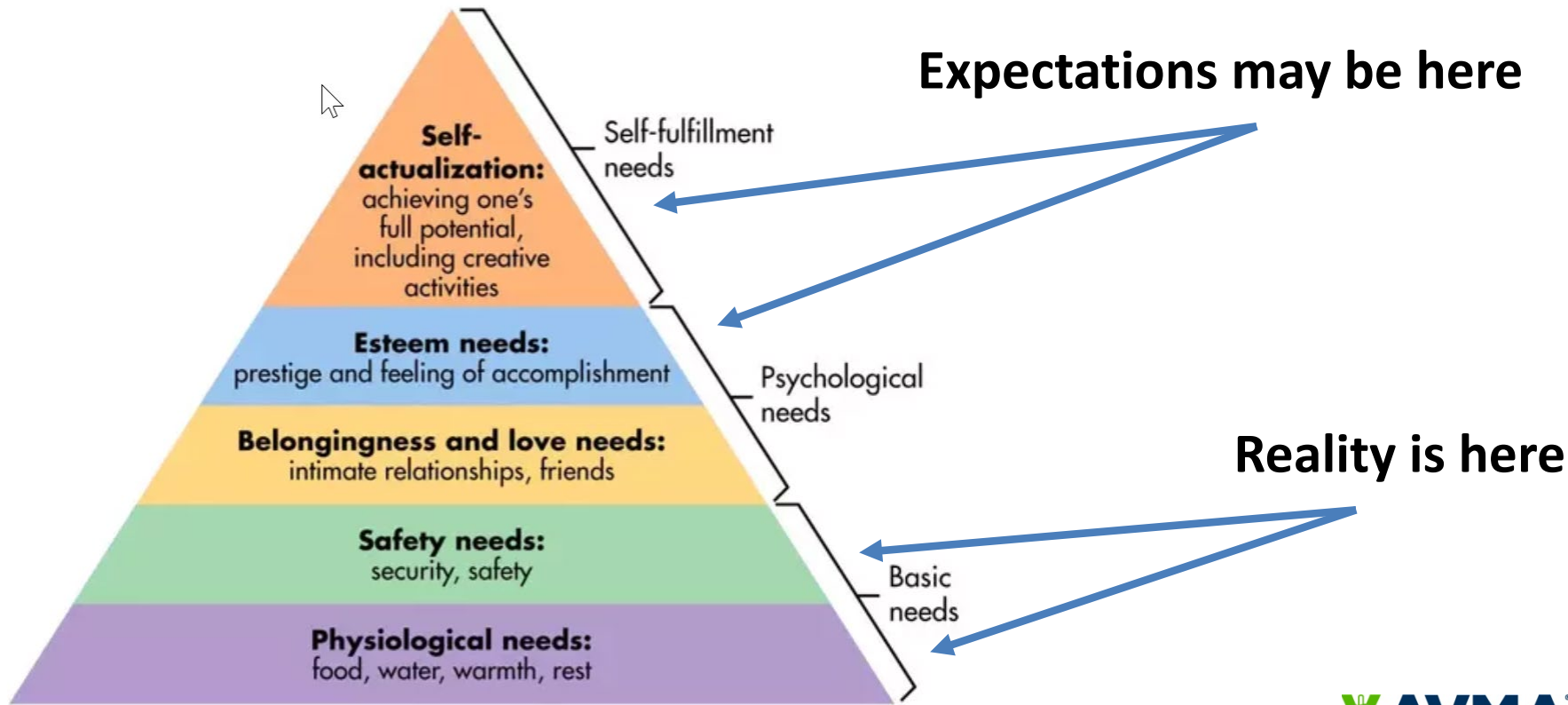
- Earned Ph.D. and Master of Social Work from The Ohio State University
- 32+ years education, research, and practice
- 23+ years veterinary medicine
- Grief, bereavement, trauma
- Programs that enhance the wellbeing of veterinary professionals; micro→macro



Jen Brandt, LISW-S, Ph.D.

Director: Member Wellbeing, Diversity, & Inclusion Initiatives
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Overview



Some Trauma Basics

- Parts of our brain have shut down in order to survive
- We are not able to fully process current information
- Those with a history of trauma will likely have a more acute, intense, and long-lasting response
- Numb is WNL. Agitation is WNL.
- Hypervigilance is WNL. Hypoactivity is WNL.
- Basic needs vs extraordinary productivity
- Toxic positivity can be harmful

Signs of Stress May Include:

- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of alcohol, tobacco, or other drugs
- Increased use of suboptimal coping strategies
- **Change? Impaired functioning?**

Strategies:

Does “Just Listening” Help?

“It is one of the great paradoxes of the human condition, we ask some variation of the question, ‘how are you feeling’ over and over, which would lead one to assume that we attach some importance to it. And yet we don’t expect, desire, or provide, an honest answer. We don’t want to spend time dealing with people’s feelings. We want people to say ‘fine’, ‘ok’, ‘good’ and we can move on.”

Dr. Marc Brackett

Emotion Scientist vs Emotion Judge

- Open, curious, reflective
- Views *all* emotions as data
- Learner mode (investigates)
- Wants to get “granular”
- Looks for evidence
- Growth mindset
- Critical, closed, ignores emotions
- Views emotions as “noise”
- Knower mode (infers)
- Emotions good or bad
- Goes with intuition (biased)
- Fixed mindset

Dr. Marc Brackett

Communication Tips

- In *general*, don't try to fix or advise, **unless explicitly asked to do so**
 - I'm so stressed! (*empathy*)
 - I'm so stressed, what should I do? (*information*)
- **If unclear, ask:**
 - How can I be most helpful for you right now?

Motivational Coaching Techniques-OARS

- **O**pen-ended questions
- **A**ffirmations
- **R**eflective Listening
- **S**ummarizing

Open-ended Questions

- Learn about the individual's experiences, thoughts, feelings, beliefs, and needs
 - Tell me more...
 - How are you feeling? ("Fine" is NOT a feeling)
 - What has you most concerned?
 - What are you finding most helpful now?

Affirming

- Affirm, amplify strengths
- Build on speaker's level of self-efficacy
 - I'm so glad you called me today. It's not always easy to share...
 - It sounds like you've been really thoughtful about...
 - I can hear how much you care about...

Reflective Listening

- Pathway for engaging others in relationships, build trust
 - Repeat or rephrase
 - Paraphrase
 - Reflection of feelings and needs



<https://www.cnvc.org/training/resource/feelings-inventory>

Feelings when your needs are satisfied



Needs and Feelings Literacy

AFFECTIONATE

compassionate
friendly
loving
open hearted
sympathetic
tender
warm
ENGAGED
absorbed
alert
curious
engrossed
enchanted
entranced

CONFIDENT

empowered
open
proud
safe
secure
EXCITED
amazed
animated
ardent
aroused
astonished
dazzled
eager
energetic

GRATEFUL

appreciative
moved
thankful
touched
INSPIRED
amazed
awed
wonder
JOYFUL
amused
delighted
glad
happy

PEACEFUL

calm
clear headed
comfortable
centered
content
equanimous
fulfilled
mellow
quiet
relaxed
relieved
satisfied
serene
still

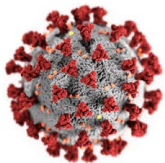
Summarizing

- An application of reflective listening
- Helpful at transition points
- May provide stepping stone towards action
 - Problem recognition
 - Concern
 - Intent to change
 - Optimism
- End with invitation

**Did I miss anything?
What else would you like
to add or correct?**

Resources: Referral Sources?

COVID-19 AVMA Resources

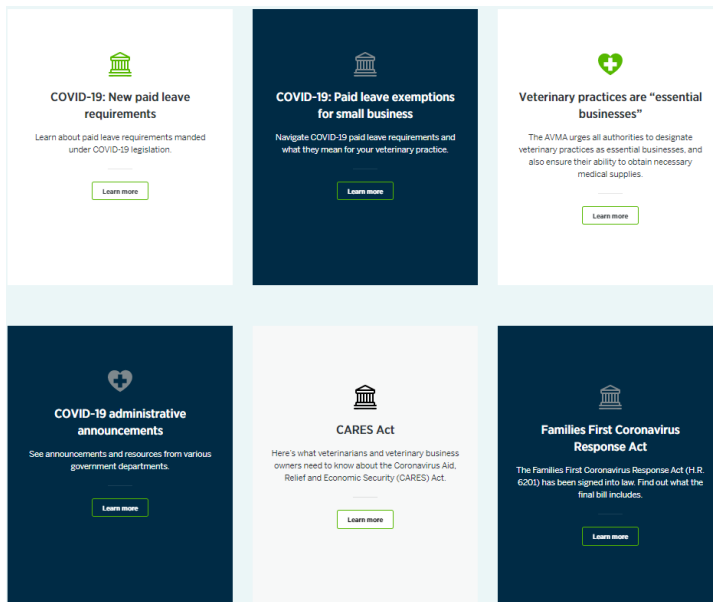


www.avma.org/coronavirus

axon.avma.org/catalog/

Advocacy Courses

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COVID-19 social tools

COVID-19 has raised questions about keeping people and pets healthy. It's important to share factual information to help answer those questions. Download and share these social media images to help people better understand COVID-19 and its effects on pets and the veterinary profession. Find more information in our FAQs and other COVID-19 resources.



avma.org/wellbeing

- Discover AVMA tools and resources that support personal and professional wellbeing
- Learn steps you can take at work and home to support a culture of wellbeing
- Learn how to find a wellbeing program or peer assistance contact in your state



Resources

- National Suicide Prevention Lifeline: **1-800-273-8255**;
Text Home to **741741**
- The national [Disaster Distress Helpline](#) is available to anyone experiencing emotional distress related to COVID-19. Call **1-800-985-5990** or text TalkWithUs to **66746** to speak to a trained counselor.

Self-Care:

How Can I Keep Going?

Self Care IS Other Care

If you have to choose between disappointing yourself, or disappointing someone else, disappoint someone else.

Self-care isn't negotiable. Do it.

Take Your Daily M.E.D.S.

Move

Metered Doses (News)

Eat

Establish Boundaries

Drink (Water!)

Do You

Sleep

Small Steps

Q & A and Wrap-Up

The AVMA strives to support the health and wellbeing of all its members. To learn more about our efforts to improve veterinary wellbeing, including self-assessments, tips for self-care and tools to manage stress, please visit [AVMA.org/wellbeing](https://www.avma.org/wellbeing).