

Taking Care of YOU While Supporting Others

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Presentation objectives

- Learn about the unique opportunities and challenges of service coordination as a helping profession
- Service Coordinators as a resource during a crisis/pandemic
- Managing your own wellbeing while serving others







Opportunities of Service Coordination

as a Helping Profession

What is your why?

Take a moment and consider these questions. Share your answers in the group chat.

- What motivates you in your work?
- What is your favorite part about your job?
- What makes you feel the best about the work you do?





Opportunities of Service Coordination as a Helping Profession



- Helping vulnerable individuals
- Assessing needs of residents
- Building relationships
- Solving complicated problems
- Connecting residents to needed resources
- Serving as a lifeline for property operations
- Making a difference in someone's life



Emotions in Helping

- How does helping someone make you feel?
- How does it feel when you are not able to help a resident?







Challenges of Service Coordination

As a Helping Profession

Challenges of Service Coordination as a Helping Profession



- Working as a property team
- Professional Isolation
- Challenging residents and situations
- Determining how best to support a resident
- Lack of needed resources





Service Coordinators as a Resource

During a Crisis/Pandemic

Pandemics, Telehealth, Stay at Home Orders, OH MY





Pandemics, Telehealth, Stay at Home Orders, OH MY

- The role of the service coordinator during a pandemic
- Balancing the needs of your residents with your own needs
- Addressing fear and anxiety during a pandemic
- Serving the most vulnerable population during COVID-19





Sharing our stories is healing

Take a few moments and reflect on the last 3 months.

- What did you feel?
- What was the biggest challenge you faced as a service coordinator?
- What did you do to take care of YOU during this time?

"Just because no one else can heal or do your inner work for you

doesn't mean you can, should, or need to do it alone."

-Lisa Olivera





Managing Your Own Wellbeing

While Helping Others

What would your assessment say?

☐ Visit regularly

Assist with care

Resident Individua	al Assessment	[Date://
Personal Data			
Resident Name:		Unit No:	
Medical Exam			
Has the resident received a	routine medical examination by a health c	are provider in the last 12 m	onths?
☐ Yes If yes, date of last ro ☐ No ☐ Resident Doesn't Know ☐ Resident Refused	utine medical exam by a health care provide	r: MonthYear	
Dental Exam			
Has the resident received a	routine dental examination in the last 12 r	nonths?	
□ No □ Resident Doesn't Know □ Resident Refused			
Personal Functioning			
	ent displaying any of these behaviors?	Check all that apply.	
☐ Active	□ Wants company		
☐ Has been active	☐ Wants friendship		
☐ Wants to be active	☐ Wants to volunteer		
☐ Wants work	☐ Never leaves home		
☐ Has limited support	☐ Has experienced a loss		
Socialization			
Hobbies/Talent (Past or Pr	esent):		
Activities/Groups (Past or)	Present):		
How does resident typically	spend a day?		

Does the resident state or imply any of the behaviors listed below? Check all that apply.				
Loneliness	☐ Sleep problems	☐ Suicidal behavior	□ Worry/Anxiety	
☐ Easily Upset	☐ Sleeping Pills	☐ Suicidal talk	☐ Medication abuse	
Is the emotional	status typical of resident	's lifelong emotional patter	n or recent?	
☐ Lifelong	☐ Recent	5.		
Currently or ever ☐ Yes	received professional he	elp/counseling?		
Does the residen Yes	t acknowledge need for a □ No	assistance?		
Is the resident cumonths?	urrently being treated for	substance abuse or depend	dence or have they been treated in the past 12	
☐ Yes, the reside	ent is currently being trea	ated for substance abuse/d	ependence	
			ependence but has in the past	
	te of last treatment: Mor			
		r substance abuse or depen	dence	
Resident does				
☐ Resident refus	ed			
Community Su	pports			
Client has fami	ly and/or friends:			
□ Who call regul		sometimes	esident refuses help	

☐Assist, but stressed

☐Has no family

Does not need help

☐ Resident is satisfied





If you were to do a resident assessment on yourself, what would you discover?



Are there areas that you might need assistance?



Do you address your needs?



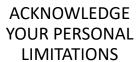


A balancing act.

- Be honest with yourself about where you are.
- What can you handle? Where do you struggle to find balance?
- What are your self care best practices?









CREATE HEALTHY BOUNDARIES AND HABITS



TALK TO A FRIEND OR COLLEAGUE



GET ENOUGH SLEEP



ASK FOR HELP





PRIORITIZE YOUR
PHYSICAL AND MENTAL
HEALTHCARE



MEDITATE/TAKE A WALK



PUT ON YOUR OXYGEN MASK BEFORE OTHERS



SCHEDULE SELF CARE TIME, THEN DO IT!



LET YOUR EMOTIONS OUT

- LAUGH, CRY, WHATEVER
YOU NEED TO DO



Questions DISCUSSION

