



# 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?

## Resident Individual Assessment

Date: \_\_/\_\_/\_\_

<b>Personal Data</b>	
Resident Name:	Unit No:
<b>Medical Exam</b>	
Has the resident received a routine medical examination by a health care provider in the last 12 months?	
<input type="checkbox"/> Yes If yes, date of last routine medical exam by a health care provider: Month ____ Year ____ <input type="checkbox"/> No <input type="checkbox"/> Resident Doesn't Know <input type="checkbox"/> Resident Refused	
<b>Dental Exam</b>	
Has the resident received a routine dental examination in the last 12 months?	
<input type="checkbox"/> Yes If yes, date of last routine dental exam: Month ____ Year ____ <input type="checkbox"/> No <input type="checkbox"/> Resident Doesn't Know <input type="checkbox"/> Resident Refused	
<b>Personal Functioning</b>	
Do you observe the resident displaying any of these behaviors? Check all that apply.	
<input type="checkbox"/> Active	<input type="checkbox"/> Wants company
<input type="checkbox"/> Has been active	<input type="checkbox"/> Wants friendship
<input type="checkbox"/> Wants to be active	<input type="checkbox"/> Wants to volunteer
<input type="checkbox"/> Wants work	<input type="checkbox"/> Never leaves home
<input type="checkbox"/> Has limited support	<input type="checkbox"/> Has experienced a loss
<b>Socialization</b>	
Hobbies/Talent (Past or Present):	
Activities/Groups (Past or Present):	
How does resident typically spend a day?	

<b>Emotional Status</b>
Does the resident state or imply any of the behaviors listed below? Check all that apply.
<input type="checkbox"/> Loneliness <input type="checkbox"/> Sleep problems <input type="checkbox"/> Suicidal behavior <input type="checkbox"/> Worry/Anxiety <input type="checkbox"/> Easily Upset <input type="checkbox"/> Sleeping Pills <input type="checkbox"/> Suicidal talk <input type="checkbox"/> Medication abuse
Is the emotional status typical of resident's lifelong emotional pattern or recent?
<input type="checkbox"/> Lifelong <input type="checkbox"/> Recent
Currently or ever received professional help/counseling?
<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the resident acknowledge need for assistance?
<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the resident currently being treated for substance abuse or dependence or have they been treated in the past 12 months?
<input type="checkbox"/> Yes, the resident is currently being treated for substance abuse/dependence <input type="checkbox"/> The resident is not currently being treated for substance abuse/dependence but has in the past -Estimated date of last treatment: Month ____ Year ____ <input type="checkbox"/> The resident has never been treated for substance abuse or dependence <input type="checkbox"/> Resident does not know <input type="checkbox"/> Resident refused
<b>Community Supports</b>
<b>Client has family and/or friends:</b>
<input type="checkbox"/> Who call regularly <input type="checkbox"/> Assist sometimes <input type="checkbox"/> Resident refuses help <input type="checkbox"/> Visit regularly <input type="checkbox"/> Assist, but stressed <input type="checkbox"/> Does not need help <input type="checkbox"/> Assist with care <input type="checkbox"/> Has no family <input type="checkbox"/> Resident is satisfied



# Managing Your Own Wellbeing While Helping Others



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?

# Managing Your Own Wellbeing While Helping Others



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?

# Managing Your Own Wellbeing While Helping Others



ACKNOWLEDGE  
YOUR PERSONAL  
LIMITATIONS



CREATE HEALTHY  
BOUNDARIES AND  
HABITS



TALK TO A FRIEND  
OR COLLEAGUE



GET ENOUGH SLEEP



ASK FOR HELP

# Managing Your Own Wellbeing While Helping Others



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