

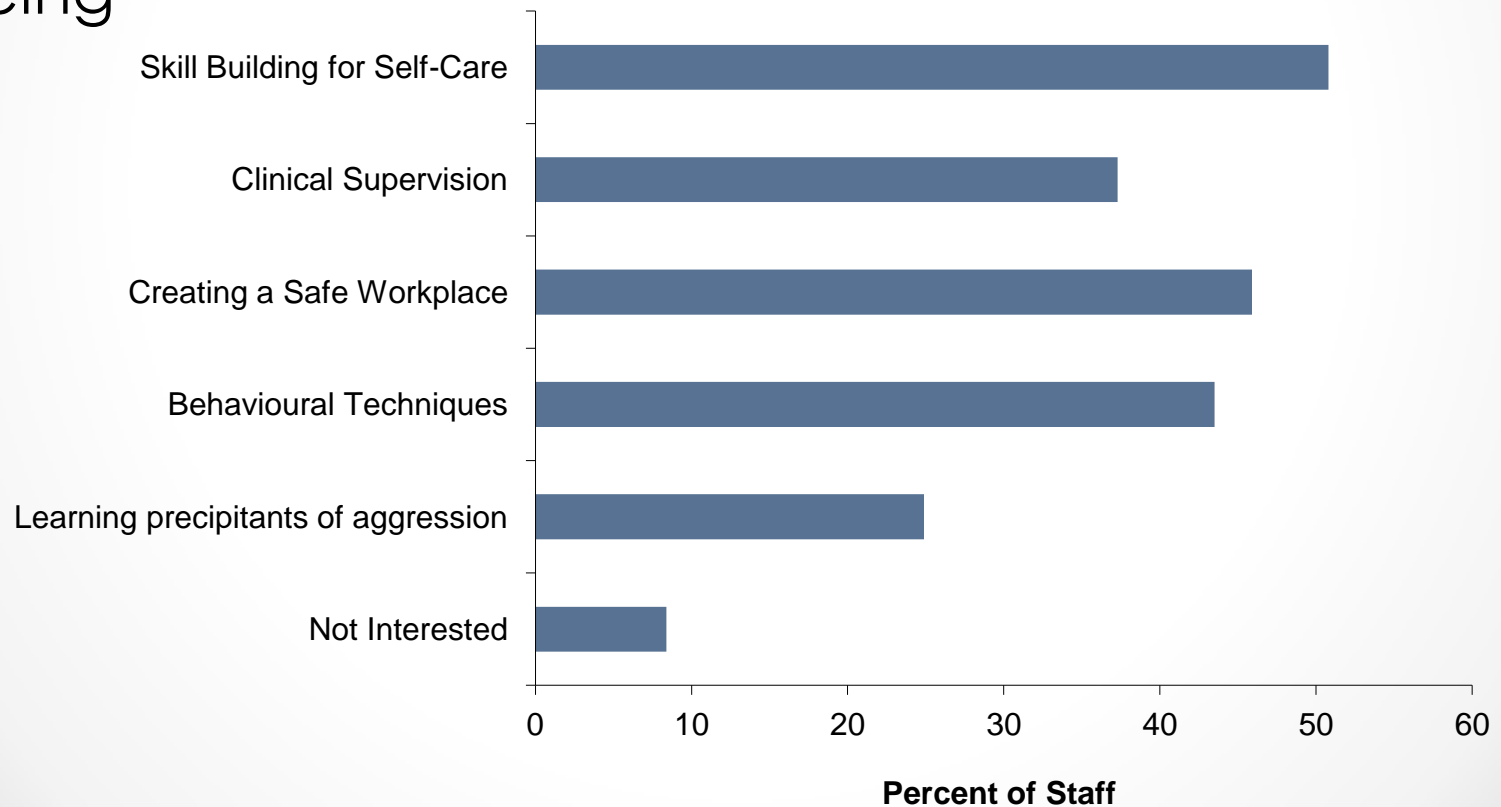


Cathy Thorne © www.everyday-people-cartoons.com

So what do staff want?

Results - Training

- 90% said they would be interested in additional training to address client aggression and/or staff well-being



N=926 staff from Ontario

Suggestions from Staff

Individual

- Coping skills development
- Team-building
- Case discussions
- More available/involved managers



I/O Interface

- “Open the door”
- Recognition for staff performing well
- Careful staff:job matching
- Resources matched to needs
- EAPs/peer counsellors
- Job sharing/transfer opportunities



Organization

- “Reciprocal compassion”

Interventions

- Interventions that embrace multiple targets (individual, organization and the interface between them) are likely to be the most effective¹
- Most studied interventions in the IDD sector thus far target the individual
- Our research suggests that targetting the individuals (i.e. staff) is only a piece of the solution

¹Dollard & McTernan, 2011

Interventions

- Innstrand and colleagues (Norway, 2004)
- Participatory approach

Exercise Program
Seminar Series
Performance Appraisals
Schedule review
New Employee Routines

Staff well-being assessed

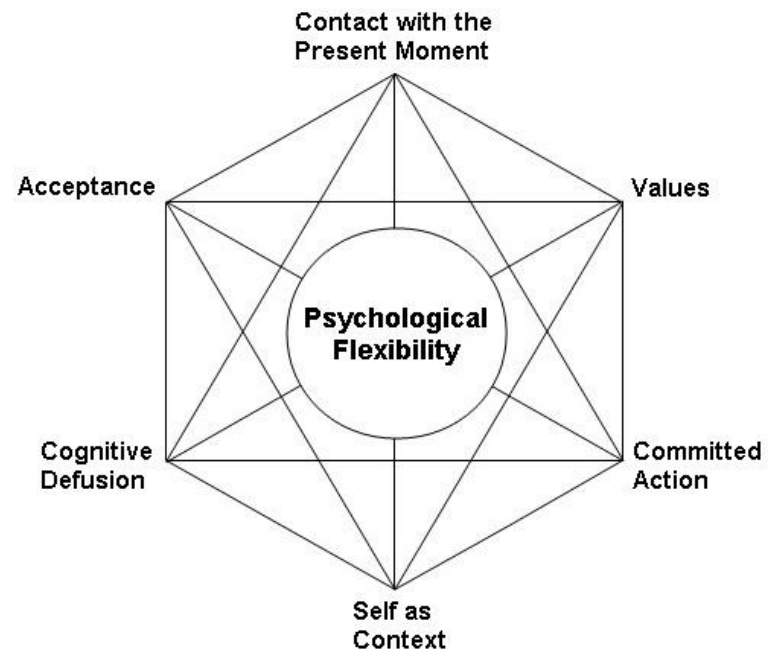
Staff attend a Workgroup to set Priorities

Strategies Implemented

Staff well-being assessed

Interventions

- Noone & Hastings (UK, 2009)
- PACT: Promotion of Acceptance in Carers and Teachers
- Delivered as workshop over 1-2 days
- Positive benefit found in staff self-rated health



Appendix: Promotion of Acceptance in Carers and Teachers (PACT)

Day 1: morning session

- Understanding the demands of caring
- Describing the challenges within your job and evaluating how successful is your present coping
- Coping is the problem not the solution: the promotion of willingness (Hayes et al., 1999, pp. 123–4)
- Clean versus dirty discomfort (p. 136)
- First mindfulness exercise – short body scan
- Defusion exercise – leaves on a stream (pp. 158–62)

Interventions

- Hutchison, Hastings and colleagues (UK, 2012)



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Who's Challenging Who? Changing attitudes towards those whose behaviour challenges

L. M. Hutchinson,¹ R. P. Hastings,¹ P. H. Hunt,² C. L. Bowler,² M. E. Banks² & V. Totsika¹

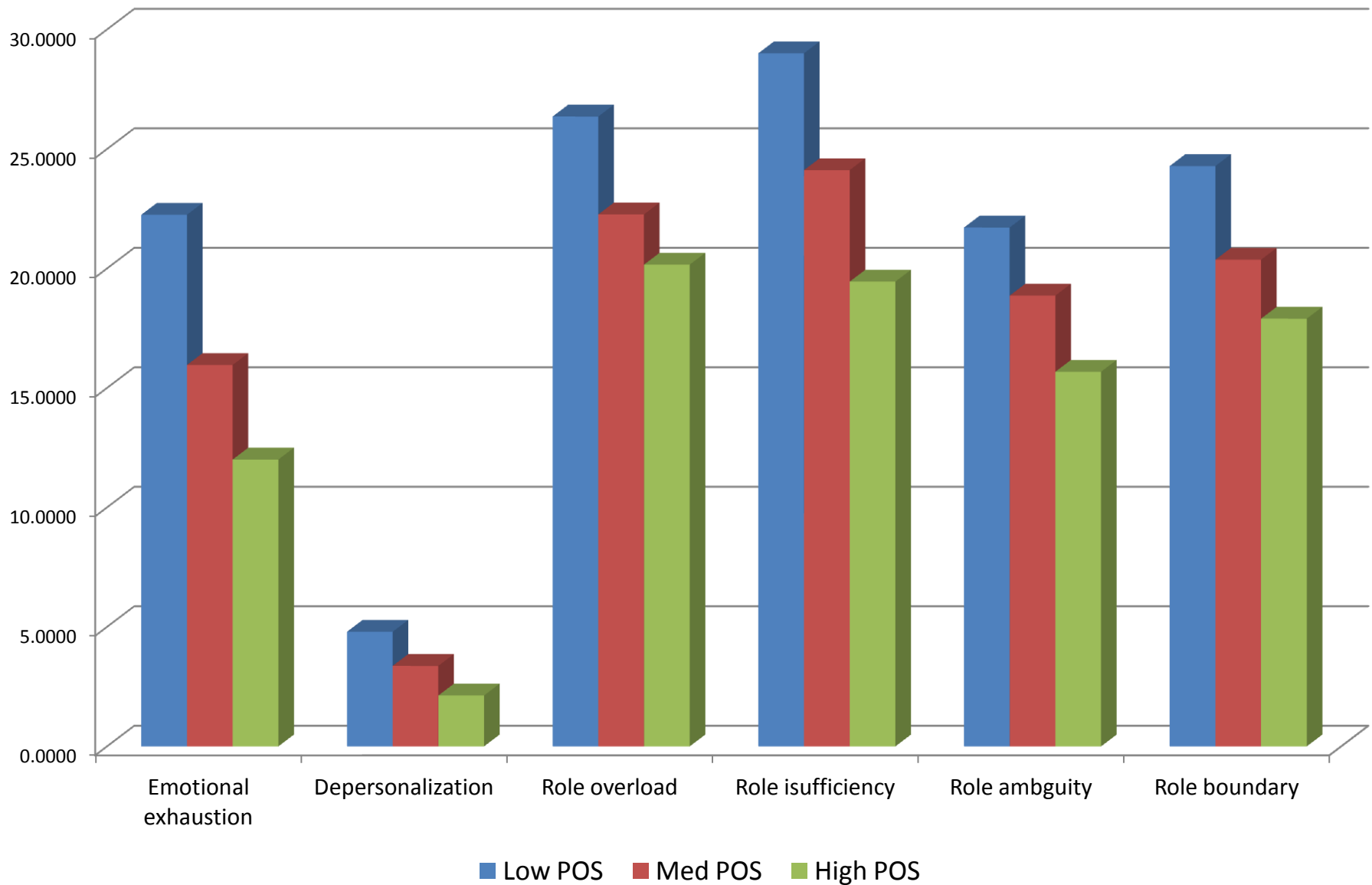
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“To spend time with [the manager] it is more of the receptionist, and receptionist calling and seeing if that person is in, seeing if they will accept an appointment, you know?”

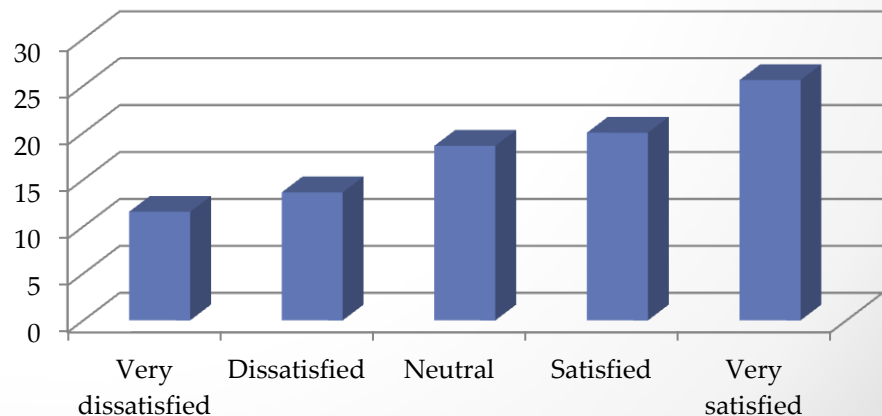
Perceived organizational support



How to improve POS?

- Correlation is not causation
- Improving satisfaction with communication in the organization is strongly correlated with improving perceptions of organizational support.

Average POS by Satisfaction with communication



Let's have another conversation...

