

*ADDRESS STRESS IN ALFS! CAREGIVER AND
MAINTENANCE BURNOUT*

PRESENTED BY: VIRGINIA CAESAR & ANDREW BUTCHER

SNUFF OUT BURNOUT

The “Maintenance man”

One service call they can't complete

“Burn out”

Protect and promote!!!

Care givers

Recognizing the connection

Recognizing the signs of burnout

How Leaders Can Help

Looking at Take Aways!

Q&A

THE “MAINTENANCE MAN”

- Have you ever walked into an Assisted Living Community and was amazed at the cleanliness and presentability of the community? If you answered yes, there is a team that always ensures its presentability. They go by different titles, Maintenance Director, Maintenance Coordinator, Maintenance Technician, and many more.
- Maintaining that welcoming environment can take many more hours than scheduled. This includes overnight calls, early mornings, and late evenings.
- Realistically, Scheduled hours are not enough to maintain expected presentability of many communities. Occupancy dictates allotted hours, but the building size and expected presentation never changes. Time off becomes a rare commodity and annual leave hours build up. Then to top it all off, you lose annual leave because you can only carry over a specific amount. These expectations can lead to physical and mental fatigue.
- Burnout becomes a real-life consequence of the expectations vs manpower. Let's look at some of the numbers.
- The issues listed in this power point presentation came from 14 former maintenance technicians that worked under my leadership. I contacted each of them to get their point of view.
- Using the leadership styles we have learned let's take an adaptive approach to these issues. Leading with empathy and showing our employees we know what its like in their shoes.

ONE SERVICE CALL THEY CAN'T COMPLETE "BURN OUT"

WHEN MANY PEOPLE THINK HEALTHCARE, THEY THINK OF NURSING STAFF. PEOPLE DON'T REMEMBER THE PEOPLE THAT KEEP THE LIGHTS BURNING AND THE WATER RUNNING. THE TURNOVER RATE VARIES FROM 20% TO 25% AND AS HIGH AS 30% TO 40% DEPENDING ON THE SOURCE YOU RESEARCH.

AS A MAINTENANCE WORKER FOR THE LAST 25 YEARS, I CAN GIVE PERSONAL INSIGHT ON THE ISSUES THAT CAUSE THIS. USING FIRST PRINCIPLES OF THINKING THIS IS WHAT I CAME UP WITH.

1. PAY- WITH THE HIGH TURNOVER, MAINTENANCE WORKERS ARE ALWAYS LOOKING TO MAKE MORE MONEY. COMPANIES ARE MOVING AWAY FROM OVERTIME AND OFFERING COMP TIME. A DOLLAR MORE AN HOUR OFFERED BY A COMPETITOR MEANS MORE THAN A COMP DAY THAT WILL PUT YOUR WORK BEHIND.
2. ON-CALL- MANY MAINTENANCE WORKERS ARE ON-CALL 24/7. THIS DOESN'T WORK WELL WHEN TRYING TO HAVE A WORK/HOME LIFE BALANCE. NOTHING IS WORSE THAN GETTING THAT CALL WHILE AT THE MOVIES WITH YOUR FAMILY.
3. BUDGET- MAINTAINING A SPOTLESS AND FULLY FUNCTIONAL COMMUNITY COST MONEY, LETS BE HONEST. BUDGETS ARE CREATED BY INDIVIDUALS THAT STEP FOOT INSIDE OF THE COMMUNITY ONCE A YEAR AT MOST. SOME COMPANIES WILL NEVER STEP FOOT IN A BUILDING AND GO OFF SPEND DOWNS. THE ACT OF ROBBING PETER TO PAY PAUL MONTH AFTER MONTH WILL BURN OUT A MAINTENANCE WORKER. THE STRESS OF DEALING WITH BUDGET CONSTRAINTS AND THE DEMANDS OF A BEAUTIFUL BUILDING CAN BE TOO MUCH.
4. OVERALL BURNOUT- STAFFING IS A HUGE PROBLEM IN HEALTHCARE. OCCUPANCY DETERMINES STAFFING NUMBERS. OCCUPANCY RAISES MORE STAFF IS BROUGHT IN TO RUN THE BUILDING. OCCUPANCY FALLS, STAFF HOURS ARE CUT OR EVEN WORSE, THEY ARE LET GO. THE ESSENTIAL PERSONNEL IS LEFT TO PICK UP THE DUTIES OF THE RELEASED WORKERS. JUST BECAUSE OCCUPANCY IS LOW DUTIES DON'T DIMINISH.

PROTECT AND PROMOTE!!!



[This Photo](#) by Unknown Author is licensed under [CC BY-NC-ND](#)

Effectively squashing burn out can't be handled by one solution. Here are 4 solutions that I would use to help keep burnout at a minimum. Using the change catalyst we can create solutions.

- Promote
- Foster furthering education
- Reward top performers
- Promote team building exercises

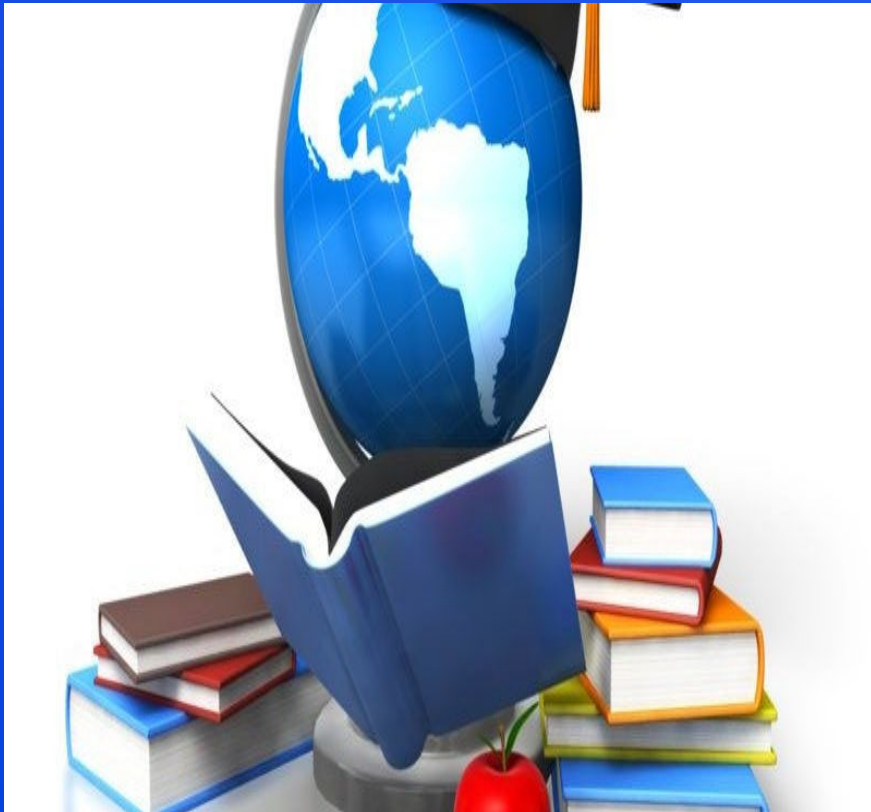
PROMOTE



This Photo by Unknown Author is licensed under [CC BY-SA](#)

Burnout can come from employees feeling they have no room for growth. Companies lose top performers because there is no growth opportunities within the community they are working. Encouraging employees to apply for promotions outside of the community is one way to earn their buy-in. When an employee feels like they are working towards future promotion, they will stay with the supervisor that encourages growth. Helping employees find matching promotions within the company doesn't cost anything but time. Set realistic goals. Sit down with the employee and create the 6 month and one year timeline. Meet quarterly to ensure the goal is on track

FOSTER FURTHERING EDUCATION



Complacency is the death of many careers. The greatest tool a maintenance worker has is their mind. Burnout can come from under utilization of skills and not having the skills to remain relevant in the field. Encouraging staff and providing resources to further education can and will show employees they are our best resource. Encouraging further education through programs such as tuition reimbursement will show employees we care more than just words. Encouraging education outside of their current role will also open the doors to career advancement. With this solution I would want to do a 6 month follow up to see if any employees are starting to further education.

REWARD TOP PERFORMERS



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

Celebrate your top performers by nominating them for recognition. This can be employee of the month, employee of the year, or any other recognition the company offers. The timeline for this can start immediately. Within 6-8 months you can recognize all your top performers. This may lead to lesser performers wanting that recognition and give you their buy in as well.

TEAM BUILDING EXERCISES



The final solution is team building. This could be a monthly or quarterly outing or a yearly celebration of your team. Making your team feel like they matter. This also promotes team cohesion. This solution allows your team to build a relationship with each other on a personal level. This team building can start immediately to 30 days. Giving each team member a voice to gauge what activity they want to participate in. I would want to pull productivity reports after the first quarter to see if this activity is increasing productivity and repairing strained relationships.

STRESS IS THE DIRECT
PATHWAY TO CAREGIVER
BURNOUT, WITH STUDIES
SHOWING OVER 60% OF
CAREGIVERS EXPERIENCING
SYMPTOMS.

RECOGNIZING THE CONNECTION

*Stress: Feeling pressured, overwhelmed, or under strain.

*Burnout: The result of that unmanaged stress building up to a point where the caregiver can no longer cope with it, leading to reduced empathy and effectiveness.



This Photo by Unknown Author is licensed under [CC BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/4.0/)

RECOGNIZING THE SIGNS OF BURNOUT

- *Emotional Exahustion: Feeling drained or overwhelmed.
- *Decreased performance: struggling to or meet goals.
- *Detachment: Feeling disconnected or withdrawn from responsibilities.



HOW LEADERS CAN HELP

- *Encourage breaks & time off: promote using vacation days and taking short breaks.
- *Offer flexibility be flexible with schedule when possible.
- *Promote Resources: shape info on employee assistance programs or local caregiver support groups.
- *Foster open communication: create a safe space to discuss challenges without judgment.
- *Model self-care; demonstrate healthy boundaries a self-care practices.



This Photo by Unknown Author is licensed under [CC BY-NC-ND](#)

LOOKING AT TAKE AWAYS! PROMOTING INDEPENDENT CAREGIVER BURNOUT PREVENTION TOOLS

- *The Eisenhower Matrix: helps to prioritize tasks during caregivers shifts. Prioritizing can reduce stress by creating clarity and sense of control.
- *Mindful breathing: helps with emotional regulation. Practice deep breathing techniques to maintain composure during stressful situations at work.
- *MAC Model (mindfulness-acceptance-commitment) can help maintain focus and reduce stress.
- *Engage! Ask for and accept help. Connect with supportive friends



[This Photo](#) by Unknown Author is licensed under [CC BY-NC](#)

Q&A

Any Questions?

