



S.U.C.C.E.S.S.

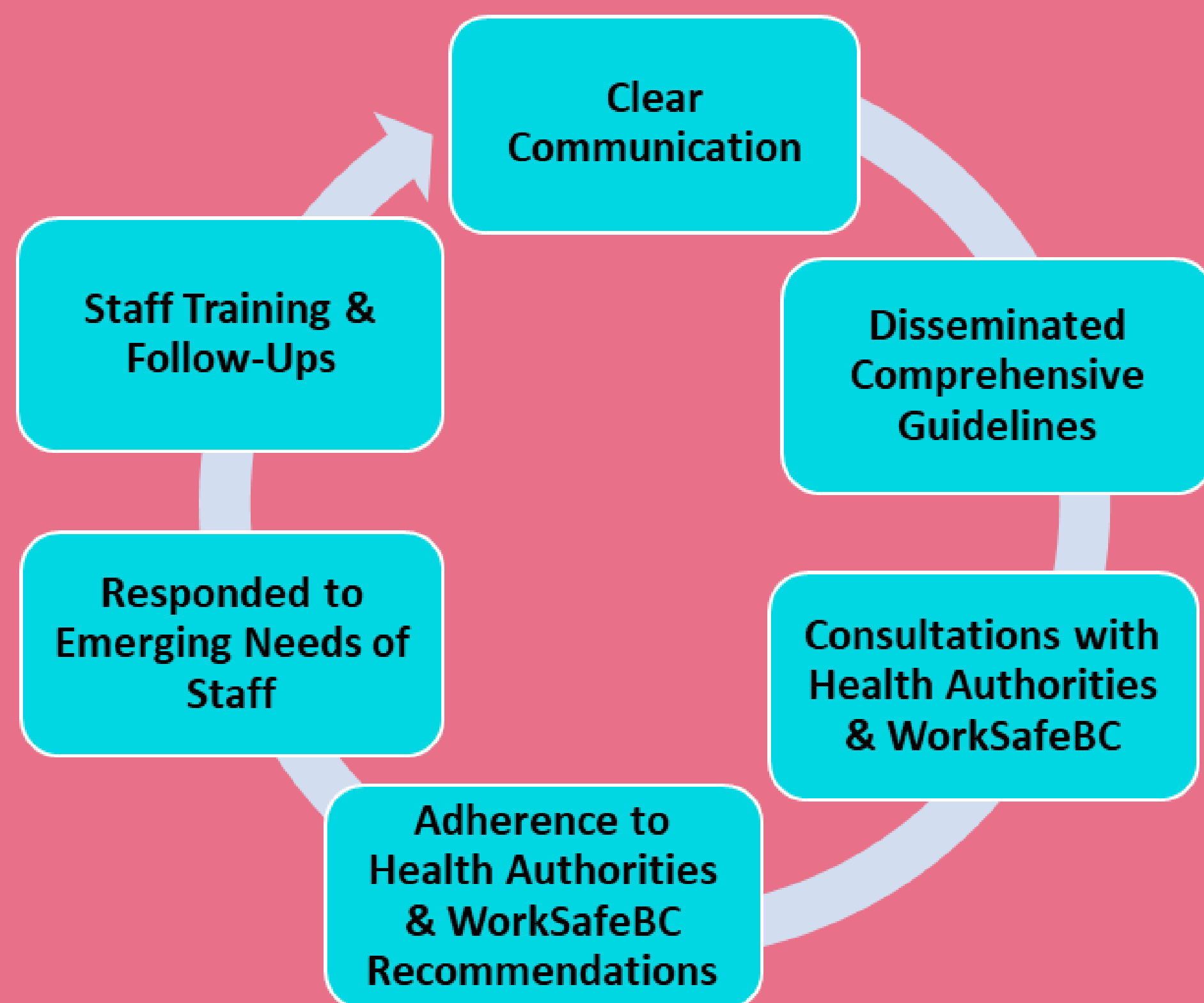
ENGAGING STAFF REMOTELY WITH COMPASSION & CARE

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A conscious intent to enact compassion and care may influence a reduction in staff anxiety and fear of the unknown during uncertain times such as that of the current pandemic. Observations shared from S.U.C.C.E.S.S. Settlement & Family Services, serving BC newcomers in both urban (Greater Vancouver) and rural (Fort St. John) settings.

Health & Safety Protocols



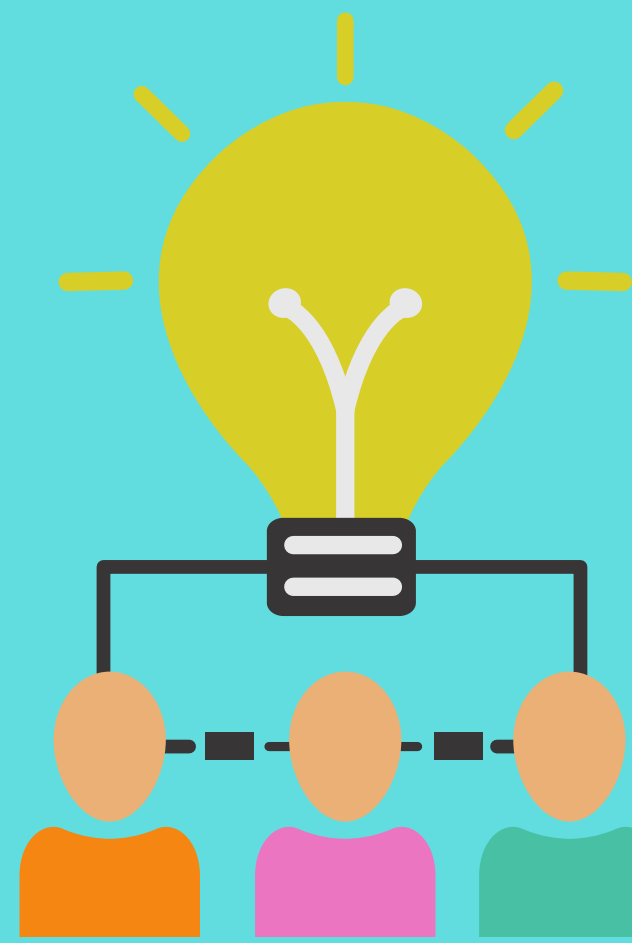
Collective Care

- Model and support circles of care & self-care initiatives
- Take into account a trauma-informed, anti-oppression lens



Connect Regularly

- 1-1 and team opportunities to stay connected
- Virtual training options



Flexible & Adaptable Leadership

- Lead with empathy
- Acknowledge one's own vulnerability
- Modify service plans
- Individual staff work accommodations



Tech Support



- Assess current technology
- Increase staff capacity through IT coaching and information sharing
- Factor in time for individual staff to learn and adapt to working remotely

Recommended Resources

- Government of Canada
COVID-19 : Working Remotely
- Center for Workplace Mental Health
Working Remotely During COVID-19 CWMH Guide
- Provincial Workplace Safety & Health Board
E.g: BC - WorkSafe BC; ON - WSIB
- Canada School of Public Safety
COVID-19: Working Remotely - Tips for Team Members
- Cyber Security Awareness Month (CSAM)
<https://www.getcybersafe.gc.ca/en/cyber-security-awareness-month>

Let's Share!

- **How** has your organization offered compassionate supervision to your virtual team?
- **What** tools and skills is your organization using to ensure staff support and continued productivity?



Stay Connected!



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