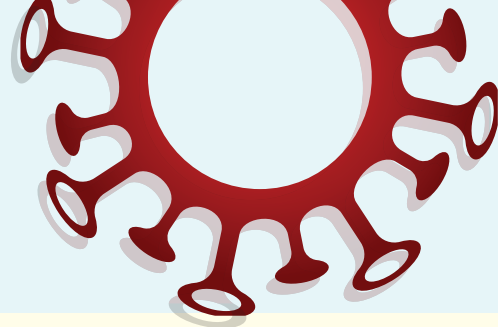


Kindness and Compassion for you and your staff through COVID-19



First things first -- Thank You!

For going into work every day with COVID-19 hovering, caring for your residents, supporting your staff, and doing what needs to be done. *You are inspiring and so appreciated.*

In challenging times like this we need our leaders and institutions to act with (1) compassion, (2) stability, (3) trust, plus (4) hope and inspiration for the future. ([Gallup's global study of what followers want](#)).

Here's some ideas from people way smarter than me to help you be that kind of leader ...

- 1. Take a breath, or three.** Try [diaphragmatic breathing](#) to calm your sympathetic nervous system and re-engage your pre-frontal cortex (aka the thinking mind).
- 2. It's OK if you're feeling afraid.** It's completely normal. These are scary times. And . . . self-compassion is more likely to lead to great results than pushing down negative emotions like fear. (Kristin Neff, PhD)

Maybe it's just allowing yourself time to take a restroom break, or wash your hands to the tune of your [personal favorite](#).
- 3. Know you're not alone.**
When I was a boy, and I would see scary things in the news, my mother would say to me, "Look for the helpers. You will always find people who are helping." Mr. Rogers

Do you see those helpers? You're among them, as are your colleagues, grocery store cashiers, and scientists working on a vaccine.
- 4. Notice if you're stuck in a negativity trap** -- thinking this will never end, it's all on you to fix, everything is terrible, etc.

Absolutely the COVID-19 pandemic is serious. And studies show that how we interpret challenges impacts our well-being. (Marty Seligman, PhD)

Keep an eye on the complete picture: the birds are still singing, the number of still-healthy people in your community, and [Tom Hanks cheering us up](#).
- 5. Increasing positivity is the path to resilience;** it broadens our perspective and builds our personal resources. (Barbara Fredrickson, PhD)

No, that doesn't mean pasting on a happy face. I'm talking about heartfelt positivity, the real deal -- joy, gratitude, serenity, hope, inspiration, awe and love *There are lots of positive stories out there.*
- 6. Focus on what you can control,** both externally and in your inner experience.
What would help you get through this with grace and good humour?
(Stephen R. Covey)

Conduit Coaching works with leaders in Seniors Care, from independent living through to nursing homes and complex care, in team settings and one-on-one.

Give yourself the kindness you'd offer a friend.

**This too shall pass.
It might pass
like a kidney stone,
but it will pass.**

Create a "CAN CONTROL" vs. "CAN'T CONTROL" list for yourself or your entire team, encouraging everyone to add their own ideas.



7. Get some perspective.

It could be a lot worse. We could also be having fires, floods, tsunamis, and/or earthquakes.

8. Connect with your support network, exercise, eat well, enjoy nature, reflect and refresh, listen to music, read, and engage in meditation and prayer. (your mom)

9. Be comforted by wisdom. "Although the world is full of suffering, it is also full of overcoming it." Helen Keller

10. Finally, reach out. For the duration of COVID19 I'm hosting a weekly 15 Minute Mindful Moment – Tuesday @ 9:05am PT / 12:05pm ET

It's a chance to rest, reflect and regroup. [Email](#) if you'd like the login details.

We're all in this together and together (from a safe distance of course), we will make it through.



Why would you attend our 15 minute Mindfulness Moment

1. Because of the **ton of research** that says mindfulness helps reduce stress for people working in health care. In this time of isolation and fear, that seems like a good idea.
2. It's an easy and fast way to get some self-care and connect with others who share your experience. No travel. No cost. No preparation required. And it's all about you. [Email](#) if you'd like to join us

"Three months after an initially 'bad' event (i.e., job loss, break-up, fill in the blank), the event really does not change one's levels of happiness at all."

Dan Gilbert,
Harvard psychologist



Thanks to the Leadership Academy a lightbulb went on!

From the goal I set in my kick-off coaching call with Mary Ellen, the topics customized for Riverview Gardens, and our team Open-Mic discussions I realized that though some of my leadership styles were working ... I wasn't doing the communication part as well as I thought.

My team needs to know what's in my brain. It needs to be OUR vision, not just mine.

I'm on the path, and the Academy helped me move further. It's been very interesting and a good boost for my leadership.

– **Catherine Gadai**,
Nurse Manager,
Riverview Gardens



About the Author

Mary Ellen Sanajko is a Certified Coach whose 25+ year career includes working with **Seniors Care** organizations to help teams build workplace harmony through coaching individual leaders and teams, training programs, and guiding the acclaimed Seniors Care Leadership Academy.

In that time, Mary Ellen and her colleagues at Conduit Coaching have developed quite a track record helping Seniors Care leaders and their teams get the best out of themselves and each other . . . while creating a home for residents and workplace for staff that's a source of joy, connection and meaning.

If there's anything I can do to be of service to you or your team during this challenging time . . . feel free to **reach out** to set up a free, 20-minute exploratory conversation.

You might just end up turning **barriers** into **bridges**.



Conduit Coaching
TURN BARRIERS INTO BRIDGES

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