

Support for Frontline Government Workers: Coping with Burnout



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Call 3 and Continuation Call: Public Health Disaster Research Award Webinar
Public Health Disaster Research Award Program
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Original Research Overview



Purpose

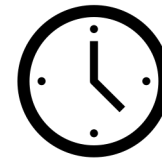
Frontline Government Workers: An Assessment of Burnout and Quality of Life in the USVI

- Examined nine Emergency, Service Departments, and Agencies in the USVI specific to Hurricanes Irma and Maria, as well as during COVID-19.



Research Site

U.S. Virgin Islands



Timeline

January – April, 2021

Continuation Award Project Overview

- Our original research showed high levels of burnout in public agencies of the USVI.
- Research specifically uncovered that emotional exhaustion and compassion fatigue were at the core of psychological challenges faced by USVI Frontline Government Workers during disasters.
- The Continuation Award -- Offered Support to the subjects of our initial research - Frontline Government Workers of the USVI.
- There has been increased efforts by agencies and organizations to provide knowledge related to burnout to their employees.



Project Activities



THE COPING WITH BURNOUT WEBINAR SERIES ACTIVITIES:

1

Webinar for Managers of Frontline Government Workers Sessions

- “Burnout Prevention and Recovery Strategies: Understanding the Importance of Self-Care and Management Skills”
- “Supporting Frontline Government Workers: When Employees Hurt: Interventions from the Workplace”
- “Recognizing Signs and Symptoms of Burnout”

2

Webinar for Frontline Government Workers Sessions

- “Creating a More Resilient You”
- “Coping Practices: Mental and Emotional Health”
- “Healthy Work-Life Balance”

Community Partners

- National Association of Social Workers –Virgin Islands Chapter was our main partner.
 - NASWVI’s main role - offered guidance and support to our team.
 - Assisted with the execution of the webinar series.
 - Offered support to participants of the webinar series.
 - Coordination of Care and Counseling
- Stakeholders – Frontline Government Agencies
 - Virgin Islands Police Department
 - Virgin Islands Fire Service
 - Virgin Islands Department of Human Services
 - Virgin Islands Department of Planning and Natural Resources
 - Virgin Islands Bureau of Motor Vehicles
 - Virgin Islands Department of Licensing and Consumer Affairs
 - Virgin Islands Territorial Emergency Management Agency
 - Schneider Regional Medical Center (Only Hospital on St. Thomas)
 - Gov. Juan F. Luis Hospital (Only Hospital on St. Croix)

Results



1

The Coping with Burnout Webinar for Managers yielded:

- Managers and department heads with a greater handle of methods necessary to create a positive work environment
- Public managers better able to engage and create policies that support employees.

2

The Coping with Burnout Webinar for Frontline Employees yielded:

- Participants who are better prepared to cope with workplace stresses
- Participants who have better resiliency strategies
- Participants who are better able to control emotional exhaustion
- Participants who have better self-management skills.

Work Product(s)

The Coping with Burnout Webinar Series

- ❖ Recorded via Zoom
- ❖ Proceedings shared with participating agencies
- ❖ Proceedings offered to non-participating agencies
- ❖ Enduring Impact for Frontline Government Workers
 - Future Agency Led Sessions

Lessons Learned & Reflections

- Having the opportunity to translate our research into practice was worthwhile beyond our expectations.
- Although we found significance through our original research, there was a stronger sense of consciousness felt by our research team during the process of translating our research into practice.
- As participants commented in the chat feature of the Zoom webinars, we understood their hardships, appreciated their candor, and respected their efforts.
- The Coping with Burnout Webinar Series was of great benefit to the participating agencies, frontline managers and staff.

Acknowledgements

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Image of Virgin Islands Department of Health