OFFICE OF ANIMAL WELFARE
Research Support Services
UNIVERSITY of WASHINGTON

WANPRC
WASHINGTON NATIONAL PRIMATE RESEARCH CENTER

Dare 2 Care (D2C):
The UW's Compassion Fatigue Program
Compassion in Science

This presentation will focus on:

- Recognizing compassion fatigue
- Creation of the UW D2C Program
- D2C goals & accomplishments to date
- Lessons learned along the way

Work Resiliency Lifecycle

Phase 1 (Honeymoon)

- Red hot and raring to go, out to change the world.
- High on life. We know we can make a difference
- Enthusiasm overflows, capacity for challenges is limitless
- We think we understand the problem and we know we can fix it if only people would get out of our way

Phase 2 (Depression)

- Enthusiasm turns sour
- Lost the boundless energy
- No longer wish to talk about work, don't even want to admit where we work
- Seem powerless to affect change
- Self blame
- Our wall of isolation gets thicker
- Every now and then we get a spark of Phase 1 energy

Phase 3 (Anger)

- Phase Two depression has turned outward and we're mad as hell
- Hopelessness turns to rage
- Everyone is a target for our anger and derision
- Lost our perspective and our effectiveness
- Unable to connect with life
- Even the animals we come in contact with seem somehow distant and unreal

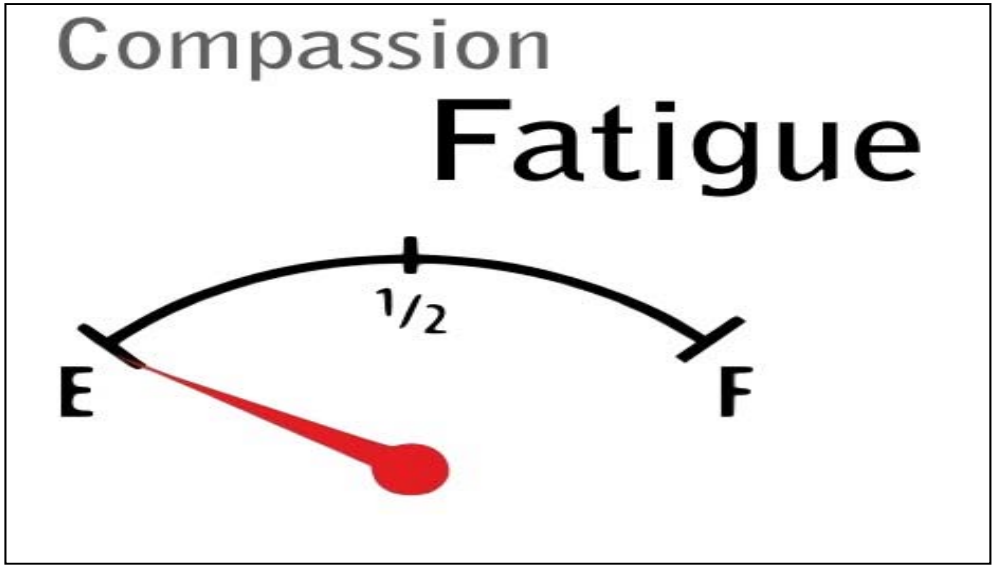
Phase 4 (Resilience)

- New determination and understanding of what our mission really is
- Big picture time
- We have been effective — we have made a difference
- Work is not our whole world
- Reconnect with the animals
- Understand that sadness and pain are a part of our job
- We are, little by little, changing the world

Courtesy of Sally Thompson-Iritani

What is Compassion Fatigue?

In an animal care setting, Compassion Fatigue is a combination of physical, emotional and psychological depletion associated with working and caring for animals and their well-being in a captive environment.



The Cost of Caring

We cannot expect high levels of animal **CARE** without employees then **CARING** about the animals.

We don't get CF because we are weak, can't handle the work, or aren't "cut out" for it. We get CF because we care deeply. And we ignore our own needs.

Signs and Symptoms

Individual

- Depression
- Anxiety
- Apathy
- Irritability
- Sleep disturbance
- Poor self-care
- An increase in mistakes
- Diminished career enjoyment
- Substance abuse
- Problems in relationships

Organization

- Substandard level of care
- Absenteeism
- High turnover
- Lack of teamwork
- Team conflict
- Low morale
- Blaming and complaining
- Increased cynicism
- Poor quality control
- Deterioration of the mission

How did we get here?

Anneke Keizer, Founder, COPE+

- Small company specializing in counseling services for people working with laboratory animals

Needs Assessment (July 2016 & June 2017)

- Over **150** Interviews across WaNPRC and Comp Med

Based on the Needs Assessment, D2C was founded in October 2016.

D2C Program Mission Statement

Assist all members of the research team to recognize compassion fatigue and raise awareness, provide tools, strategies and resources for managing human emotions in working with and caring for laboratory animals.

Program Objectives

- Study Endpoint Notification
- Support for Staff
- Self Care Strategies
- Time for Reflection
- Work Environment
- The "Box" Project
- Annual Commemoration
- Dedication Area

Study Endpoint Notification

WaNPRC CF Subcommittee formed 2017

Heart Stickers/ Cage Tags

- *Decided not to pursue at WaNPRC*
- *(Heart stickers used at DCM)*

Email Notification (NHP)

- Endpoint Distribution List
- Email Templates

Acknowledge high levels of humane care
Acknowledge the greater purpose the animal served

Support for Staff

- Educate staff about our D2C Program
- D2C volunteers reach out to staff in times of need- "someone to talk to"
- Dedicated D2C phone and text lines
- Inform staff of other support options- we are not therapists
- Partnering with Occupational Health to include CF in their annual health reviews
- Events for special circumstances

Non-negotiables of Self Care

Eat Well

Rest

Exercise and Fresh Air

Connect with others

Time and Place for Reflection

Quarterly Reflections:

- Provide an opportunity for individuals to come together to pay tribute to our animals and each other

- Guest speakers share their research and acknowledge the contributions provided by Laboratory Animal Professionals

Martin K. (Casey) Childers, DO, PhD
Professor
Rehabilitation Medicine
University of Washington

Paul Frase
NFL Veteran
Co-Founder, Joshua Frase Foundation (on Myotubular Myopathy, a form of M. dystrophy)

Work Environment / Break Areas

Improving break rooms was frequently requested during our Needs Assessments

"The Box Project"

An innovative way to encourage staff to express themselves anonymously

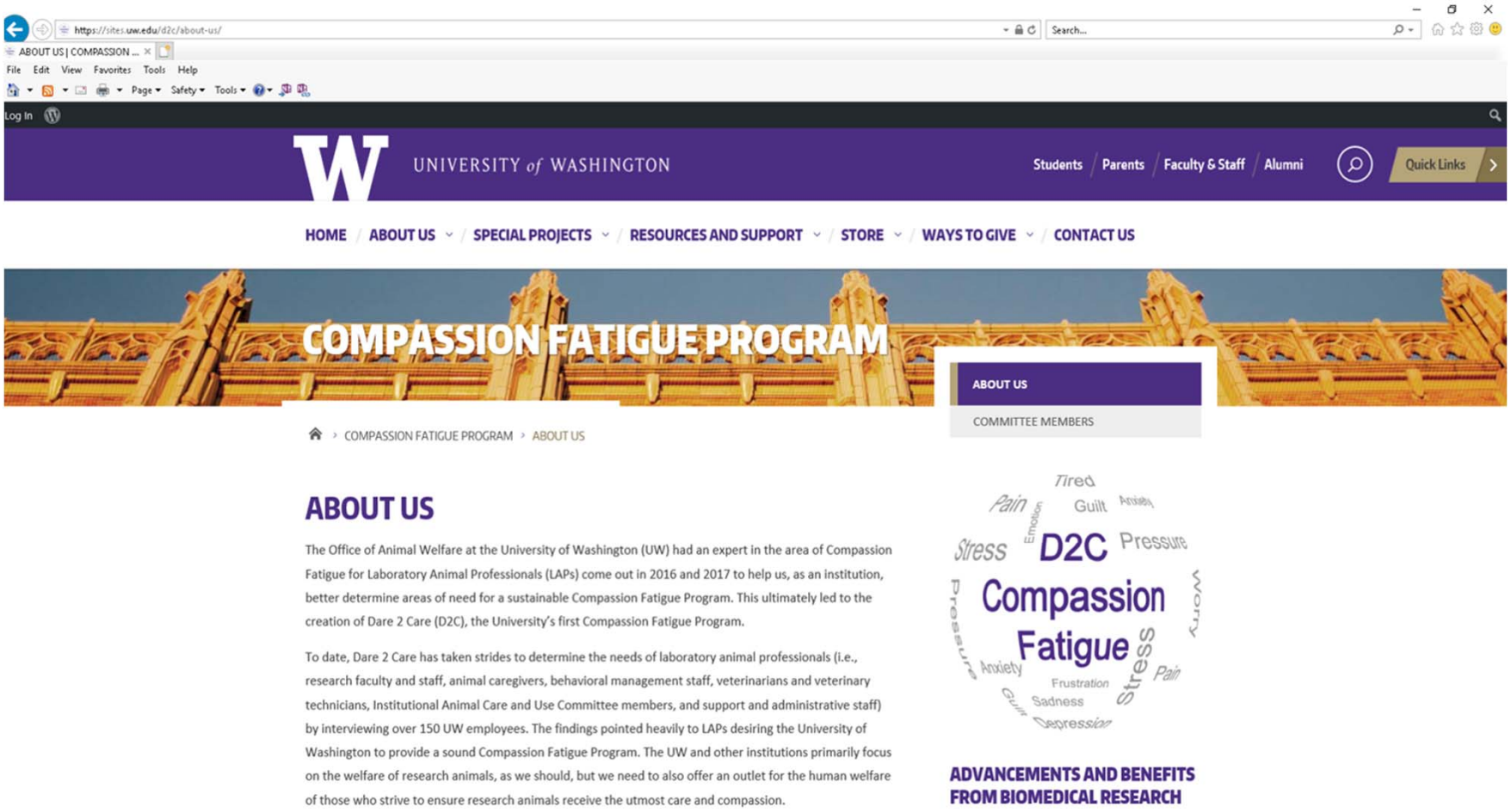
Dedication Area (In Progress)

- Physical tribute
- Peaceful retreat where staff can go to reflect

Annual Commemoration (In Progress)

- The entire UW community can gather
- Acknowledge contributions to biomedical research and animal welfare
- Animal Liberation Week?

Resource: Our D2C Website



https://sites.uw.edu/d2c/

Resource: Our D2C Website

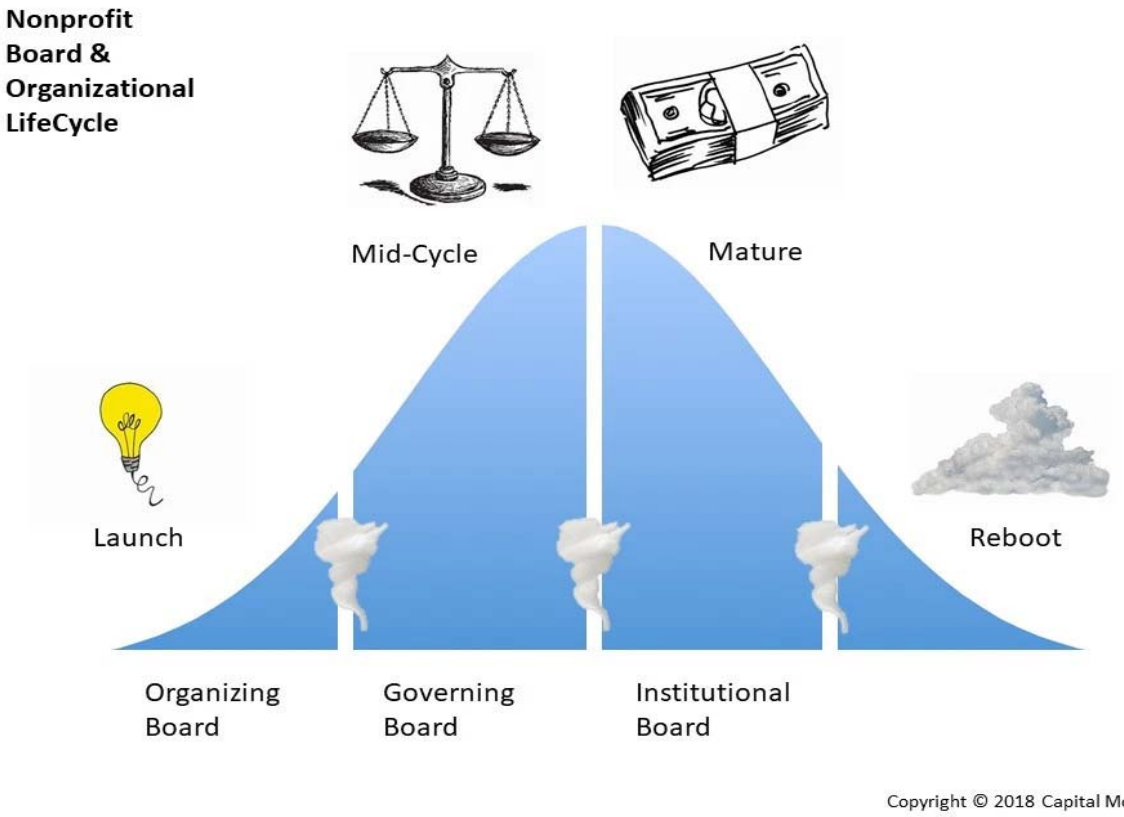
- 2947 visitors
- 178 cites
- 23 countries

Lessons Learned

- Recognize that this is a change in culture
- Set clear expectations
  - Committee membership/ Charter?
  - Guidelines for volunteers that reach out to staff in need
- Identify possible funding sources early on
- Committee should remain independent and available to all staff

Lessons Learned

- Recognize the typical Committee/Board Lifecycle



Courtesy of Ken Gordon, NWABR

Lessons Learned

- Understand the Management perspective:
  - Research must continue
  - Care standards for animals must be maintained

Photo Credit: Oregon National Primate Research Center/OHSU; ComeSeeOurWorld.org

Acknowledgements

University of Washington, OAW and WaNPRC Leadership

Sally Thompson-Iritani, Director of Animal Welfare & Research Support, WaNPRC

D2C Compassion Fatigue Committee

J. Preston Van Hooser, Chair

Holly Nguyen, Website Designer

All D2C members who volunteer their time, energy, ideas, enthusiasm, and sympathetic ears.

Anneke Keizer, Co-Owner & Founder, COPE+

Ken Gordon, Executive Director, NWABR

Thank you to the NIH Office of Research Infrastructure Programs grant P51 OD010425

THANK YOU To ALL Lab Animal Professionals for promoting animal health and welfare, as well as humane research that benefits both humans and animals.

You truly make a difference!

Endpoint Email Templates

Pre-Endpoint (Research) Example:

Dear colleagues,

For quite some time we have been working on the _____ study titled_____

This study investigates the interaction of _____ treatment to enhance vaccine responses against _____ infection. As part of the study design, critical endpoint samples must be collected. The scientific knowledge gained in terminal tissue collection and analysis will further the understanding on how the _____ plays important role in _____ infection. In order to thoroughly investigate this, we will need to humanely euthanize the animals for terminal collections. The pathologist and support staff will carry out this important procedure.

On behalf of the principal investigator, I would like to inform you that we have reached important study endpoints for the following animals:

(Animal #/ Date)

We want to thank all the people that have made this very important research study successful. In particular, we would like to thank the animal care staff for providing humane care for the animals, BMS for ensuring the animal's social and behavioral needs are met, clinical staff in providing therapeutic support during the study, research staff in conducting ethical and compassionate research for our non-human primate patients and pathology staff for ensuring the endpoint is humane.

If you would like, please take some time to visit the animal prior to the date listed above.

Best regards

_____Team

Endpoint Email Templates

Post-Endpoint (Clinical) Example:

Hello all,

was humanely euthanized yesterday afternoon due to her clinical condition, _____.

On behalf of the veterinary staff, I would like to thank the animal care staff, veterinary technicians, research support and BMS for your care and attention to this animal during her time at the center.

Thank you,

_____, Veterinarian

Information to Include at the bottom if desired:

You can find out more information about the ____Compassion _____ program here: _____ including a dedicated phone line, as well as a list of personnel you can reach out to if you want to talk about the loss of a particular animal.