

Investing In You

*We value you and are committed to
investing in you as you invest your talents
in our organization and
the children and families of our region*



Well-being



Work-Life Balance



Health



Career



Future

building resiliency
T  **G E T H E R**

The mission of the Building Resiliency Together program (BRT) is to build resilience in the trauma-workforce by offering education, support and wellness resources — equipping caring professionals to sustain their strength, serve with hope, and lead from a place of wellbeing.

Staff and those we serve work in highly trauma-exposed work environment and it is assumed this work will impact us in profound ways. The BRT leadership recognizes this impact and is working towards becoming a Secondary Informed Organization. This means we will recognize challenges and proactively addresses the impact of secondary trauma through policies, procedures, practices, and programs. We seek to provide an environment that acknowledges:

- Employees and team members are valued and supported
- The well-being of our employees and team members is paramount
- Secondary trauma is impactful, but can be impacted by our response to it
- Leadership and Organizational response is key

We created this guide as a commitment to you and our organization to build a resilient, informed and proactive community of passionate providers that will live out our mission to provide education, support and wellness resources to those who work in the trauma field.

Your supervisor will go over this guide with you during your orientation to highlight the opportunities available to you at the BRT program, to share our culture, and to start the conversation on active coping tools you can use stay healthy and resilient while doing this work.

We appreciate your commitment to join us on this journey and we are happy to have you here.





OUR CULTURE

Organizational Culture is a top priority for the BRT program. We aim to have a culture of compassion and support throughout all levels of the program in order to keep staff healthy and effective.

SUPERVISION

Supervision is expected for all staff as an opportunity to grow in their role, provide feedback and as a platform for communication. All staff at the BRT program receive regular and on-going supervision. New staff are scheduled weekly individual supervision during their first 6 months of employment and then move to every other week thereafter. (unless licensure requires more) Supervision includes creating time and space for staff to gain greater awareness and understanding of the effects of working in a trauma-exposed workplace. This means spending part of supervision talking about cases, administrative tasks, etc. but also discussing the impact of this work.

CASE LOADS

Because of the intensity and difficulty of the work we do the BRT program strives to keep caseloads manageable and flexible. Flextime, within the same workweek, is offered to staff when possible., so staff can attend appointments and family events. Employees are in charge of their own schedules when possible.

FEEDBACK

Employee feedback and opinions are valued at the BRT program. Each staff has their own set of expertise and unique skills and we ask each staff member to take on a leadership role within the organization. We measure office culture on a regular basis through conducting employee surveys and receiving feedback to gauge employee satisfaction and organizational feedback.

As part of a staff's annual evaluation process, staff are asked to complete a self-evaluation on how they feel overall in their job and what we can do to help them succeed, including helping them with vicarious trauma.

COMMUNICATION

Our goal is that communication is transparent, accurate, direct and timely at all levels. Respect for each other in the organization is key. Staff Meetings are held weekly to increase communication and engage each other as a team. Each staff is expected to be an active participant and bring their expertise to the table.

The BRT staff and team members will work to make our facility a "No Slime" zone which means we will use Low Impact Debriefing and not further traumatize others by the stories we hear.



INVESTING IN YOUR WELL-BEING

Working in a victim serving organization is incredibly rewarding and at the same time very challenging. The rewards keep us going and the challenges can wear us down. Exposure to trauma is part of everyday for those working in victim serving organizations, and unfortunately there is no magic immunity to the impact of the pain and suffering witnessed. Ultimately, working in high stress and trauma exposed environments impacts everyone at some point. Rachel Naomi Remen says,

“The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.”

Therefore it is critical that we as an organization invest in your well-being and have policies and procedures that guard against vicarious trauma and build resiliency.

RST Program

EAP to address the impact of working with trauma

No Slime Zone

Encouragement to use Low Impact Debriefing

Low Impact Debriefing

Strategy to improve processing of cases and reduce trauma exposure



who

An employee assistance program specifically for victim service providers in North Dakota wanting to address the impact of working in high stress and trauma-exposed fields.

what

Individual sessions focused on building resilience for working in trauma-exposed fields, low-impact debriefing, vicarious trauma support, or evidence-based therapy for vicarious trauma.

where

RST has designated providers with specialty training and expertise in treatment of trauma and vicarious trauma. Select a RST provider and call to schedule your confidential session either in-person or via telehealth.

IT'S FREE!



**Address the impact of working with
high stress and exposure to trauma**

For more information about scheduling a session, visit:
www.buildingresiliency.org/rst

NO SLIME ZONE

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T  **G E T H E R**

At our organization we are committed to using the process of Low Impact Debriefing to reduce employees' amount of trauma exposure.

Low Impact Debriefing

SELF AWARENESS



Have you ever shocked or horrified friends or family with a work story that you thought was benign or even funny? Helping Professionals can become desensitized to the trauma and loss that they are exposed to daily. Be aware of the stories you tell and the level of detail you provide when telling a story. Are all the details really necessary? Can you give an abbreviated version?

FAIR WARNING



If you had to call your sister to tell her that your grandfather has passed away, you would likely start the phone call with “I have some bad news” or “You better sit down”. This allows the listener to brace themselves to hear the story. Allow your listener to prepare and brace themselves by starting with “I would like to debrief a difficult situation with you and the story involves traumatic content.”

CONSENT



Once you have warned the listener, then ask for consent. This can be as simple as: “I would like to debrief something with you, is this a good time?” or “I heard something really hard today, could I talk to you about it?” The listener then has a chance to decline, or to qualify what they are able/ready to hear.

LIMITED DISCLOSURE



Once you have received consent from your colleague, decide how much to share, starting with the least traumatic information, and gradually progressing as needed. You may end up not needing to share the most graphic details.

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www.buildingresiliency.org

Source: TEND Academy Ltd. • www.tendacademy.ca



INVESTING IN YOUR WORK-LIFE BALANCE

Chronic stress is one of the most common health issues in the workplace. Maintaining work-life balance helps reduce stress and helps prevent burnout in the workplace. To promote work-life balance we offer the following:

VACATION

The annual leave schedule is based on years of service. Employees begin accumulating annual leave from the date of employment. Part-time employees of 20 hours or more will accrue annual leave on a prorated basis. Annual leave with pay for regular full-time employees will be accrued according to the following schedule:

1st-3rd year	8 hours per month	12 days
4th-5th year	10 hours per month	15 days
6th-8th year	15 hours per month	23 days
9th-Duration	20 hours per month	30 days

WELLNESS LEAVE

The Building Resiliency Together program promotes the health and well-being of our staff physically and mentally. Wellness leave is a benefit granted by the BRT program that allows employees consistently working 20 hours or more per week to build a reserve of paid days to be used in case of personal or immediate family illness, mental health needs, or in seeking medical or other related health care for self, partner, parents or minor children including pregnancy, birth or adoption. Wellness time is accumulated at 8 hours per month for full time, up to 480 hours and a pro-rated number of hours for part-time. Accumulated sick time is not payable upon termination.

MATERNITY/PATERNITY LEAVE

Up to 12 weeks of maternity/paternity leave is granted to employees experiencing the birth or adoption of a child to allow for bonding time with the child and medical care for the mother.

Employees will be allowed to use sick time, annual leave, and unpaid time and during maternity/paternity leave. An employee must use all sick time, and annual leave before taking any unpaid time as part of maternity/paternity leave.



INVESTING IN YOUR WORK-LIFE BALANCE

COMPASSIONATE LEAVE

An excused absence of up to 3 workdays with regular pay will be granted to all regular full-time, regular part-time, and probationary employees in the event of a death in the immediate family. Immediate family includes spouse, significant other, child, mother, father, mother-in-law, father-in-law, sister, brother, sister-in-law, brother-in-law, aunts, uncles, nieces, nephews, grandmother, grandfather, or grandchild. Bereavement leave for others may be granted at the discretion of the Executive Director.

MILITARY LEAVE

A maximum of 2 weeks leave of absence without pay for required military duty will be granted. We follow the Veteran's Redemption Reemployment Act.

PAID HOLIDAYS

New Year's Day	Martin Luther King Day	President's Day	Good Friday
Memorial Day	Juneteenth	Independence Day	Labor Day
Veteran's Day	Thanksgiving Day	Christmas Eve	Christmas Day



INVESTING IN YOUR HEALTH

***As part of our commitment to building a healthy
and resilient workforce we offer:***

As a part of our commitment to the health and resiliency of our staff, the BRT program offers health, dental insurance coverage. Employees who work 40 hours per week may share the premium cost of the policy with the BRT program. An employee will be covered on the 1st of the following month after starting. Employees who work less than 40 hours per week share the premium cost on a pro-rated basis. Employees who work less than 20 hours per week are not eligible for insurance coverage.

HEALTH

Health Insurance

All employees who consistently work at least 30 hours or more per week have the option of having medical insurance offered through a group policy. A description of available medical coverage and cost is available at the employee's request.

DENTAL

Dental Insurance

All employees who consistently work 30 hours or more per week are eligible for dental insurance. A description of available dental and vision coverage is available at the employee's request.

VISION

Vision Insurance

All employees who consistently work 30 hours or more per week are eligible for vision insurance. A description of available dental and vision coverage is available at the employee's request.

How to Enroll:

**To enroll in benefits please contact your HR or
Adminstration...**



INVESTING IN YOUR CAREER

We are committed to making an investment in the careers of each employee to help them reach their full potential. By providing opportunities for professional development, we are ultimately strengthening the backbone of our organization. We also know that having adequate training for each position is a protective factor for secondary traumatic stress and we aim to build that resiliency.

TRAINING AND PROFESSIONAL DEVELOPEMENT

The BRT program offers ample ongoing support/training for staff to build their skills to be effective in their job and to keep staff psychologically and physically safe. Training and Professional Development includes:

- In depth Orientation process for the first 6 months of employment, including training on Vicarious Trauma
- Position specific training initially, and on-going as needed
- Peer review and consultation opportunities
- Multidisciplinary Training opportunities
- Training on our safety policies



INVESTING IN YOUR FUTURE

Helping our workforce attain a more financially sound future is a small way we can provide for one of our key assets – you.

RETIREMENT

Info about our retirement plan

All employees who have reached the 6-month mark of employment are eligible to participate in a simple IRA plan. The Executive Director will connect the employee and the IRA representative so they can set up a time to meet and discuss the options. The matches up to 3% the contribution of the employee.

LIFE INSURANCE

Info about our life insurance policy

All employees who consistently work at least 20 hours or more per week will be enrolled for life insurance after the 6-month probation period ends. An employee will be covered on the 1st of the month following eligibility.

Employees who consistently work at least 20 hours or more per week will also have the option of adding additional life insurance benefits for themselves and family. Employees share the premium cost of an individual/family policy with the BRT program based on a percentage of their salary. A description of available coverage and cost is available at the employee's request.



NEW EMPLOYEE PROFILE

TELL US ABOUT YOU

Family

Someone You Admire

Pets

Most Avoided Foods

Hobby/Interests

Favorite Place to Travel

Favorites

Beverage

Music Type

Snack

Sport Team

Restaurants

Book, Podcast or Movie



REFLECTION QUESTIONS

1. What is your reason for working in this field, why you do what you do?

2. What are your goals for your new position in terms of your professional development?

3. What work-life balance goals do you have over the next year?

4. What type of recognition or praise do you like best?

Public Private Written Verbal Formal Informal

5. What form of recognition motivates you the most?

Time off Chocolate Meaningful note Gift card
Coffee/Tea More flexibility New opportunities

Notes



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This resource was developed by Building Resiliency Together
www.buildingresiliency.org

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