

Fisher & Associates Solutions

Organizational Health & Employee Wellness Specialists
Successfully Addressing Workplace Stress, Burnout & Trauma

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Build Capacity

Promote Resiliency

Increase Coping Skills

WHEN A CLIENT DIES: Healing and Recovery in the Workplace

A 1-DAY SPECIALIZED PROGRAM PROVIDED BY FISHER & ASSOCIATES SOLUTIONS

Developed by: Lynda Monk, MSW, RSW, & Dr. Patricia Fisher, R.Psych., L.Psych. ©2004.

BACKGROUND

This 1-day specialized workshop addresses the issues related to the death of a client.

When a client dies many people are affected, including the professionals who have been either directly or indirectly involved with the client and their family. Clients might die due to natural causes such as a poor health condition, and sadly clients also die due to tragic and traumatic circumstances such as homicide, suicide and child abuse. This specialized program provides insights and strategies for the professional and the organization dealing with the aftermath of a client's death.

GOALS & OBJECTIVES

This workshop provides participants with necessary background and theory specific to dealing with a client's death. Topics covered include:

- A discussion regarding high risk occupational groups.
- A framework for dealing with the death of a client.
- An overview of primary and secondary trauma.
- A review of the risk and resiliency factors related to a client's death as secondary traumatic stress.
- An overview of the effects of client death on the individual and the workplace.
- An exploration of self-care and team-care required after a client's death.
- A discussion regarding resolution, adjustment and making meaning after tragic loss.

Workshop participants will apply the information to their own unique circumstances. During interactive sessions,

participants will:

- Explore issues related to client death in the line of duty.
- Discover two types of traumatic stress related to the nature of the work that they do.
- Apply the risk and resiliency factor model to their individual and workplace situation.
- Assess the personal effects of secondary traumatic stress.
- Consider necessary healing and recovery needs.
- Develop effective self-care and team-care strategies to address the effects of trauma and grief.

PROCESS

This one-day interactive workshop will use a combination of overheads, small and large group discussions, individual reflection exercises, and lecture format to assist participants in meeting the goals stated above. Each participant will receive a copy of the workshop resource booklet, including:

- Background information and relevant theory.
- Assessment tools.
- Strategies to assist with developing an effective personal self-care plan.
- Strategies to assist with developing an effective team response and post-mortem protocol.
- Workshop exercises and references.

Subsequent to the workshop, and while maintaining participant confidentiality, the program facilitator will prepare a brief summary report and recommendations for the organization.

CANADA

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