In our work as Dispute Resolution Professionals we are faced with many challenges presented by our own workload, family responsibilities, struggles to make a living, and personal history. In our interactions with clients who are in “oceans of pain” and have traumatic stories to tell and sometimes live out before our eyes, we are faced with risk of developing negative effects arising from exposure to others’ pain and trauma. We are faced with moral and ethical dilemmas and often work with colleagues who are cynical and burned-out. All of this will impact our mood, energy levels, ability to be present to our family and friends, and may also interfere with the quality of our work and our health.

Many of us are not equipped to deal with the traumatic nature of some of the work we do. How can we make this work? Can we find ways to thrive in such a challenging environment? Come to our workshop “When Caring Hurts” and find out. See pages 2-4 for instructors’ biographies and learning objectives.

Register: [www adr ontario ca/compassionfatigue](http://www adr ontario ca/compassionfatigue)
Learning Objectives

1. Understand what compassion fatigue (CF) and vicarious trauma (VT) are and distinguish CF and VT from other related concepts such as burnout and secondary stress.

2. Self-assess for your own current level of compassion satisfaction, secondary traumatic stress and burnout.

3. Gain a clearer understanding of your own warning signs of CF and VT, identify an early detection system for these warning signs, and identify your own “red zone” of CF and VT.

4. Employ strategies such as Low-Impact Debriefing to mitigate the negative effects of CF on yourself and others, i.e. learn how to stop sliming each other!

5. Develop ways of enhancing your CF and VT resiliency by learning the four steps of compassion fatigue resiliency. Develop ways of reducing vicarious trauma and learn grounding techniques to decrease your risk of developing VT.

6. Apply the principles related to managing CF and VT to your work as a Dispute Resolution Professional.

7. Have fun and make something cool to take home with you!

Register: www.adr-ontario.ca/compassionfatigue
Joan Cass is a recovering Medical Social Worker whose 30 years of experience working in hospitals has made her a “subject matter expert” on Compassion Fatigue and Vicarious Trauma. In 2015, Joan made a shift in her career from employee to independent contractor/private practitioner; from Social Worker to Facilitator/Mediator, when she went back to school to complete the Certificate, and then Advanced Certificate, in Dispute Resolution at York University.

Joan has since become a Qualified Mediator and a Director on the Board of Directors of the Alternative Dispute Resolution Institute of Ontario (ADRIIO). She is an Independent Complaint Facilitator on the ADRIIO Roster for OACCAC, and a Debriefing Counselor for Trillium Gift of Life Network. She is proud co-founder and the “J” in JADE Mediation Practice Group, a grassroots community of new Mediators who meet to practice skills with experienced guest coaches in role-play scenarios and interactive discussions.

Joan specializes in helping older adults and their families through the transitions associated with aging in her Mutual Understandings private practice. Between her hospital work and her career-long interest in Disaster Behavioural Health with related positions in Ontario EMAT, IDEAS Network, and Shepell.fgi, Joan has built a strong knowledge base and wealth of experience in assisting people through crisis and loss. Her recent contract with mediate393 as an Information and Referral Coordinator in Family Law Information Centres in Toronto Family Courts has expanded her experience with people in crisis to those dealing with the impact of separation and divorce.

Joan is a fierce believer in abundance, compassion, and chocolate as a first line intervention. She is known for her practical wisdom and warm, welcoming energy.

Joan’s interests include painting mandalas, practicing Therapeutic Touch™, reading Tarot cards and Netflixing with her cat.

Register: www adr-ontario.ca/compassionfatigue
Angela A. Bradley, J.D.
Independent Workplace Investigator, Mediator, Lawyer

Angela Bradley has 20 years of experience practising employment and labour law in the U.S. and Canada. She attended Northeastern University School of Law in Boston and the University of Toronto Faculty of Law. She is licensed in Massachusetts and Ontario.

Angela practised with a Toronto labour and employment boutique and in-house at a school board and a hospital before starting her practice in workplace investigation and mediation in 2015. She investigates and mediates bullying, harassment and human rights allegations, and develops respectful workplace policies and programs.

Angela holds certificates in workplace investigation from the Association of Workplace Investigators, and in Advanced Alternative Dispute Resolution from the University of Windsor School of Law.

From 2016-2018, she was a member of the Board of Directors of the Alternative Dispute Resolution Institute of Ontario, and of the Executive Committee of the Alternative Dispute Section of the Ontario Bar Association.

Her interests include recreational running, Iyengar yoga, and volunteering at the local animal shelter.

Register: [www.adr-ontario.ca/compassionfatigue](http://www.adr-ontario.ca/compassionfatigue)

Cancellation Policy: If you are unable to attend, your registration is fully transferable to another person in your organization. If you must cancel, notice must be received in writing. All refund requests received on or prior to August 23 2018 will receive a refund less a 20% administrative fee; those received on or before August 30 2018 will receive a refund less 50%. No refunds after August 30 2018. Sessions, speakers and times are subject to change. Registrations are tentative until August 30 2018. Should ADARIO need to cancel this event, you will receive a full refund.