

# MENTAL WELLNESS @ WORK: BURNOUT, FROM MY PERSPECTIVE

The term 'burnout' is commonly used to describe the negative impacts of work on mental health and wellness. Frontline workers let us know what the concept means to them so we can understand and avoid burnout better.



## What does burnout feel like?

"We have nothing to pour out from our cup, empty"

ABUNDANCE OF...	ABSENCE OF...	LOSS OF...
Bitterness	Protection	Oneself
Frustration	Care from others	Empathy
Anger	Peace of mind	Patience
Defeatedness	Self-care	Motivation
Helplessness	Compassion	Kindness
Guilt	Energy	Sleep



## How do staff deal with it?

"Working on this – I'm not just my job, I'm a human being"  
Often 'learning the hard way' by doing things 'wrong' first



## What does burnout look like?

"May be too much enthusiasm for work or just carry on as normal, other end of the spectrum is losing interest in work, breaking down, unable to celebrate – very individual"



## How is burnout identified?

Self-identify

Co-worker notices something

Manager points it out

A situation brings it to light

"In the workplace we take mental health so seriously for clients, but we don't do that for staff"



## What do staff link to burnout?

### PERSONAL EXPERIENCES

- Work + personal life stressors
- Trauma
- Grief and loss
- Need to work multiple jobs
- Pressure to take on everything alone
- Internalizing client struggles

### WORKPLACE FACTORS

- Low wages
- High turnover
- Lack of wellness initiatives
- Incidents going unaddressed
- Lack of breaks and time off
- High expectations
- Abuse by clients
- Lack of appreciation

### ECOSYSTEM

- Racism
- Oppression
- Discrimination
- Lack of funding
- Culture of sector
- "Two pandemics" (overdoses and COVID)