



# So...

Before we get started please take out a piece of paper.

Draw a line down the center.

## Parking Lot

On the *Parking Lot* side write down all the things swirling in your mind that you need to remember to do but not right now (shopping list, friends to reach out to).

## Be Here Now

On the *Be Here Now* side write down the things that are on your mind about tonight's class (topics of interest, questions you have, ideas to share).

VCU Department of Gerontology and  
Virginia Department of Social Services present:

# **Fundamentals of Building a Sustainable IPC Team**

**Presented by: Jay White, MSG, EdD, CDP**

**Moderated by: E. Ayn Welleford, MSG, PhD**

Panelists:

**Ms. Leigh P. Burke, MSG, LALFA**

**Ms. Cristen Hackenbracht, LALFA, CDP**

**Ms. Carnell Lewis, MBA**

**Ms. Lorrie Shumaker, BSN, RN**





# Agenda

- 10:00**    **Fundamentals of Building a Sustainable IPC Team**
- 10:55**    **Break**
- 11:05**    **Panel Discussion**
- 12:00**    **Conclusion**

A dark grey background featuring a grid of numbers from 1 to 18. A black pen is positioned diagonally, pointing towards a black dot on the grid. The numbers are arranged in a pattern that suggests a coordinate system or a data table.

**Poll:**

**Think about the people with whom you work daily.**

**Do you TRUST each and every one  
100% of the time?**



# COVID-19 and Jobs in Virginia

**Over 570 ALFs**

**Over 50 ADCs**

**Nearly 1000  
open positions  
on Indeed.com  
for Virginia**

**From 2018 to  
2021, employee  
turnover  
increased from  
about 36% to  
over 50%**

# Covid and Jobs in Virginia

Figure 1: Projected Job Growth (2016 to 2026) for All Direct Care Workers Ranked Against All Other Occupations by State

State	Rank	Job Growth (2016 to 2026)
California	1	274,700
New York	1	190,550
Texas	1	126,140
Ohio	1	44,120
Virginia	1	42,150
Arizona	1	40,570
Florida	2	39,860
Pennsylvania	1	37,220
Massachusetts	1	34,290
Michigan	1	34,090
New Jersey	1	33,430
Minnesota	1	32,720
Missouri	1	27,010

Projection Type

Job Growth (2016 to 2026)

Occupation

All Direct Care Workers

Sort Order

Projection

Descending

Source: PHI. "Workforce Data Center." Last modified December 17, 2018. <https://phinational.org/policy-research/workforce-data-center/>.

# COVID-19 and Jobs in Virginia



[https://greatestscapelakeside.com/images/clue\\_escape\\_room\\_game.jpg](https://greatestscapelakeside.com/images/clue_escape_room_game.jpg)

Tense Atmosphere. Looking for items. Opening locked boxes. Trying to navigate a complicated path. Immersed in a puzzle. Unique stories each time. Can feel like life or death.

# COVID-19 and Jobs in Virginia



[https://greatestscapelakeside.com/images/clue\\_escape\\_room\\_game.jpg](https://greatestscapelakeside.com/images/clue_escape_room_game.jpg)

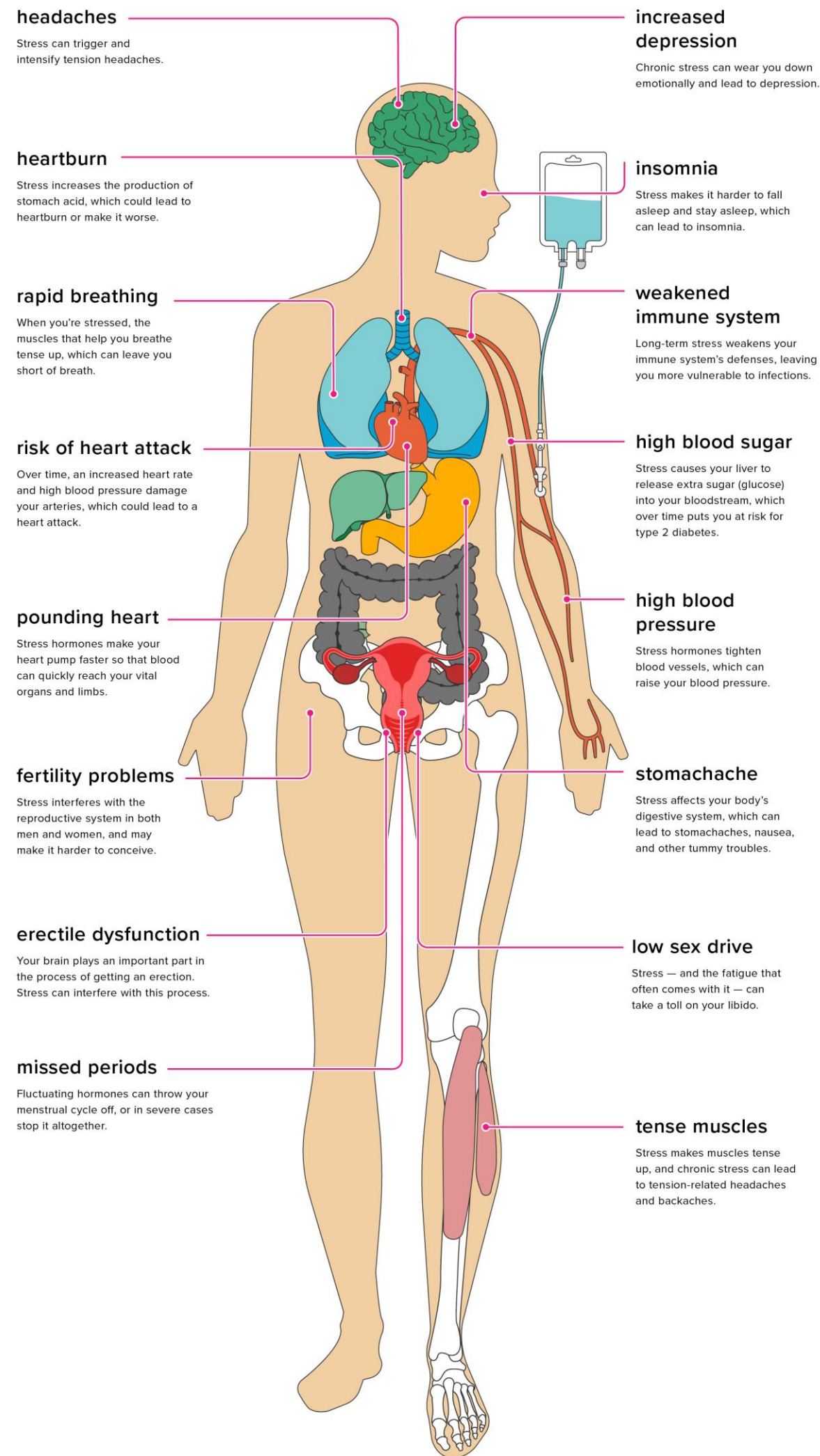
**Team Work in the Only Way Out!**



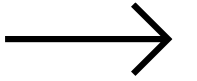
# **Building Trust**



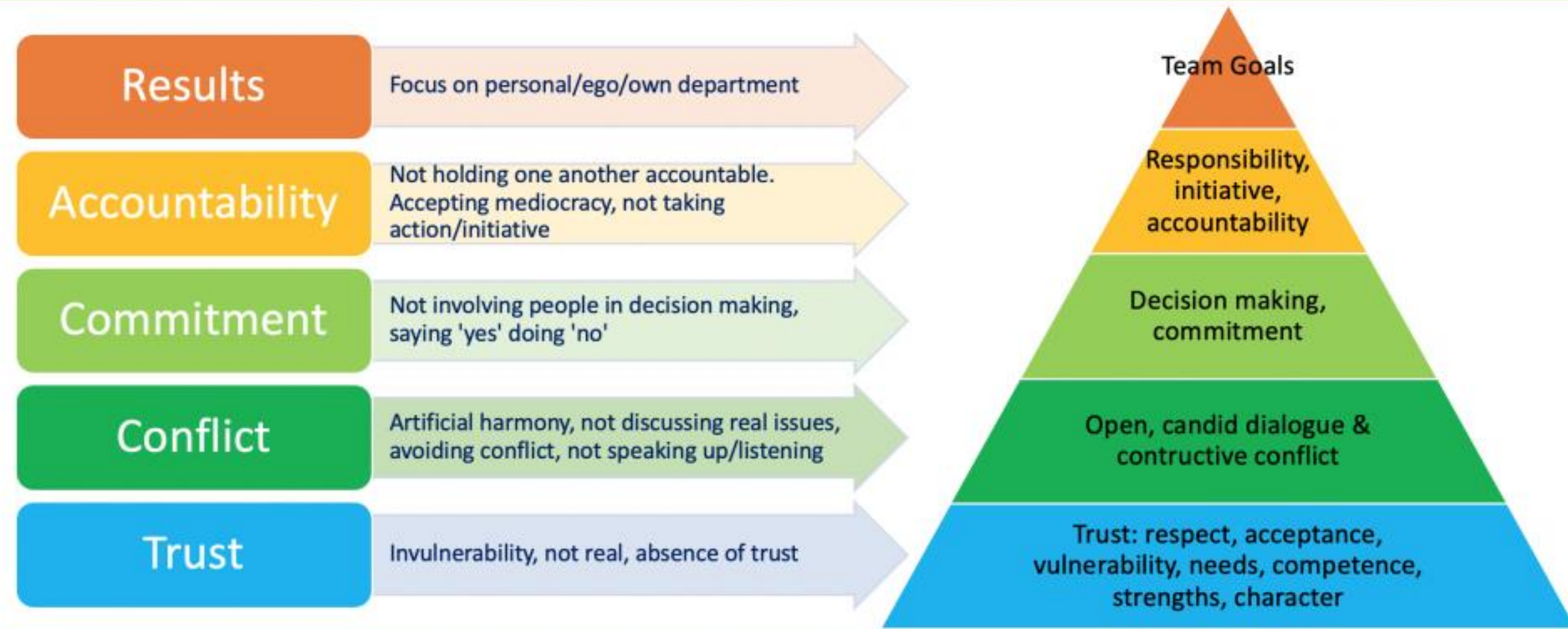
# Chronic Stress



# Building Trust



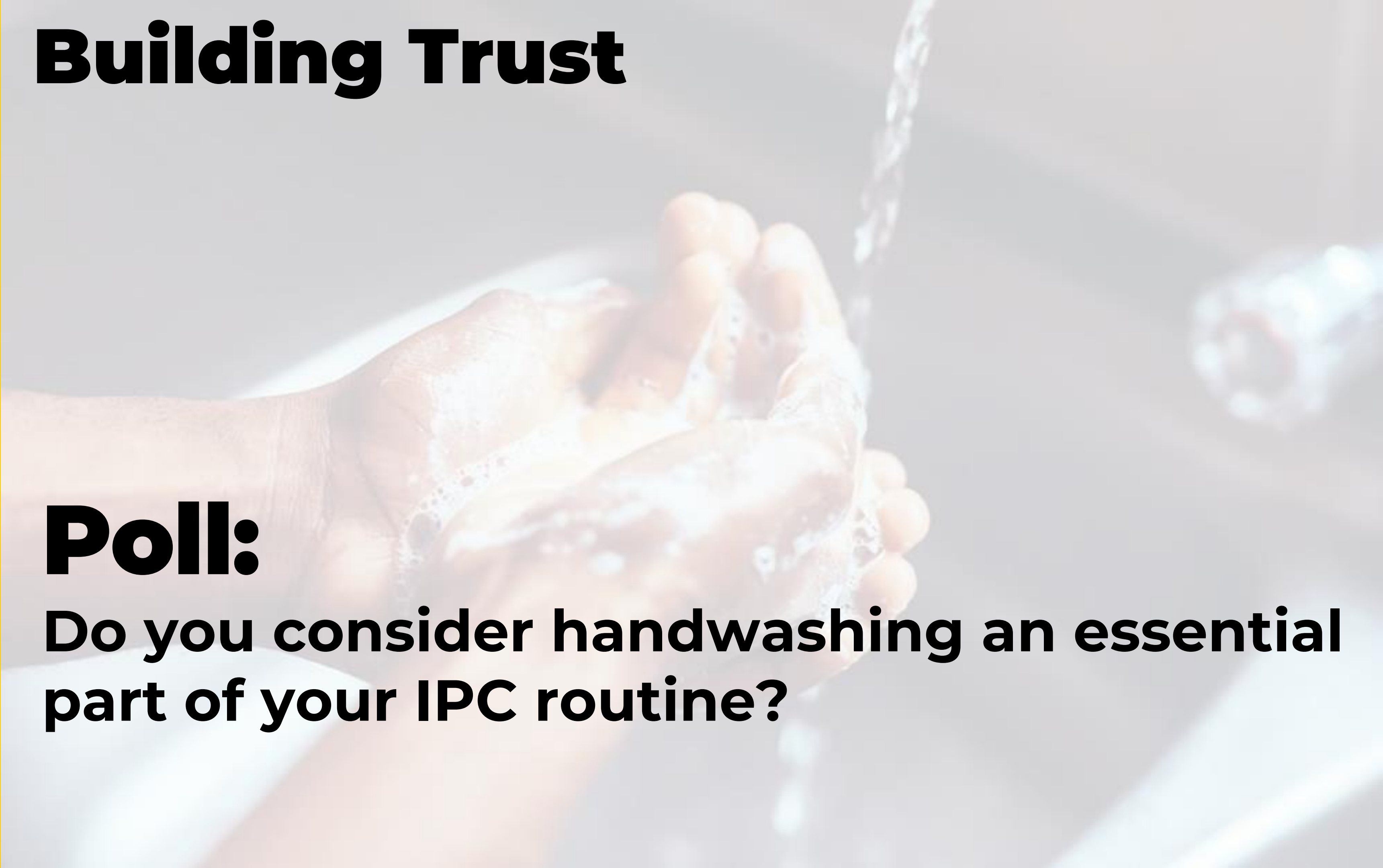
## LENCIONI: 5 (DIS)FUNCTIONS OF A TEAM



# **Building Trust**

## **Poll:**

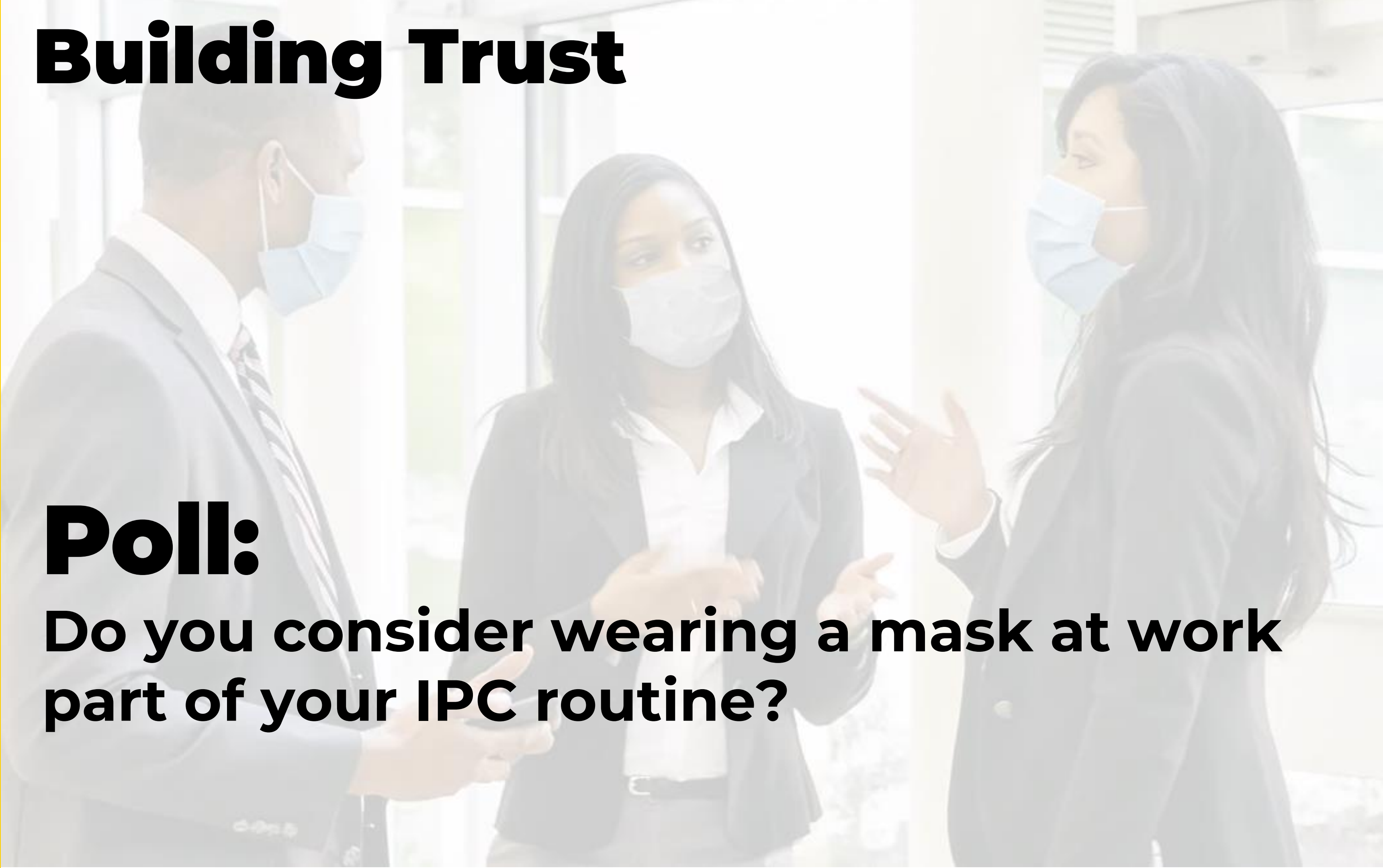
**Do you consider handwashing an essential part of your IPC routine?**



# **Building Trust**

## **Poll:**

**Do you consider wearing a mask at work part of your IPC routine?**



# **Building Trust**



## **Poll:**

**Do you consider distancing at work part of your IPC routine?**

# **Building Trust**

**According to the CDC, mortality rates  
(deaths per 100,000)**

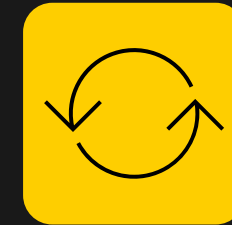
**HIV: 1.6**

**Covid: 1.9**



# STEP 1

## Building Trust



Trust in both a spoken and unspoken social contract between people



Trust is THE most important building block in building a sustainable IPC team



Trust is good for morale and motivation.

Trust builds teamwork and collaboration.

Trust produces increased speed, improved efficiency and hence, decreases costs.

Trust empowers ethical decision-making.

Trust increases loyalty and the willingness to stay with a company.

Trust decreases stress levels and hostility in the work environment.

Trust overcomes resistance to change. *Consider some folks' fear of the Covid vaccine.*

Trust breaks down corporate silos and isolating behaviors.

Trust is a gateway to persuasion, sharing and developing ideas.

**Trust is a key ingredient to person-centered care!**

# STEP 1

# Building Trust

# Building Trust



## STEPS TO BUILDING TRUST<sup>5</sup>

Be reliable.

Do what you say, say what you mean.  
Follow through consistently.

Be honest.

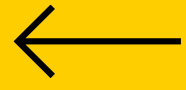
Keep your word. Tell the truth. People are keenly aware of BS, they've heard it all!

Be open.

Expressing yourself gives others permission to do the same. Share your thoughts, truly listen to others, show compassion.

Show integrity.

Keep secrets that are told to you, don't use gossip to build relationships, manage your emotions, don't let anger or frustration get the best of you.



**The Step  
before  
Step 1**

**YOU**

**trust**



**Poll:**

How do you feel on an average day.....?

# Building Trust Begins with a Self-Inventory

## PERCEIVED STRESS SCALE

The questions in this scale ask you about your feelings and thoughts during the last month. In each case, you will be asked to indicate by circling *how often* you felt or thought a certain way.

Name \_\_\_\_\_ Date \_\_\_\_\_

Age \_\_\_\_\_ Gender (Circle): M F Other \_\_\_\_\_

0 = Never 1 = Almost Never 2 = Sometimes 3 = Fairly Often 4 = Very Often

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. In the last month, how often have you been upset because of something that happened unexpectedly?                 | 0 | 1 | 2 | 3 | 4 |
| 2. In the last month, how often have you felt that you were unable to control the important things in your life?     | 0 | 1 | 2 | 3 | 4 |
| 3. In the last month, how often have you felt nervous and "stressed"?  | 0 | 1 | 2 | 3 | 4 |
| 4. In the last month, how often have you felt confident about your ability to handle your personal problems?         | 0 | 1 | 2 | 3 | 4 |
| 5. In the last month, how often have you felt that things were going your way?                                       | 0 | 1 | 2 | 3 | 4 |
| 6. In the last month, how often have you found that you could not cope with all the things that you had to do?       | 0 | 1 | 2 | 3 | 4 |
| 7. In the last month, how often have you been able to control irritations in your life?                              | 0 | 1 | 2 | 3 | 4 |
| 8. In the last month, how often have you felt that you were on top of things?  | 0 | 1 | 2 | 3 | 4 |
| 9. In the last month, how often have you been angered because of things that were outside of your control?           | 0 | 1 | 2 | 3 | 4 |
| 10. In the last month, how often have you felt difficulties were piling up so high that you could not overcome them? | 0 | 1 | 2 | 3 | 4 |

 **mind garden**  
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 www.mindgarden.com

### References

The PSS Scale is reprinted with permission of the American Sociological Association, from Cohen, S., Kamarck, T., and Mermelstein, R. (1983). A global measure of perceived stress. *Journal of Health and Social Behavior*, 24, 386-396.  
 Cohen, S. and Williamson, G. Perceived Stress in a Probability Sample of the United States. Spacapan, S. and Oskamp, S. (Eds.) *The Social Psychology of Health*. Newbury Park, CA: Sage, 1988.

10:27

Instagram



thechalkboardmag

## 8 Signs You're In Survival Mode (Aka Fight-Flight-Freeze)

- 01 Everything is urgent.
- 02 You're rushing from meeting to meeting + forget to eat.
- 03 Believing you have to do everything yourself.
- 04 There's no joy + no time to celebrate wins.
- 05 Sleep is disrupted, breathing is off + you can't think straight.
- 06 Everything is a reaction. Everything feels like an attack on you personally.
- 07 You won't take rest: 'not enough time.'
- 08 Mood swings up + down because the overproduction stress hormones.

THE CHALKBOARD MAG



Liked by foriawellness and 2,608 others

thechalkboardmag Busted. If these 8



Exclusion

Unreasonable  
work  
demands

False  
accusations

What is  
Workplace  
Bullying?

Put-downs

Sabotage

Withholding  
necessary  
resources

# Power: Peer Incivility and Bullying



**What's out there to make us feel better so that we can be receptive to being on a trusting team?**



# Sharing Resources



The Emotional PPE Project

# **Best Practices for Sustaining Trust**

**Consider a Team Identity or Brand (for teams)**

**Focus on Individual commonalities...what we have in common rather than how we differ**

**Elevating Individual and Team Choice and Voice**

**Work Is Mission Critical and the Mission is Clear...focusing on greater good rather than individual success**

**Individuals and Team Members Feel Valued (and Trusted)**

**Opportunity for Creative Ideas and Input...for individuals and team members (never say..."we tried that once and it did not work")**

**Recognition for Successes for individuals and team members (strength-focused rather than deficit focused)**

**Permission to Fail Forward for individuals and team members (is there a roll for licensing in this?)**

**Quality and Integrity of the process and results (Hint: Evaluate)**

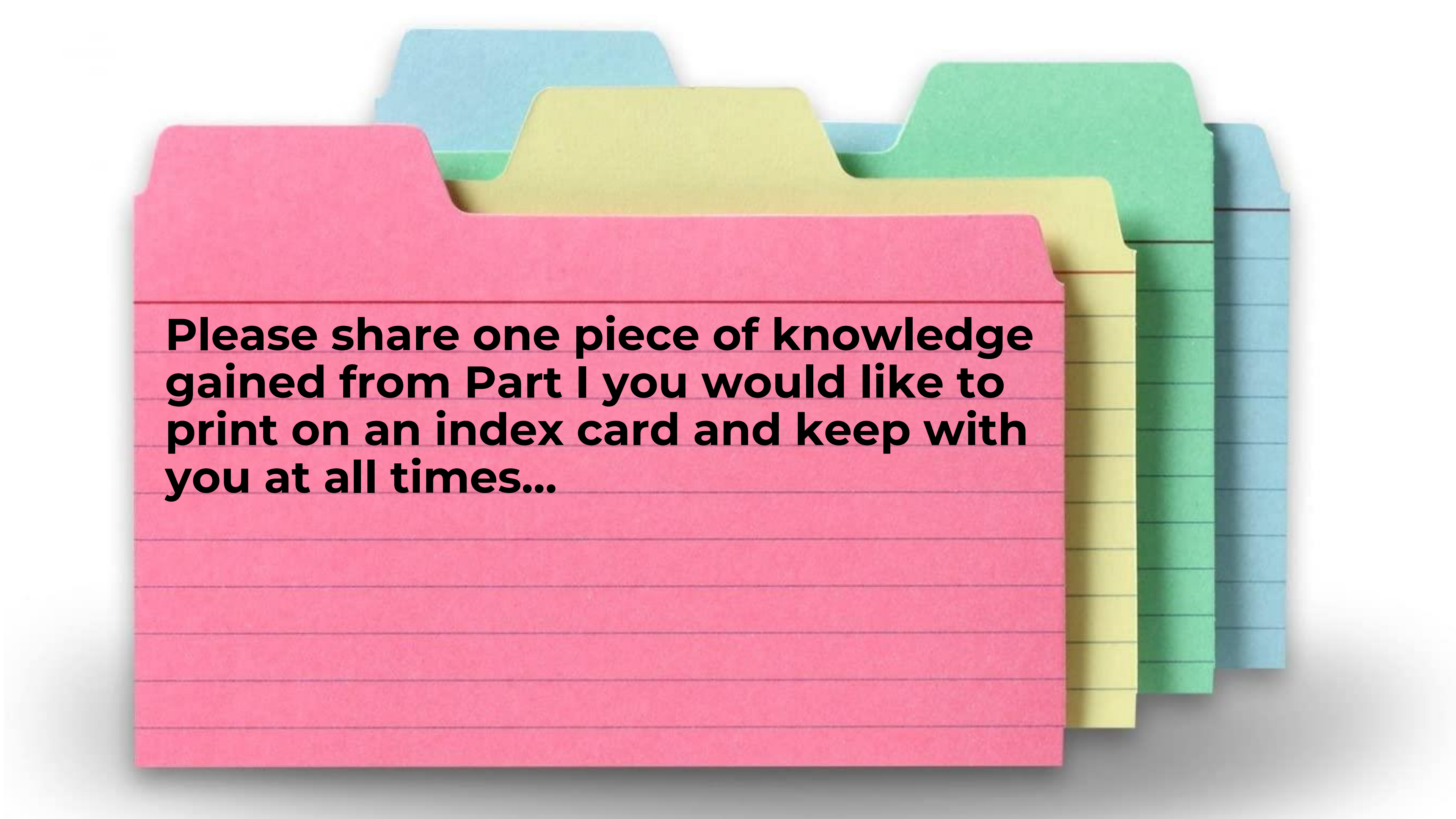


**WHAT ELSE?**

**and the NEW Step 6... EVALUATE!**

# EVALUATION





**Please share one piece of knowledge  
gained from Part I you would like to  
print on an index card and keep with  
you at all times...**

**BACK IN**  
**10** ★ ★  
**MINUTES**

# Part 2: Panel Discussion



**Leigh Burke, MSG, LALFA**

Licensing Administrator  
Central Office Virginia DSS



**Cristen Hackenbracht, LALFA, CDP**

Director of Social Services  
Sunnyside Communities



**Carnell Lewis, MBA**

Executive Director  
South Richmond Adult Day



**Lorrie Shumaker, BSN, RN**

Nurse Consultant  
Division of Licensing Programs  
Virginia DSS

# **Part 2: Panel Discussion**

## **Question 1:**

**As part of building trust with our audience, how about a little self-disclosure?**

**How have you felt in your jobs over the last two years?**



# **Part 2: Panel Discussion**

## **Question 2:**

**In your unique professional environments, what do each of you see as the biggest **barriers** to building strong, sustainable IPC teams?**

# **Part 2: Panel Discussion**

## **Question 3:**

**In your unique professional environments, what do each of you see as the biggest **opportunity** for building strong, sustainable IPC teams?**

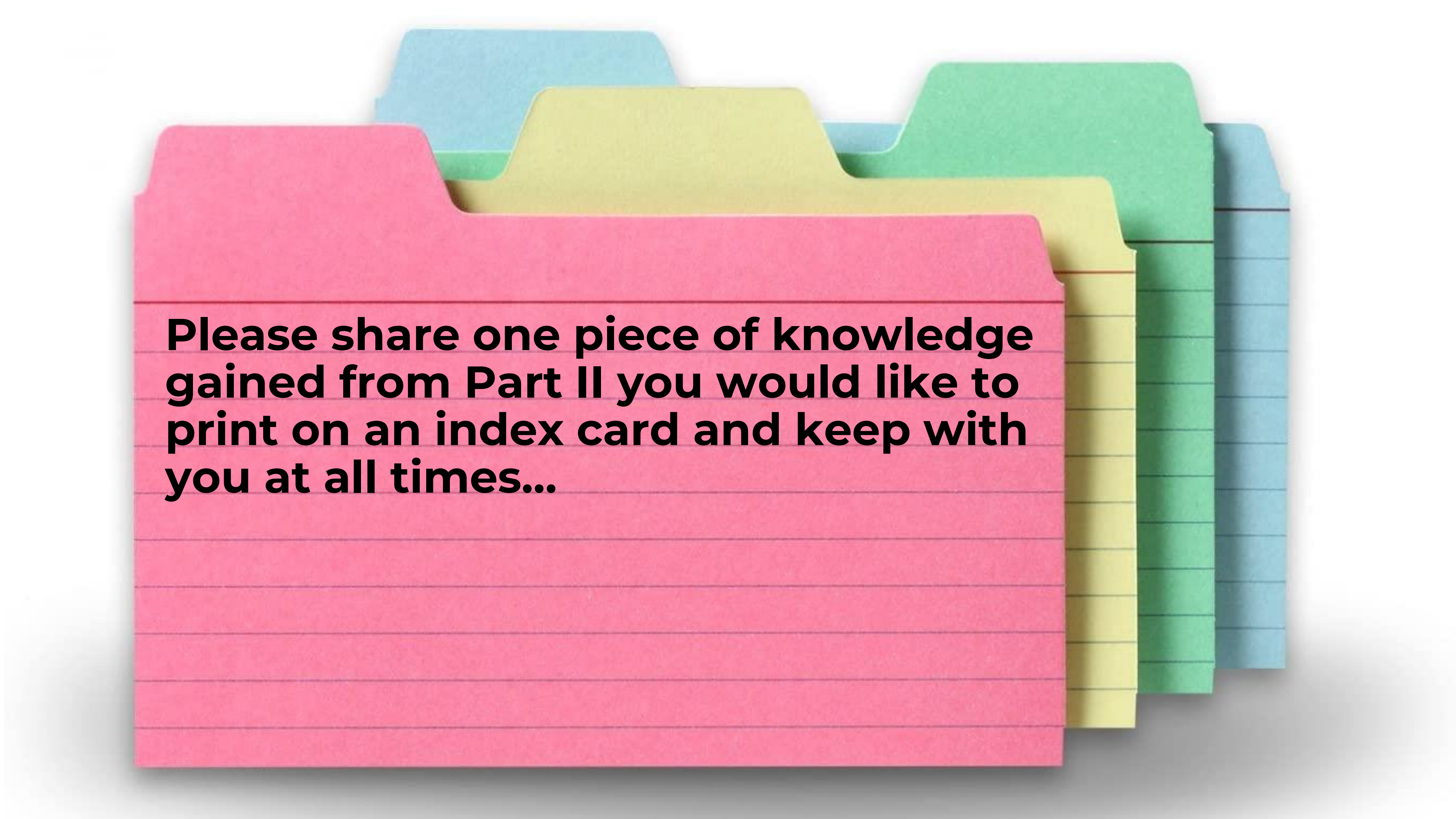
# **Part 2: Panel Discussion**

## **Question 4:**

**In your professional capacity, what resources do you rely on most often to support and sustain you and the people with whom you work?**

# **Part 2: Panel Discussion**

**Audience Q&A**



**Please share one piece of knowledge gained from Part II you would like to print on an index card and keep with you at all times...**

# News from Natalie!



Interested in getting a Master's Degree in Gerontology?



Applications are now open!

Let's stay connected!

**Recommended Deadlines**

- Summer: March 1
- Fall: April 1
- Spring: November 1

Dr. Tracey Gendron, Chair: [tlgendro@vcu.edu](mailto:tlgendro@vcu.edu)

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