

Basic Certificate in Palliative Care
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Indian Institute of Technology, Kanpur

Week-05
Lecture 06: Volunteers to Prevent Burnout!

Hi, greetings from National Association of Palliative Care for AYUSH and Integrative Medicine. I am Doctor Piyush Gupta, secretary of National Association of Palliative Care for AYUSH and Integrative Medicine and secretary and principal executive officer of Cancer Aid Society.

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**Volunteer
to prevent
Burnout**



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Volunteer to prevent burnout.

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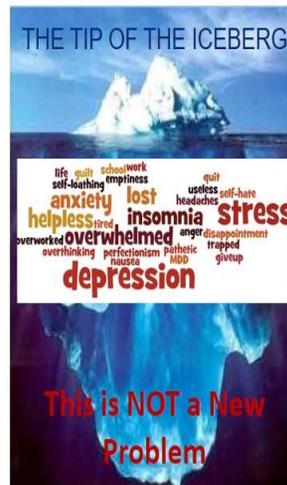
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So, how would you like to be prepared like a food boiling in a pot certainly not and you think there is a stress only in your life whereas, stress is with everyone and maybe people are at even larger stress than you.

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So, if you see that this is not a new problem and we have several words there to highlight on this guilt, live loathing, anxiety, helplessness, insomnia, then self-aid, disappointment and depression. So, many words can be used which have something in common.

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Understanding Burnout



A state of emotional exhaustion with pessimism, doubt, inefficiency resulting in anger, and frustration.



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So, what is burnout? It is a state of emotional exhaustion with pessimism, doubt, inefficiency resulting in anger and frustration. So, there may be early signs of burnout.

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Stress vs Burnout



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What is the difference of stress versus burnout? In a stress we are over engaged, we are reactive or over reactive, we have sense of urgency and hyperactivity, we feel lost or diminished energy, we are anxious and we are physically tolling whereas, in case of

burnout there is total disengagement, blunted or distant emotions are there you will not be very emotional. There is sense of helplessness, motivation is lost and almost it is diminished, leads to feeling of depression and again this is emotionally tolling. So, we have to understand the difference here there is physical exhaustion and here there is emotional exhaustion.

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Do We Need to Know About It?

Over optimistic people may succumb to the effects of burnout due to:

External Factors

- lack of support from supervisors
- lack of support from family

Internal Factors

- unrealistic idealism
- too much expectations
- lack of clarity

Increases risk for Burnout



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Do we need to know about it? Over optimistic people may succumb to the effects of burnout due to external factors which result from lack of support from supervisors as well as lack of support from family because you want to do things, but people are controlling you and you cannot do it independently. The internal factors however are unrealistic idealism, too much of expectations and you are not very clear about your idea. This all increases the risk for burnout.

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Stages of Burnout

1. HONEYMOON PHASE: We often start by experiencing high job satisfaction, commitment, energy and creativity in a new job. Result - Job satisfaction, creativity, high productivity, accept more responsibilities and compulsion to prove.

2. ONSET OF STRESS: Burnout begins with some days being difficult than others. Result - Optimism wanes, physical, mental or emotional stress. **Symptoms:** High blood pressure, Inability to focus, Irritability, Job dissatisfaction, Lack of sleep or reduced sleep quality



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What are the stages of burnout? So, there may be a honeymoon phase we often start by experiencing high job satisfaction, high level of commitment, high energy and creativity in new job. The result is job satisfaction, creativity, high productivity and you start accepting more of responsibilities and there is compulsion to prove your best.

So, where is the onset of stress? Burnout begins with some days being difficult than others. So, what is the result? Optimism starts waning, physical mental and emotional stress develops and the symptoms may be high blood pressure, inability to focus, irritability. This leads to job dissatisfaction, lack of sleep or reduced sleep quality.

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3. Symptoms of CHRONIC STRESS: Anger, missed deadlines or targets, tiredness in mornings, delaying work, late coming etc.

4. Symptoms of BURNOUT: Feeling empty, self-doubt, isolation, headaches, stomach or bowel problems etc.

5. Symptoms of HABITUAL BURNOUT: Chronic sadness, depression, chronic mental & physical fatigue, Burnout Syndrome.



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Symptoms of chronic stress may be anger, missed deadlines or targets, tiredness in the mornings, delaying work, late coming etcetera. Symptoms of burnout you feel empty, you have self-doubt, isolation, headaches, stomach or bowel problems may be there and symptoms of habitual burnout then this may be chronic sadness, depression, chronic mental and physical fatigue and this all makes a complex burnout syndrome slowly and slowly.

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Signs of Burnout

- Working Hard & Feeling Drained
- Frequent Illness
- Lack of Interest
- Forgetfulness
- Sleeplessness
- Depression
- Irritability



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So, what are the signs of burnout? Here we can see the various signs of burnout. So, there can be frequent illness, there may be lack of interest, there may be forgetfulness, sleeplessness, depression and irritability finally.

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Finding excuses due to burnout?

SYMPTOMS OF STRESS

- HEADACHES
- LOUD, UNCONTROLLED BURPING
- SLEEP ISSUES
- WARTS
- WEIGHT GAIN OR LOSS
- FRECKLES
- HIGH BLOOD PRESSURE
- FORGETFULNESS
- WAX IN YOUR EARS
- IRRITABILITY

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So, what are the symptoms of stress? People start finding excuses due to burnout that I have headache. So, some people may be loud, uncontrolled burping may be there, sleep issues may be there, words may start developing, weight gain or loss may be there, freckles may be there, high blood pressure, forgetfulness, there may be wax in ears and there may be irritability, but they cannot be an excuse to burnout. Burnout I have already explained these are not excuses either for stress or burnout.

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No blame game?



The infographic features a map of India in the background. On the left, the text 'Symptoms of Stress' is written in red, and 'The Right Answers!' is written in blue. A list of symptoms follows, each with a checkbox: 'Headaches' (checked), 'Loud, uncontrolled burping' (unchecked), 'Sleep issues' (checked), 'Warts' (unchecked), 'Weight gain or loss' (checked), 'Freckles' (unchecked), 'High blood pressure' (checked), 'Forgetfulness' (checked), 'Wax in your ears' (unchecked), and 'Irritability' (checked). To the right, under the heading 'Understanding Burnout', a list of signs is shown with right-pointing arrows: 'Alienation from the Job', 'Mental Exhaustion', 'Low Morale', 'Withdrawal', 'Pessimism', 'Boredom', and 'Lack of motivation'. A circular logo for the Cancer Aids Society of India is located at the bottom left of the infographic area.

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So, we should avoid having a blame game that what are the right answers we have to understand that headache could be there, sleep issues may be there, weight gain or loss could be there, high blood pressure could be there, forgetfulness could be there, irritability could be there, but other things which are not linked up uncontrolled burping, words, freckles, wax in ears they have nothing to do with this. So, do not find excuses. So, you have to understand burnout where there is alienation from the job, mental exhaustion, low morale, withdrawal symptoms are there, pessimism is there, boredom is there and lack of motivation is there.

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What Brings It On?

Daily Hassles:

- Minor events - that annoy and upset people accumulate
- Major life events

Conflict:

- Victim of many opposing desires and goals
- Conflict in meeting the demands of family and profession



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What brings it on? Daily hassles minor events that annoy and upset people accumulate and after accumulation it becomes bigger, major life events also could be responsible for that. Uncontrollable conflict, victim of many opposing desires and goals.

So, we have too many goals and desires which we are unable to cope with. Conflict in meeting the demands of family as well as profession. So, again it can be the cause of burnout.

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What Brings It On?

(Continued)

Uncontrollable situations:

May result in high levels of anxiety, anger, tension and stress

Uncertainty:

Less preparation for eventualities in coming events
(preparedness to face a stress-provoking experience helps feel better)



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Uncontrollable situations may result in high levels of anxiety, anger, tension and stress. Uncertainty, it may be due to less preparation or eventualities in the coming events. So, one has to be prepared to face a stress provoking experience and it will always help you to cope better.

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What Brings It On? (Continued)

Doubt:

Having doubts about commitments, duties or responsibilities

Individual Experience:

One person may experience severe stress of an occurrence that may leave another person relatively calm



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Doubt, if you are doubting your commitments, duties and responsibilities again it can bring on the burnout. Individual experience it counts, one person may experience severe stress of an occurrence that may leave another person relatively calm. So, you have to understand not to overreact to several situations because you can calmly handle it.

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What Brings It On?

(Continued)

People feel depleted due to:

- Lack of time, attention in nourishing and nurturing self
- Own crises, stresses or losses
- Lack of support or recognition
- Helplessness in addressing problems of those who have sought help
- High expectations, standards
- Disorganized or doing too much very quickly
- Difficulty in managing time
- Over estimation of your own abilities



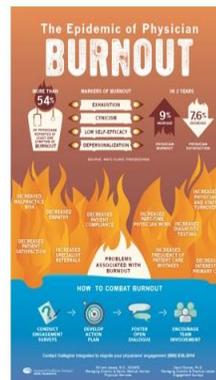
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So, people feel depleted due to lack of time, attention in nourishing and nurturing self, during crisis stresses or losses, lack of support or recognition, helplessness in addressing problems of those who have already sought help, high expectations and standards, disorganized or doing too much very quickly, difficulty in managing time and over estimation of your own abilities.

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Combating Burnout

1. **Acknowledging** burnout is first step to address emotional and physical symptom
2. **Re-evaluate Priorities** if you find yourself experiencing burnout
3. **Learn to say no** if your plate feels too full, say no.
4. **Be honest** about what is stressing you at work or at home.
5. **Share** your feelings with boss, partner, or family.



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How to combat burnout? Acknowledging burnout is first step to address emotional and physical symptom. So, reevaluate your priorities if you find yourself experiencing burnout. Learn to say no. If your plate feels too full say no. If you cannot handle any work say no. Be honest about what is stressing you at work or at home.

If you are not able to honestly judge then you will be a victim of burnout. And share your feelings with your boss, partner or family because that will ease your stress and prevent burnout.

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Preventing Burnout

- Nurture your talents and skills
- Fulfill your responsibilities
- Use e-notebook, reminders update contacts etc.
- Organize papers, files, mails and remove what you don't need
- Go for skill development and trainings
- Sincere and helpful attitude will go a long way in motivating self and others



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So, you have to nurture your talents and skills. Fulfill your responsibilities, use e-notebook, reminders and update contact list etcetera. Organize papers, files, mails and remove what you do not need.

Go for skill development and trainings. Sincere and helpful attitude will go a long way in motivating self and others.

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Set Your Priorities

- Do things that make difference
- Develop sense of belonging to create loyalty and motivation to continue
- Do a job and remain active by giving proper feedback timely
- Offer constructive ideas for improving services
- Help in making decisions and solving problems



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Set your priorities. Do things that make difference. Develop sense of belonging to create loyalty and motivation to continue.

Do a job and remain active by giving proper feedback timely. Offer constructive ideas for supporting services. Help in making decisions and solving problems.

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6 Step Plan to Well Being

1. Get ORGANIZED
2. Assess Your Needs
3. Choose Your Priorities
4. Stay Accountable
5. Anticipate Obstacles
6. Engage Leadership



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6 step plan to well-being. Get organized, access your needs, choose your priorities, stay accountable, anticipate obstacles, engage in leadership.

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Don't Postpone:

- Do it now
- If the job is too big, break it down into manageable pieces

Make a weekly to-do list:

- Prioritize it
- Do one at a time



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You should not postpone. Do it now. If the job is too big, break it down into manageable pieces. Make a weekly to do list, prioritize it and do one at a time.

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Schedule appointments

- This will cut down time wastage
- Don't feel guilty about saying "No" gracefully



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You should schedule the appointments.

This will cut down time wastage and you will not feel guilty about saying no gracefully. So, do you think I talk too much? I mean people say I talk too much, but I don't think so. I may talk a lot, but tons of people talk a lot more than I do. So just don't doubt yourself.

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REST



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So rest is an important component to prevent burnout. Sleep enough every night to feel rested.

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LAUGH

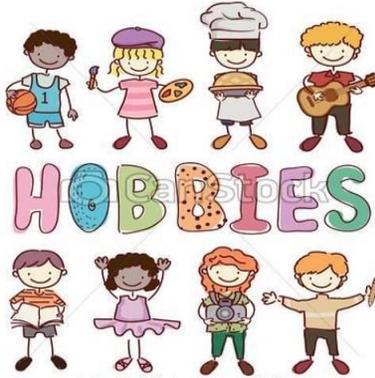


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Laughing lowers the stress. So laugh whenever you get an opportunity.

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GIVE TIME TO HOBBIES



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Give time to your hobbies because they will keep you engaged and they will motivate you.

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RELAX



RELAXATION LOWERS STRESS

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You have various relaxation techniques, mind body relaxation, deep breathing, vibroacoustics, autogenic training, visualization, pranayama, meditation, poor program for muscle relaxation, self-hypnosis, biofeedback and zen yoga, etc.

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NURTURE RELATIONSHIPS



Healthy Relationships = Lower Stress



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So you should start nurturing relationships because healthy relationships, they lower the stress.

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DO EXERCISE



EXERCISE LOWERS STRESS LEVELS



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You should be exercising in whatever way possible, whether it is walking, gardening, hiking, dancing, cycling, active recreation or swimming because exercise lowers the stress levels.

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Take a Break and Relax
Every sunset leads to a new dawn

Life is beautiful and so are you,
Love yourself and enjoy life.

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Take a break and relax as every sunset leads to a new dawn. Life is beautiful and so are you. Love yourself and enjoy life.

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REMEMBER YOU ARE NOT ALONE ASK FOR HELP
&
VOLUNTEER FOR ANY CAUSE SERVING
HUMANITY

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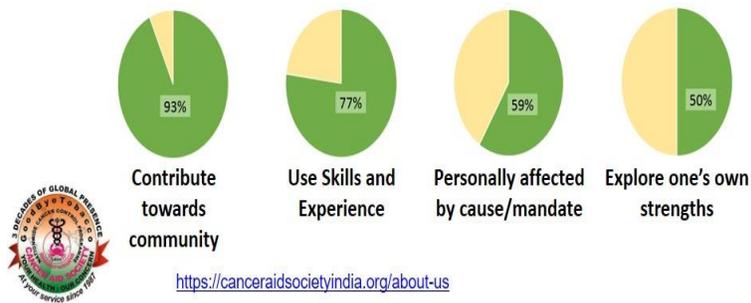
Remember, you are not alone. You should ask for help and you should volunteer for any cause serving humanity.

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Why People Volunteer?

As per the results of '2010 Canada Survey of Giving, Participating and Volunteering', major reasons are

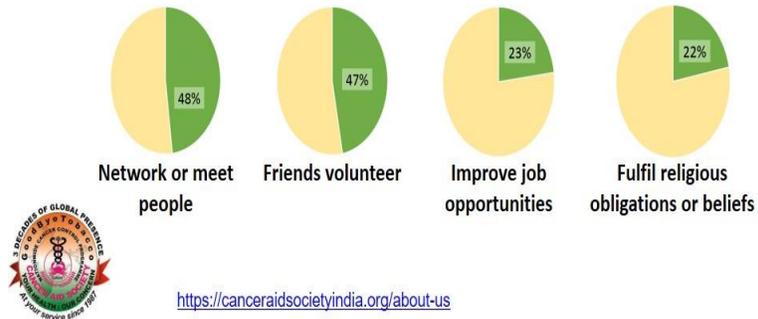


Why people volunteer? As per the results of a 2010 Canada survey of giving, participating and volunteering, major reasons are to contribute towards community, use skills and experience, personally affected by a cause or mandate and one wants to explore one's own strength.

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Why People Volunteer?

Other reasons



Other reasons may be network or meet people, friends and volunteers, improve job opportunities and fulfill religious obligations or beliefs.

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Your Role

- "Passion Detective"
- Connector
- Facilitator



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So you have to be a passion detective, connector as well as facilitator in case you want to volunteer.

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Benefits of Volunteering

- Recognition for volunteering contribution
- Resume Boost
- Become Part of something bigger
- Improve individual brand value



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What are the benefits of volunteering? Recognition for volunteering contribution is always there in the society. It boosts your resume, you become part of something bigger and improve individual brand value of yourself.

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World Health Organization
GCM
Global Conference on NCDs and Mental Health 2019 - Partners' Forum
Tuesday, 10 December 2019 - Thursday, 12 December 2019
Muscat, Oman - Kempinski Hotel Muscat

UN EVENT PASS

Mr. KUSH GUPTA, Kush
HR EXECUTIVE
CANCER AID SOCIETY
NGO

Mr. Kush Gupta, 23 yrs
Participated in WHO Conference on NCDs
held at Muscat in December 2019
and Won Title of Super Model 2020

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So at Cancer Aid Society, we had several volunteers who have achieved national and international leadership on various issues. So here is Mr. Kush Gupta at 23 years. He

participated in WHO conference on NCDs held at Muscat in December 2019 and he won title of Supermodel 2020. He was working as our HR executive.

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Mrs. Samar Parker, 32 years received Global Peace Excellence Award In Maldives recently



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This is Mrs. Samar Parker at 32 years. She received Global Peace Excellence Award in Maldives recently.

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Mrs. Neha Tripathi, 35 years Awarded Title of World Young Cancer Leader by UICC in 2014 at 30 yrs.



Got 16 International Scholarships for Japan, Australia, Abu Dhabi, Boston, Washington DC, Morocco, Cape Town, Geneva, Paris, Mauritius, Canada, Thailand, Malaysia, Germany, Kazakhstan.

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One of the directors, Mrs. Neha Tripathi at 35 years, she was awarded title of World Young Cancer Leader by Union of International Cancer Control in 2014 at the year of 30. She got 16 international scholarships for Japan, Australia, Abu Dhabi, Boston, Washington DC, Morocco, Cape Town, Geneva, Paris, Mauritius, Canada, Thailand, Malaysia, Germany and Kazakhstan.

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**Mrs. Garima Agarwal, 40 years
Won Mrs. India 2019
& Popular Queen of Universe 2020**



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Mrs. Garima Agarwal at 40 years. She won Mrs. India 2019 and Popular Queen of the Universe 2020 top title. And she was a volunteer at Cancer Aid Society.

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Manage the Balance

Needs of the
Volunteer



Needs of the
Network



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So you have to manage the balance. Needs of the volunteer are on one hand and needs of the network are on the other hand.

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African Proverb

*If you want to go quickly, go alone
If you want to go far, go together.*



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So there is an African proverb. We see people in the crowd. If you want to go quickly, go alone and if you want to go far, go together.

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Why volunteer?



- Not Good but the best
- Passing on the baton
- Increase coverage
- Strong Network



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Why should you volunteer? For not good but you have to be the best. You should pass on the baton from one to other. Increase the coverage and build up a strong network.

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Volunteer Network Ex. Student driven NSS, NCC, SCOUTS & GUIDES etc.

Youth Associations

Senior Citizen Associations

Volunteers do it for Self Satisfaction & Recognition

- **Goal is to serve the community specially the under privileged**



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Volunteer network, example is students driven are NSS, NCC, scouts and guides, etc. There are youth associations. There are senior citizen and associations. So volunteers do it for self-satisfaction and recognition. So goal is to serve the community especially the underprivileged.

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Cancer Aid Society mobilizes almost 7 lacs volunteer every year in our fight against Cancer & other NCDs



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Cancer Aid Society mobilizes almost 7 lakhs of volunteers every year in a fight against cancer and other NCDs keeping up with the goal number 3 of sustainable development goals that is good health and well-being.

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Here you can see even tiny tots, they start enjoying how to volunteer for health.

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So you can see the awareness program being organized across the country by Cancer Aid Society for improving the health of the community and the children from tiny tot up to the senior secondary level, they enjoy volunteering.

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Even doctors they volunteer for the cause attending the camps, etc.

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The block contains four photographs arranged in a 2x2 grid. The top-left photo shows a group of people seated at a long table in a workshop setting. The top-right photo shows a person presenting to an audience in a room. The bottom-left photo shows a group of people, including some in military uniforms, seated together. The bottom-right photo shows a person standing at a podium addressing a seated audience in a large hall.



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So you can see the palliative care workshops where we are grooming the doctors into pain and palliative care.

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Networking

Head Office
-LUCKNOW

Branches
-New Delhi
- Ahmedabad
-Kolkata
-Mumbai
-Chennai
-Bangalore
-Hyderabad



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Cancer Aid Society is a pan-India organization having its branches all across the country and we mobilize volunteers all across the country. Thank you.