

WEBVTT

1 "Jasmina Sisirak" (1641027072)

00:00:14.459 --> 00:00:29.064

one i will hit record my name is this i am the cohost of the healthy brain webinar series welcome to our third webinar presented by the health matters program from the at the

2 "Jasmina Sisirak" (1641027072)

00:00:29.064 --> 00:00:43.884

university of illinois at chicago in partnership with national task group and intellectual disability and dementia practices we're funded by the centers for disease control and prevention through the healthy brain initiative contents are

3 "Jasmina Sisirak" (1641027072)

00:00:43.884 --> 00:00:44.364

slowly

4 "Jasmina Sisirak" (1641027072)

00:00:44.459 --> 00:00:49.620

The responsibility of the authors and do not represent the official views of the CDC.

5 "Jasmina Sisirak" (1641027072)

00:00:50.125 --> 00:00:55.465

Couple of housekeeping items are not offered for these webinars.

6 "Jasmina Sisirak" (1641027072)

00:00:55.495 --> 00:01:09.055

Each live webinar will be recorded and we will make it available to view on YouTube with resources and the PowerPoint deck. We will let, you know, send an email when those are up.

7 "Jasmina Sisirak" (1641027072)

00:01:09.055 --> 00:01:10.885

It's usually happens in about a week.

8 "Jasmina Sisirak" (1641027072)

00:01:11.755 --> 00:01:22.645

And then please use chat box for any comments and questions we will have about 10 to 15 minutes of question and answer at the end of this presentation.

9 "Jasmina Sisirak" (1641027072)

00:01:23.095 --> 00:01:26.965

I wanted to to introduce today's presenter.

10 "Jasmina Sisirak" (1641027072)

00:01:27.270 --> 00:01:34.950

They will be presenting on promoting direct support, professional resilience, synthesizing findings to make an impact.

11 "Jasmina Sisirak" (1641027072)

00:01:36.475 --> 00:01:51.294

The presenter is Melissa. The rush. Welcome, Melissa. A little bit about Melissa. Melissa, the rose is an assistant professor of community nursing at the University of Massachusetts. Dartmouth. She's a nurse researcher, and educator.

12 "Jasmina Sisirak" (1641027072)

00:01:51.475 --> 00:02:04.945

Her current research interests are around reducing the inequities, experienced by people with developmental disabilities with a particular focus and healthcare provider attitudes and their contribution to poor health outcomes for people.

13 "Jasmina Sisirak" (1641027072)

00:02:04.950 --> 00:02:07.050

For the intellectual disability.

14 "Jasmina Sisirak" (1641027072)

00:02:08.845 --> 00:02:15.985

Today's presentation will be focused on direct support professionals,

15 "Jasmina Sisirak" (1641027072)

00:02:16.345 --> 00:02:27.685

being an essential support for many people with intellectual and developmental disabilities Despite this there have been few initiatives to support the resilience of DSPs, during challenging time, such as covid,

16 "Jasmina Sisirak" (1641027072)

00:02:27.685 --> 00:02:36.925

19 pandemic in this webinar we present key findings of our research that investigated practices that help DSPs of adults with.

17 "Jasmina Sisirak" (1641027072)

00:02:37.050 --> 00:02:43.920

Intellectual and developmental disabilities to be resilient based in interviews with DSPs who are able to thrive.

18 "Jasmina Sisirak" (1641027072)

00:02:43.920 --> 00:02:47.970

Despite the challenging circumstances of the Kobe, 19 pandemic.

19 "Jasmina Sisirak" (1641027072)

00:02:47.970 --> 00:02:56.010

Melissa welcome and fill in, uh, anything that I missed. Thank you. Everyone to who are attending the webinar.

20 "Melissa Desroches" (1074585088)

00:02:57.355 --> 00:03:02.395

Thank you, thank you very much for that introduction and for the invitation to be here today,

21 "Melissa Desroches" (1074585088)

00:03:02.755 --> 00:03:15.895

I'm really happy to be able to share these research findings with you and I just like to acknowledge and thank the direct support professionals who participated in this research study during covid, 19,

22 "Melissa Desroches" (1074585088)

00:03:15.895 --> 00:03:20.665

with everything else going on that allowed us to bring voice.

23 "Melissa Desroches" (1074585088)

00:03:20.760 --> 00:03:29.425

To the DSPs themselves so thank you. Um, if you happen to be somebody who participated, um, so next slide please.

24 "Melissa Desroches" (1074585088)

00:03:29.725 --> 00:03:42.115

So, today, I'd like you to be able to walk away, come away from this session, rather with, at least 3 practices that direct support professionals can use to help them thrive in their role.

25 "Melissa Desroches" (1074585088)

00:03:42.115 --> 00:03:50.695

So, if you're a DSP listening, I hope we have some tangible outcomes for you. And if you are a person who employees DSPs, if.

26 "Melissa Desroches" (1074585088)

00:03:50.760 --> 00:04:01.290

You're a person with developmental disability, or if you work in an agency, at least 2 strategies that you can use to support DSPs who you work with our employee to be resilient.

27 "Melissa Desroches" (1074585088)

00:04:01.645 --> 00:04:02.965

Next slide please,

28 "Melissa Desroches" (1074585088)

00:04:04.405 --> 00:04:19.135

so direct support professionals if you're not familiar with the term are people who provide needed supports to people with a variety of health conditions we use this terminology often when we're

29 "Melissa Desroches" (1074585088)

00:04:19.135 --> 00:04:28.225

caring for supporting people with intellectual and developmental disabilities, other names might be direct care workers care staff, care attendance.

30 "Melissa Desroches" (1074585088)

00:04:29.754 --> 00:04:44.034

Um, but when we look at people who provide support specifically to people with intellectual and developmental disability, there's more than a 1Million DSPs the abbreviation I'll use, um, in the United States. This was prior to the pandemic.

31 "Melissa Desroches" (1074585088)

00:04:44.814 --> 00:04:58.134

A direct support professional is someone who again works directly with people with intellectual and developmental disabilities to help them meet their daily needs. But this is a role that is different from a caregiver.

32 "Melissa Desroches" (1074585088)

00:04:58.344 --> 00:05:13.044

Somebody who's providing care. Um, GSP is have a special world where they're supportive. So, they're supporting people with intellectual and developmental disability to live in community settings. They're helping them to be engaged community members.

33 "Melissa Desroches" (1074585088)

00:05:13.044 --> 00:05:14.094

So this is different.

34 "Melissa Desroches" (1074585088)

00:05:14.309 --> 00:05:15.899

Caregiving.

35 "Melissa Desroches" (1074585088)

00:05:15.899 --> 00:05:22.679

And very important resource to support people being able to live in the community.

36 "Melissa Desroches" (1074585088)

00:05:22.944 --> 00:05:24.354

Next slide. Please.

37 "Melissa Desroches" (1074585088)

00:05:27.234 --> 00:05:41.124

So, what we know about DSPs are that they are a stigmatized workforce, they thieves stigma, most direct support professionals, not specific to intellectual and developmental disability,

38 "Melissa Desroches" (1074585088)

00:05:41.124 --> 00:05:50.124

specializing DSPs, but most are from historically disadvantaged backgrounds. The majority are female. They're of color.

39 "Melissa Desroches" (1074585088)

00:05:50.429 --> 00:06:00.359

They're middle aged or older, and they are more likely to be relying on some form of public assistance. So stigmatized because of social status.

40 "Melissa Desroches" (1074585088)

00:06:00.684 --> 00:06:15.384

In addition, direct support professionals who support people with intellectual and developmental disability also face stigma by being associated with people with intellectual and developmental disability who we know face massive amounts of stigma in society.

41 "Melissa Desroches" (1074585088)

00:06:16.254 --> 00:06:30.174

We know that DSPs are a huge work for us more than a 1Million strong, but they really invisible in terms of resources and support for them to be able to do their role. They don't garner.

42 "Melissa Desroches" (1074585088)

00:06:30.359 --> 00:06:42.479

Same attention that other essential workers or other healthcare professionals garner you might say the word direct support professional and somebody actually doesn't know what that term means. Um, next slide please.

43 "Melissa Desroches" (1074585088)

00:06:44.274 --> 00:06:59.124

So we do have, and we have had a long standing and massive direct support, professional workforce shortage and this has been documented for decades. Even before the pandemic.

44 "Melissa Desroches" (1074585088)

00:06:59.304 --> 00:07:13.704

This was referred to as a crisis. This was at crisis levels and back in 2017. there was a report to the president by the President's Council on intellectual disability that revealed the staffing levels were untenable. levels were untenable

45 "Melissa Desroches" (1074585088)

00:07:13.919 --> 00:07:17.489

And they couldn't be sustained anymore because of stress.

46 "Melissa Desroches" (1074585088)

00:07:17.489 --> 00:07:21.449

And burn out among the direct support professional workforce.

47 "Melissa Desroches" (1074585088)

00:07:21.449 --> 00:07:35.609

And there were contributing factors that were identified, so very high staff turnover, meaning people are coming into the role and then they might stay a short period of time usually less than a year. And they're leaving.

48 "Melissa Desroches" (1074585088)

00:07:35.609 --> 00:07:49.679

um the population of people with with intellectual and developmental disability that they're supporting is aging so they may have more needs that go along with that in terms of complex conditions

49 "Melissa Desroches" (1074585088)

00:07:49.679 --> 00:07:54.839

We have fewer direct support professionals entering the workforce.

50 "Melissa Desroches" (1074585088)

00:07:54.839 --> 00:07:58.619

There are low wages little benefits.

51 "Melissa Desroches" (1074585088)

00:07:58.619 --> 00:08:09.959

We know that the schedule and the time off can be challenging when you're working in somebody's home and there's 24, 7 demand for services. Um, high stress.

52 "Melissa Desroches" (1074585088)

00:08:10.404 --> 00:08:20.184

A lack of training oftentimes lay people are coming in and have a week or 2 of training and are expected to be able to perform a job independently.

53 "Melissa Desroches" (1074585088)

00:08:20.484 --> 00:08:25.944

And then again, that lack of recognition and status for skilled, direct support professionals.

54 "Melissa Desroches" (1074585088)

00:08:26.304 --> 00:08:33.534

Next slide please. So, all of that, as mentioned was documented in 2017 before covid 19 happened.

55 "Melissa Desroches" (1074585088)

00:08:33.894 --> 00:08:44.094

So before covid, 19 occurred, we had an annual turnover rate of direct support professionals who support people with intellectual and developmental disabilities of 44%.

56 "Melissa Desroches" (1074585088)

00:08:44.094 --> 00:08:55.524

So, 44 out of 100 were coming into a role and leaving every year. And so you can see we have. and so you can see we have

57 "Melissa Desroches" (1074585088)

00:08:56.009 --> 00:09:09.954

To pull news articles, and I, every time I give this presentation, I look for new articles and they are, they continue to be published. This is something we're really not making a dent on some of the, the titles.

58 "Melissa Desroches" (1074585088)

00:09:09.954 --> 00:09:18.924

We're beginning to see the collapse of the system. A shortage of direct support staff, the big impact on people with developmental disabilities.

59 "Melissa Desroches" (1074585088)

00:09:19.104 --> 00:09:26.004

So this isn't just a problem because it's harder for the existing to work and get their job done when they're.

60 "Melissa Desroches" (1074585088)

00:09:26.009 --> 00:09:36.389

Short staffed, but the impact on people with developmental disabilities who rely on direct support professionals for their basic everyday needs.

61 "Melissa Desroches" (1074585088)

00:09:36.389 --> 00:09:39.659

Including being a value member of the community.

62 "Melissa Desroches" (1074585088)

00:09:39.659 --> 00:09:44.579

Next slide.

63 "Melissa Desroches" (1074585088)

00:09:44.579 --> 00:09:56.069

Yet we find not everybody is leaving, right? Despite really the insurmountable challenges that covid 19 brought to light some GSPs.

64 "Melissa Desroches" (1074585088)

00:09:56.069 --> 00:10:10.104

Stayed, and I reported to be thriving, so a research study that was conducted by myself and my team, um, during the covid 19 pandemic revealed that many DSPs,

65 "Melissa Desroches" (1074585088)

00:10:10.134 --> 00:10:21.174

we're flexible. They were creative. They have positive attitudes they were going above and beyond, despite the challenges that they face during covid.

66 "Melissa Desroches" (1074585088)

00:10:21.449 --> 00:10:25.799

Next slide please.

67 "Melissa Desroches" (1074585088)

00:10:26.064 --> 00:10:35.964

So we have spent a lot of time in research focusing on the stress and burnout piece of our health care workers, and of direct support professionals.

68 "Melissa Desroches" (1074585088)

00:10:36.144 --> 00:10:49.134

But what we haven't spent a lot of time doing is looking at what helps people to stay, what helps people to persevere through challenges and remain thriving in their roles.

69 "Melissa Desroches" (1074585088)

00:10:49.229 --> 00:10:58.829

And so, when we talk about the ability to thrive in the face of challenges and adversity, the term that we use for that in research is resilience.

70 "Melissa Desroches" (1074585088)

00:10:59.244 --> 00:11:00.504

Next slide please.

71 "Melissa Desroches" (1074585088)

00:11:05.094 --> 00:11:18.084

So, when we look at the research literature on resilience of direct support professionals, who support people with intellectual and developmental disabilities, there have been 3 studies conducted and they are actually pretty recent.

72 "Melissa Desroches" (1074585088)

00:11:18.084 --> 00:11:28.824

So, since that President's report came out, interestingly, they're all from mid Western USA. So not necessarily generalizable to the whole country, but that's okay. They give.

73 "Melissa Desroches" (1074585088)

00:11:28.829 --> 00:11:34.769

That's our starting basis of knowledge. And so what is known is that among DSPs.

74 "Melissa Desroches" (1074585088)

00:11:34.769 --> 00:11:44.399

Resilience is kind of the connecting piece between self care what somebody does to take good care of themselves and.

75 "Melissa Desroches" (1074585088)

00:11:44.399 --> 00:11:56.639

How they feel about their jobs as DSP so, resilience is that connecting piece? It mediates that relationship between what I do to take care of myself. And how I feel about my job.

76 "Melissa Desroches" (1074585088)

00:11:56.639 --> 00:12:09.239

Another finding is that direct support professionals who measured high on indicators of resilience we're motivated by specific things. They were motivated by their families.

77 "Melissa Desroches" (1074585088)

00:12:09.239 --> 00:12:18.839

They were motivated by their social relationships, and they were motivated by a desire to contribute and to improve and to better society.

78 "Melissa Desroches" (1074585088)

00:12:19.884 --> 00:12:33.474

And then finally, the 3rd, finding in the research is that as resilience increases in DSPs, the level of emotional exhaustion or the frequency of emotional exhaustion decreases.

79 "Melissa Desroches" (1074585088)

00:12:33.624 --> 00:12:38.154

So, as we can increase resilience, we can decrease emotional exhaustion.

80 "Melissa Desroches" (1074585088)

00:12:38.459 --> 00:12:42.089

Next slide please.

81 "Melissa Desroches" (1074585088)

00:12:42.444 --> 00:12:51.204

When we look at the research on interventions on what people are currently doing to promote DSP resilience, and this is from the research.

82 "Melissa Desroches" (1074585088)

00:12:51.204 --> 00:13:05.124

So not necessarily all of the things that might be going on in individual agencies that haven't risen to the research journals. Um, but we found 2 studies that have looked at evidence based practices for DSP resilience.

83 "Melissa Desroches" (1074585088)

00:13:05.574 --> 00:13:11.304

Now, both of these came out of the United Kingdom. So we haven't found anything in the United States.

84 "Melissa Desroches" (1074585088)

00:13:12.089 --> 00:13:23.009

Study showed that a 2 day. Mindfulness and emotional coping training helped to reduce direct support professionals, psychological distress.

85 "Melissa Desroches" (1074585088)

00:13:23.009 --> 00:13:28.859

So, not resilient specifically, but kind of related, right? Their psychological distress.

86 "Melissa Desroches" (1074585088)

00:13:28.859 --> 00:13:34.049

And then another article looked at a brief.

87 "Melissa Desroches" (1074585088)

00:13:34.074 --> 00:13:37.644

Resilience workshop, and it didn't say how long the workshop was,

88 "Melissa Desroches" (1074585088)

00:13:38.514 --> 00:13:52.674

but it was related to challenging behavior and how to manage challenging behavior and that study found that DSPs who had that training were able to decrease their emotional reactions to the challenging behavior.

89 "Melissa Desroches" (1074585088)

00:13:52.854 --> 00:14:00.384

So, there's some evidence that these interventions related to resilience can have positive effects with DSPs.

90 "Melissa Desroches" (1074585088)

00:14:00.894 --> 00:14:09.444

However, we actually haven't measured that resilience itself and theory about resilience hasn't guided these research studies. So we're close.

91 "Melissa Desroches" (1074585088)

00:14:09.444 --> 00:14:17.574

We're kind of coming at it from all different lenses, but we haven't gone straight for the concept of resilience or thriving during challenge.

92 "Melissa Desroches" (1074585088)

00:14:17.844 --> 00:14:30.594

Next slide please. So this is what we identified in research. We always look for our major gap in the literature. Meaning where is the

whole what is the big question that we're trying to answer?

93 "Melissa Desroches" (1074585088)

00:14:30.864 --> 00:14:42.054

And so our big gap our big whole was that we found no studies that examined DSP resilience and what helps direct support professionals to thrive during challenging times.

94 "Melissa Desroches" (1074585088)

00:14:42.479 --> 00:14:47.879

From the voice of the direct support professional, meaning nobody has asked them and published that.

95 "Melissa Desroches" (1074585088)

00:14:48.144 --> 00:15:02.784

Next slide. Please. So, that is what we thought to do through our DSP thrive research study. My Co investigator. Dr marinda tile here at the University of Massachusetts Dartmouth together.

96 "Melissa Desroches" (1074585088)

00:15:03.024 --> 00:15:07.674

We had funding from our university for an an internal funded study.

97 "Melissa Desroches" (1074585088)

00:15:08.214 --> 00:15:22.944

And so we looked at what are the practices that contribute to the resilience of DSPs, who support people with and so basically, we conducted qualitative telephone interviews using zoom technology, and this was last year.

98 "Melissa Desroches" (1074585088)

00:15:22.944 --> 00:15:37.044

So, February to August, it was hard to get to people during that time during covid out of respect for how busy people were the summer time, made that a little bit easier as we had a dip with the covid cases.

99 "Melissa Desroches" (1074585088)

00:15:37.494 --> 00:15:51.654

We ultimately were able to speak with 10 direct support professionals who were referred to us by their employers in some cases themselves, or their peers for being very resilient. Somebody saw that in them or they recognized that.

100 "Melissa Desroches" (1074585088)

00:15:51.654 --> 00:15:52.554

Yeah, this is me.

101 "Melissa Desroches" (1074585088)

00:15:52.944 --> 00:16:07.134

We invited them, or we had recruited them by sending email flier

invitations to developmental disability service provider agencies and through nursing contacts through the developmental disability nurses Association.

102 "Melissa Desroches" (1074585088)

00:16:07.139 --> 00:16:10.799

And a lot of nurses work with direct support professionals in their agencies.

103 "Melissa Desroches" (1074585088)

00:16:11.064 --> 00:16:23.604

Next slide please so off the DSPs who responded our sample of 10. we had 90% were female. We had 1 male. 80% were white.

104 "Melissa Desroches" (1074585088)

00:16:23.604 --> 00:16:28.314

1 was African American 1 was Cape Verdean. cape verdean

105 "Melissa Desroches" (1074585088)

00:16:28.589 --> 00:16:35.459

50% worked in group homes, so we had a large representation of residential care staff.

106 "Melissa Desroches" (1074585088)

00:16:35.459 --> 00:16:41.279

Um, 70% were from the Northeast, the age range was 20 to 51.

107 "Melissa Desroches" (1074585088)

00:16:41.279 --> 00:16:48.839

And the years of experience varied between 1, year of employment to 16 years of employment, as a direct support professional.

108 "Melissa Desroches" (1074585088)

00:16:49.524 --> 00:16:50.664

Next slide please.

109 "Melissa Desroches" (1074585088)

00:16:55.674 --> 00:17:04.853

Okay so our findings we ultimately, through this study found 5 practices that contribute to direct support professional resilience.

110 "Melissa Desroches" (1074585088)

00:17:05.034 --> 00:17:18.834

So these are practices on the level of the DSP, or even within their agency, but we didn't address broad factors, like, pay salary, occupational work, force, status things like.

111 "Melissa Desroches" (1074585088)

00:17:18.839 --> 00:17:21.419

So, I'll practice the findings with that.

112 "Melissa Desroches" (1074585088)

00:17:21.864 --> 00:17:30.894

Next slide please. So the 1st practice that DSP is identified is very important to helping them.

113 "Melissa Desroches" (1074585088)

00:17:30.894 --> 00:17:37.974

Thrive was communication and communication encompassed communication with the people that they support.

114 "Melissa Desroches" (1074585088)

00:17:38.664 --> 00:17:50.064

With the families of the people, they support as well as other DSPs and staff. So the ability to make a meaningful connection with the people that they support.

115 "Melissa Desroches" (1074585088)

00:17:50.124 --> 00:18:00.954

And specifically a lot was said about people who don't use verbal language that was identified as very important, being able to make that interpersonal connection.

116 "Melissa Desroches" (1074585088)

00:18:01.524 --> 00:18:10.614

Also communication that supported the ability of the DSP to understand what's the bigger picture of what's going on with the person.

117 "Melissa Desroches" (1074585088)

00:18:10.974 --> 00:18:18.534

So they talked about getting their shift report or reading their communication log for the day after they were getting somebody home from day program.

118 "Melissa Desroches" (1074585088)

00:18:18.534 --> 00:18:31.224

And instead of just hearing about what happened, you know, on the ride home, looking at, okay with the last 2 days, when you were here, this is what's been going on with Jim. He's been really upset because his family didn't come see him last week.

119 "Melissa Desroches" (1074585088)

00:18:31.229 --> 00:18:39.269

And getting that bigger picture that way, the DSP was more prepared to be able to communicate and engage with the person in a way that was meaningful.

120 "Melissa Desroches" (1074585088)

00:18:40.104 --> 00:18:53.184

Communication again, also related to relationships with the staff, and

being able to have just have a brief time to vent with a trusted colleague, and the idea was to vent and move on not to dwell on it.

121 "Melissa Desroches" (1074585088)

00:18:53.514 --> 00:19:00.714

But to briefly get something off their chest with a trusted colleague to cope with stress was very important to them.

122 "Melissa Desroches" (1074585088)

00:19:01.014 --> 00:19:09.264

And usually that colleague was somebody that they respected that had been in the field for a long time and could also give that broader perspective.

123 "Melissa Desroches" (1074585088)

00:19:09.269 --> 00:19:12.839

Um, related to kind of putting the days events, um.

124 "Melissa Desroches" (1074585088)

00:19:12.839 --> 00:19:26.664

In importance, communication was also a foundational aspect of teamwork. Teamwork was another major finding that really went under the umbrella of communication, but there's a need to be highlighted.

125 "Melissa Desroches" (1074585088)

00:19:27.144 --> 00:19:34.794

Um, teamwork was important for the DSPs among themselves to provide care. That was safe and effective.

126 "Melissa Desroches" (1074585088)

00:19:34.794 --> 00:19:42.774

They talked about the impact of having a lot of different staff rotating in and out of the team, and having a consistent team where people could trust.

127 "Melissa Desroches" (1074585088)

00:19:42.839 --> 00:19:51.209

To each other, and where the persons supported also could trust the staff and knew how to communicate. It was very important.

128 "Melissa Desroches" (1074585088)

00:19:51.624 --> 00:20:05.394

And then teamwork with the people that they supported, particularly in group settings in the day habilitation setting it out in community settings. So building a sense of team that yep, we're doing this together. And what would the team like to do and okay.

129 "Melissa Desroches" (1074585088)

00:20:05.394 --> 00:20:12.564

We're going to trade off if we don't get to do this activity, let's

vote as a team and making decisions as a team.

130 "Melissa Desroches" (1074585088)

00:20:12.834 --> 00:20:21.144

And so there's a quote that really encapsulates or I don't know if that's right but what communication is all about in light of this study and the idea.

131 "Melissa Desroches" (1074585088)

00:20:21.209 --> 00:20:24.479

That you need to listen, you really need to listen.

132 "Melissa Desroches" (1074585088)

00:20:24.479 --> 00:20:38.064

I listened to the client, I listened to them. I sit back even in our conversations when they're having conversations amongst each other. I listened to them and that's how I learned. And that's how I learned the different things that they like, and what they say.

133 "Melissa Desroches" (1074585088)

00:20:38.064 --> 00:20:49.014

And so I listen and I learn so really that you are not just doing tasks, but you're communicating to know, and understand another person and to build a sense of teamwork.

134 "Melissa Desroches" (1074585088)

00:20:49.139 --> 00:20:54.149

Next slide please self worth and recognition.

135 "Melissa Desroches" (1074585088)

00:20:54.894 --> 00:21:06.654

Was our 2nd, major finding, and they're not really in any order, not any ranked order. Um, but it should come as no surprise that positive recognition is important to DSPs to thrive.

136 "Melissa Desroches" (1074585088)

00:21:06.984 --> 00:21:21.954

And this recognition can come from people that they support themselves. And maybe the family members. It may be the agency leadership oftentimes agency leadership wasn't who the DSPs were talking about.

137 "Melissa Desroches" (1074585088)

00:21:21.954 --> 00:21:23.994

It's when they got that feedback from family.

138 "Melissa Desroches" (1074585088)

00:21:24.174 --> 00:21:38.904

Members or from the people that they supported themselves in general, the DSPs prefaced describing this need with overall talking about how

they really didn't feel valued in society.

139 "Melissa Desroches" (1074585088)

00:21:38.904 --> 00:21:48.354

And how people don't see them. They don't think their role is very important. Um, and that that really weighed heavily on them that lack of societal value.

140 "Melissa Desroches" (1074585088)

00:21:48.929 --> 00:22:01.704

And so a few strategies that they identified 1 was when agency leaders, um, took the time to listen to what the DSPs had to say, and not just in a reactive way,

141 "Melissa Desroches" (1074585088)

00:22:01.704 --> 00:22:14.304

but through purposefully engaging with the DSPs, and including them in, in decisions that affected people's everyday lives and then also followed up.

142 "Melissa Desroches" (1074585088)

00:22:14.639 --> 00:22:21.809

Made changes, or came back to them and said, okay, I looked into this and this was the outcome and this is why but having that follow up.

143 "Melissa Desroches" (1074585088)

00:22:21.809 --> 00:22:29.309

Um, again, the positive feedback from the people that they supported as well as the families, um.

144 "Melissa Desroches" (1074585088)

00:22:29.309 --> 00:22:41.729

That again was very much linked to meaning with them that they were doing something meaningful and, and having self worth from helping others. And so a positive impact that positive impact piece. Um.

145 "Melissa Desroches" (1074585088)

00:22:41.729 --> 00:22:46.919

Was a major piece of what helps people to stay and thrive despite challenging times.

146 "Melissa Desroches" (1074585088)

00:22:47.424 --> 00:23:01.524

next slide please so going along with that going along with that communication piece um and with the with the meaning piece really getting at building an authentic and

147 "Melissa Desroches" (1074585088)

00:23:01.584 --> 00:23:16.584

equitable person to person relationship with the people that they

support with the people with intellectual and developmental disability so not not having you know i'm a nurse so not having like a nurse patient relationship or a

148 "Melissa Desroches" (1074585088)

00:23:16.919 --> 00:23:29.849

Your client relationship, but having really a person to person relationship. Um, so if you're in the healthcare provider world, this person centered, um, getting to know the person as a person.

149 "Melissa Desroches" (1074585088)

00:23:29.849 --> 00:23:38.844

1st, and as an individual, and it was highlighted that getting to know the person based on your own experience, with the person is important.

150 "Melissa Desroches" (1074585088)

00:23:39.264 --> 00:23:48.954

Because a lot of bias the DSP reported is spread among staff about different aspects of supporting different individuals.

151 "Melissa Desroches" (1074585088)

00:23:49.254 --> 00:23:59.484

And so they reported that often times, you know, they may hear this or that about an individual that they support. But when they actually meet the person, when they actually engage, they haven't had that problem at all.

152 "Melissa Desroches" (1074585088)

00:23:59.849 --> 00:24:12.594

And you think about this in our everyday workplaces, there's certain people, individuals that we blend with, or we don't blend well with. So, this shouldn't be any surprise when we blend multiple people when we blend people with.

153 "Melissa Desroches" (1074585088)

00:24:13.224 --> 00:24:18.894

And that of course, some people are going to align and some people are so just having that recognition that.

154 "Melissa Desroches" (1074585088)

00:24:19.169 --> 00:24:23.399

I need to make my own relationship and gauge from my own experience.

155 "Melissa Desroches" (1074585088)

00:24:23.399 --> 00:24:32.399

The other thing was emphasizing that respect and the shared humanness and the quote on the side here.

156 "Melissa Desroches" (1074585088)

00:24:32.399 --> 00:24:47.364

they're people just like we are you know they may have a disability but they're just like we are so the people that were thriving were able to see that you know kind of cutting through all the baloney on one person supporting another person they had to the

157 "Melissa Desroches" (1074585088)

00:24:47.364 --> 00:24:53.994

dsp has had to do some discernment though right because although there's that equity in the relationship

158 "Melissa Desroches" (1074585088)

00:24:54.269 --> 00:25:03.444

Still direct support professionals right? So we're doing a service, these DSPs and so recognizing that. Although we want to build an equitable relationship.

159 "Melissa Desroches" (1074585088)

00:25:03.444 --> 00:25:13.014

It's not really about me and my need, I need to discern how much of my real life is appropriate to share. What things can I tell this person? Should I not.

160 "Melissa Desroches" (1074585088)

00:25:13.289 --> 00:25:16.379

Share with the person, um.

161 "Melissa Desroches" (1074585088)

00:25:16.379 --> 00:25:24.179

Sugar coating was something else, um, that these DSP is talked about the opportunity for people to make choices.

162 "Melissa Desroches" (1074585088)

00:25:24.179 --> 00:25:32.754

And try, even when there is the possibility of failure, or being let down, but the idea that if I walk in and say, everything's going to be fine,

163 "Melissa Desroches" (1074585088)

00:25:32.754 --> 00:25:44.424

don't worry about it or giving sympathy a lot of sympathy and not reality didn't help towards that equitable. And real relationship.

164 "Melissa Desroches" (1074585088)

00:25:45.624 --> 00:25:56.124

Next slide please so embracing change and learning. This was a big 1 and it may be because of the covid, 19 pandemic. It may not be.

165 "Melissa Desroches" (1074585088)

00:25:56.124 --> 00:26:07.794

It may be a long standing, finding more research will need to, to

weigh that out. But ultimately, the DSPs talked about how their role can be really very unpredictable.

166 "Melissa Desroches" (1074585088)

00:26:08.064 --> 00:26:14.604

It can change according to, who are the people that you are working with and you are serving in a given.

167 "Melissa Desroches" (1074585088)

00:26:14.699 --> 00:26:27.179

Day if you are moved to another house or another location, or somebody's health status changes that you're supporting, and you need to learn new skills. So, flexibility and adaptability. Very important.

168 "Melissa Desroches" (1074585088)

00:26:27.179 --> 00:26:35.669

And the recognition that this is to be expected, that this is just part of the way it is, um, change is happening.

169 "Melissa Desroches" (1074585088)

00:26:35.669 --> 00:26:49.739

The idea of letting go of control to that there is going to be somebody else that's going to do something and it's gonna be different than the way that I do it. And it's not that that's a bad thing. We can have 2 different methods.

170 "Melissa Desroches" (1074585088)

00:26:49.739 --> 00:27:04.409

And they can both be. Okay, now, obviously there's a little bit that goes along with following policy, but when there's not a breach of policy or anything like that, going on the recognition that it doesn't have to be my way or the highway. Right? We can both have our own way is important.

171 "Melissa Desroches" (1074585088)

00:27:04.409 --> 00:27:16.619

Putting a positive spin on changes so looking at change as an opportunity to grow as an opportunity to learn, perhaps new skills to have a new tool in the tool belt.

172 "Melissa Desroches" (1074585088)

00:27:16.974 --> 00:27:26.964

And along with that, reflecting on, what can be learned from past experiences so, a lot of self awareness and introspection and looking at,

173 "Melissa Desroches" (1074585088)

00:27:26.994 --> 00:27:40.824

how can I learn how can I grow training and education was spoken of, by a lot of the DSPs as important, particularly when they were newer,

um, and related,

174 "Melissa Desroches" (1074585088)

00:27:40.824 --> 00:27:44.034

or they had rather a newer, um.

175 "Melissa Desroches" (1074585088)

00:27:44.724 --> 00:27:52.374

And you were requirements, so it's something that was new to them. Maybe they're not new in the job and now they're doing something new, or they need to provide a new care task.

176 "Melissa Desroches" (1074585088)

00:27:52.433 --> 00:28:00.084

Um, so the ability to have training and to feel that they were well prepared, helped them to thrive.

177 "Melissa Desroches" (1074585088)

00:28:01.014 --> 00:28:11.394

As mentioned before really tailoring what policies may be in place and finding one's unique style kind of. How do I do this?

178 "Melissa Desroches" (1074585088)

00:28:11.394 --> 00:28:22.734

And to have that self efficacy that I have my own way and, um, and I'm doing this right? And I'm doing a good job and I can shift and I can adapt and I can pivot, but I can kind of own this and have a little pride in that.

179 "Melissa Desroches" (1074585088)

00:28:23.039 --> 00:28:32.309

On the call here talks about change happens every day, and you just have to roll with it. And I think that sums up well, um, this practice.

180 "Melissa Desroches" (1074585088)

00:28:32.309 --> 00:28:44.369

Next slide please. So, boundaries was a big 1, um, with both people.

181 "Melissa Desroches" (1074585088)

00:28:44.394 --> 00:28:58.524

And time, so respecting the boundaries, not the DSP, but the DSP respecting the boundaries of the person with intellectual development disability that they served, um,

182 "Melissa Desroches" (1074585088)

00:28:58.554 --> 00:29:06.324

in terms of their communication, in terms of maybe their values and beliefs. Um, so some examples of this.

183 "Melissa Desroches" (1074585088)
00:29:06.479 --> 00:29:10.889
Um, described.

184 "Melissa Desroches" (1074585088)
00:29:11.694 --> 00:29:25.674
Times when it would have been easy for the DSP, just to tell a family member, kind of what went on about an incident that happened and so that, that DSP that family member can know, you know, what that didn't do anything wrong.

185 "Melissa Desroches" (1074585088)
00:29:26.874 --> 00:29:40.554
Everything's okay. But the recognition that that's kind of paternalistic to not give somebody the opportunity not to give the person serve the opportunity to describe what happened in their own words. And then that really limits that person's freedom. So.

186 "Melissa Desroches" (1074585088)
00:29:40.889 --> 00:29:43.619
You know, this is a boundary I'm going to have.

187 "Melissa Desroches" (1074585088)
00:29:43.619 --> 00:29:57.774
Of course, encourage this person to give their account of what really happened. And then I'm going to fill in the gaps and I'm going to assist, but having that boundary around communication that this is their relationship with their family member and I'm going to support that.

188 "Melissa Desroches" (1074585088)
00:29:57.774 --> 00:30:11.244
And I'm not just going to kind of dive straight over another example related to boundaries around communication and family members that came up with something that was watched on television about death and dying.

189 "Melissa Desroches" (1074585088)
00:30:11.514 --> 00:30:13.614
And the person was asking about.

190 "Melissa Desroches" (1074585088)
00:30:13.619 --> 00:30:22.794
The person supported was asking about heaven and what happens when people die and the JSP was very cautious, but well, how, how should I approach this?

191 "Melissa Desroches" (1074585088)
00:30:22.794 --> 00:30:31.614
This isn't my family right in this family that I'm supporting the, the

individual and the family has values and beliefs. And so how should I address this?

192 "Melissa Desroches" (1074585088)

00:30:31.614 --> 00:30:42.834

And so having that open communication with the family was very helpful and a source of support to the DSP to know that, you know, what I'm doing is in line with.

193 "Melissa Desroches" (1074585088)

00:30:43.619 --> 00:30:46.829

The desires and wishes of this individual and this family.

194 "Melissa Desroches" (1074585088)

00:30:47.364 --> 00:30:56.154

Another boundary related to setting boundaries around when the DSP was available in terms of to communicate with people start.

195 "Melissa Desroches" (1074585088)

00:30:56.424 --> 00:31:05.154

So now, we know we're in the time of zoom and Webex and text messaging and it's not just what goes on during a typical work day.

196 "Melissa Desroches" (1074585088)

00:31:05.454 --> 00:31:15.924

And so we have that people text them their 5 a day, the Special Olympics, 5 fruits and vegetables. 5 glasses of water I don't remember all the other 5 things. things

197 "Melissa Desroches" (1074585088)

00:31:16.829 --> 00:31:24.359

And then they might get upset when the, when the DSP didn't text them back right away. Um, and so the really had to set boundaries around that like.

198 "Melissa Desroches" (1074585088)

00:31:24.384 --> 00:31:34.254

Okay, if I don't respond to you, it's because I'm probably helping my mom, I care for my mom, or I might be doing something with my husband so just know you can text me, but I might not get back to you right away.

199 "Melissa Desroches" (1074585088)

00:31:34.524 --> 00:31:39.564

I'll see you tomorrow morning, it'll be okay and setting that expectation.

200 "Melissa Desroches" (1074585088)

00:31:39.809 --> 00:31:47.129

Others had other policies about, you know, where, and when they would

have that interpersonal communication.

201 "Melissa Desroches" (1074585088)

00:31:47.129 --> 00:31:55.319

Um, another boundary related to work hours, of course, but in terms of scheduling, so learning their own limits in terms of.

202 "Melissa Desroches" (1074585088)

00:31:55.434 --> 00:32:07.794

How much overtime is too much overtime who are people supported that the DSP it's too draining for them to work with on a regular basis, or too many shifts in a row maybe,

203 "Melissa Desroches" (1074585088)

00:32:07.794 --> 00:32:15.774

because of challenging behaviors or just personality mismatch. So placing limits on that, and not involved, recognizing.

204 "Melissa Desroches" (1074585088)

00:32:16.049 --> 00:32:22.379

What are the symptoms of when I'm getting burnt out? What changes do I see and myself? Um.

205 "Melissa Desroches" (1074585088)

00:32:22.674 --> 00:32:33.054

That are warning signs for me that say, hey, I have to put the brakes on, or I have to speak up to my supervisor and say, you know, what? I'm happy to work an extra shift but I can't work it in this residents. With this person.

206 "Melissa Desroches" (1074585088)

00:32:33.084 --> 00:32:39.354

You got to try to move something around so the boundaries are very important in many, many different ways.

207 "Melissa Desroches" (1074585088)

00:32:40.194 --> 00:32:45.204

Next slide please so intentional mindset.

208 "Melissa Desroches" (1074585088)

00:32:45.564 --> 00:32:56.124

Um, 1 phrase that came up quite a bit was you gotta leave your problems at the door, leave your problems at the door.

209 "Melissa Desroches" (1074585088)

00:32:56.639 --> 00:33:10.644

Um, it was a conscious daily decision that these thriving DSPs made not to bring their problems from their personal lives into work. And it was interesting because more than 1 person used that exact phrase.

210 "Melissa Desroches" (1074585088)

00:33:11.304 --> 00:33:18.804

So, something, something really to consider, I think for all of us, what can we leave at home that we don't need to bring into our work lives.

211 "Melissa Desroches" (1074585088)

00:33:18.869 --> 00:33:25.229

I mentioned that sympathy piece before DSPs weren't sympathetic.

212 "Melissa Desroches" (1074585088)

00:33:25.229 --> 00:33:29.489

Towards people with, and I know that might come across as startling.

213 "Melissa Desroches" (1074585088)

00:33:29.489 --> 00:33:34.619

But the, the idea of sympathy that these DSPs shied away from.

214 "Melissa Desroches" (1074585088)

00:33:34.619 --> 00:33:46.109

Was feeling sorry for so that sympathy being when you are sorry for someone, when you pity what someone's going through, when you're sad for what somebody is going through.

215 "Melissa Desroches" (1074585088)

00:33:46.614 --> 00:33:59.424

Versus having an intentional mindset of being empathetic. So empathetic being, I am viewing this situation from the perspective of the person if I was this person.

216 "Melissa Desroches" (1074585088)

00:33:59.424 --> 00:34:03.114

And according to how best I know this person.

217 "Melissa Desroches" (1074585088)

00:34:03.389 --> 00:34:17.669

What is this experience? Like, what does this perspective? Like? Because there was an awareness that in society, there's a lot of sympathy, right? A lot of sympathy a lot of feeling sorry for a lot of feeling like people are suffering, or we need to pity.

218 "Melissa Desroches" (1074585088)

00:34:17.669 --> 00:34:24.749

Not the case of these DSPs, they saw strength and these, they were empathetic to the fact that yes.

219 "Melissa Desroches" (1074585088)

00:34:24.749 --> 00:34:33.359

Certain things may be more of a struggle, but how can we recognize that and work together and move through these.

220 "Melissa Desroches" (1074585088)

00:34:33.359 --> 00:34:43.709

Challenges versus just it's okay, that goes along with that sugar coating finding. It's okay. You can't tie your shoes. I'm going to tie them for you every day. That's what I'm here for.

221 "Melissa Desroches" (1074585088)

00:34:43.709 --> 00:34:54.629

Empathy might be like, all right, this is a challenge. How can we work through this together? What can we do to get this job done and then look at a variety of solutions.

222 "Melissa Desroches" (1074585088)

00:34:54.629 --> 00:35:05.189

To not be dependent, um, another focus of intentionality of being intentional. A conscious choice was calmness.

223 "Melissa Desroches" (1074585088)

00:35:05.189 --> 00:35:09.089

Really cultivating an intercom.

224 "Melissa Desroches" (1074585088)

00:35:09.089 --> 00:35:18.449

As opposed to being reactive, so it links to being able to take that broad focus when we talked about communication looking at the big picture.

225 "Melissa Desroches" (1074585088)

00:35:19.074 --> 00:35:26.454

Because when you can recognize, you know, it doesn't help anybody to go T** for tat in the moment, and to go back and forth and to try to win,

226 "Melissa Desroches" (1074585088)

00:35:26.784 --> 00:35:38.034

try to try to come out higher in terms of power you don't want to get into a power struggle and being able to take a step back and detach and maintain that calm was very helpful to the DSPs.

227 "Melissa Desroches" (1074585088)

00:35:38.129 --> 00:35:46.229

Ultimately, recognizing that the DSP mindset, all of these elements of mindset.

228 "Melissa Desroches" (1074585088)

00:35:46.229 --> 00:35:50.399

Set the tone for the day for the person, or.

229 "Melissa Desroches" (1074585088)

00:35:50.399 --> 00:36:04.884

people supported whether that be in the residential setting or day setting or community based services but really that that tsp is influential for what kind of day not only the dsp has but the people who they support have so that

230 "Melissa Desroches" (1074585088)

00:36:04.884 --> 00:36:09.114

cultivating that positive atmosphere um was very important

231 "Melissa Desroches" (1074585088)

00:36:09.389 --> 00:36:12.479

Next slide please.

232 "Melissa Desroches" (1074585088)

00:36:13.194 --> 00:36:26.844

So 1 of my favorite findings to come out of this study was humor and fun and this often did not require much effort according to the, it was just a natural outpouring of spending time with people with.

233 "Melissa Desroches" (1074585088)

00:36:27.954 --> 00:36:37.014

And the DSP is reported that people with intellectual and developmental disabilities, they find generally to be good natured and to.

234 "Melissa Desroches" (1074585088)

00:36:37.289 --> 00:36:46.949

And joy to be fun people to be around. Of course, there's always unique differences, but just in general that this was a group that likes to have fun.

235 "Melissa Desroches" (1074585088)

00:36:47.514 --> 00:37:01.164

And so, when faced with something challenging, when faced with a conflict or a potential difficulty, the direct support professional often used humor to distract from the situation,

236 "Melissa Desroches" (1074585088)

00:37:01.164 --> 00:37:15.924

or deflect deflect was aware of used a lot by the GSP is related to humor and really retain that light hearted atmosphere, so again, rather than going at things with a power struggle with negativity with force using humor.

237 "Melissa Desroches" (1074585088)

00:37:16.949 --> 00:37:22.674

For the DSP is using humor, even on themselves, making fun of oneself.

238 "Melissa Desroches" (1074585088)

00:37:23.184 --> 00:37:35.934

Really allowed them to be able to move from anger and frustration and to give them a little distance from the situation so that they then could laugh at it. So being finding something funny.

239 "Melissa Desroches" (1074585088)

00:37:36.444 --> 00:37:46.794

Um, in order to do that, you have to, you have to be able to distance yourself from the situation a little bit. And so that was a skill that these DSPs learned. They, they made.

240 "Melissa Desroches" (1074585088)

00:37:46.949 --> 00:37:56.669

And of themselves, sometimes the people that they supported with intellectual development, disability playfully made fun of them as well. And so they can kind of rag on the DSP a little.

241 "Melissa Desroches" (1074585088)

00:37:56.669 --> 00:38:04.319

But again that this was a daily practice, um, the DSP has talked about too, and the call on the right here illustrates.

242 "Melissa Desroches" (1074585088)

00:38:04.319 --> 00:38:18.804

You know, in many cases, some of the settings where people with intellectual development and disability are spending their time, whether it be in their home, and we're asking them to take care of their homes and do chores, um, or in day habilitation settings, where they're not getting paid,

243 "Melissa Desroches" (1074585088)

00:38:18.864 --> 00:38:31.434

but we're having them work on daily goals right? What's the real incentive going every day? What what's the true incentive but that when you can make something fun, and you can make something engaging that you can get the work done.

244 "Melissa Desroches" (1074585088)

00:38:31.704 --> 00:38:34.164

Um, and it can be a positive experience.

245 "Melissa Desroches" (1074585088)

00:38:34.230 --> 00:38:45.900

And so some of the things that helped the day to pass in a fun and light hearted way would be telling jokes celebrating, celebrating different holidays and events.

246 "Melissa Desroches" (1074585088)

00:38:45.900 --> 00:38:51.540

Um, asking the people themselves that they work with, that they

support.

247 "Melissa Desroches" (1074585088)

00:38:51.540 --> 00:39:03.000

What do you want to do? That's fun. What would be fun to do? Not always having to be the 1 to come up with something the teasing and just really celebrating each day as an opportunity to.

248 "Melissa Desroches" (1074585088)

00:39:03.000 --> 00:39:06.090

Have fun next slide please.

249 "Melissa Desroches" (1074585088)

00:39:09.235 --> 00:39:14.935

Self care no surprise that this binding came up. We saw this in the literature review.

250 "Melissa Desroches" (1074585088)

00:39:14.935 --> 00:39:25.855

We know that resilience mediates the relationship between self care and professional quality of life, which is related to resilience and staying in your role.

251 "Melissa Desroches" (1074585088)

00:39:26.485 --> 00:39:31.915

And so, as the code says, if you can't take care of yourself, you can't take care of nobody else.

252 "Melissa Desroches" (1074585088)

00:39:31.980 --> 00:39:38.850

Um, and ultimately the biggest self care strategy that DSP is discussed was having time.

253 "Melissa Desroches" (1074585088)

00:39:38.850 --> 00:39:51.235

For what matters most and now what matters most varied by the individual but the idea that how they were spending their time, they were prioritizing what matters most.

254 "Melissa Desroches" (1074585088)

00:39:51.235 --> 00:39:58.105

So not mindless stuff, not fights are squabbles on the side, but that they were taking time to really fill their cup.

255 "Melissa Desroches" (1074585088)

00:39:58.405 --> 00:40:08.755

And so these strategies different, but some of the things that were in common among these DSP is, we're spending time with loved ones who may be human, or they may be pet. So, as per your birds.

256 "Melissa Desroches" (1074585088)
00:40:08.850 --> 00:40:12.750
Um, exercise was mentioned by a couple.

257 "Melissa Desroches" (1074585088)
00:40:13.135 --> 00:40:23.605
Hiking and being out hydration, so just making sure to get in enough water reading kind of mindless reading meditation a personal rooming.

258 "Melissa Desroches" (1074585088)
00:40:23.635 --> 00:40:38.185
Somebody talked about when you're working multiple shifts in residential, um, going home to take a shower. I mean, like yeah, that's important. And that, that actually was role modeling to the people that they supported that. Yeah. The way I take care of myself is important.

259 "Melissa Desroches" (1074585088)
00:40:38.185 --> 00:40:42.655
It helps me to feel good. How I present myself to others is a reflection on me.

260 "Melissa Desroches" (1074585088)
00:40:42.750 --> 00:40:45.660
Going out for a drive to get coffee.

261 "Melissa Desroches" (1074585088)
00:40:46.345 --> 00:40:59.695
The DSPs talked about how self care didn't necessarily always have to be time spent alone, but that some of these things they enjoy doing with the people with intellectual developmental disability that they supported, um,

262 "Melissa Desroches" (1074585088)
00:40:59.725 --> 00:41:10.285
things like the exercise going out for walks walking to the track hydration. Encouraging that you can encourage each other. Meditation was something that was also done together.

263 "Melissa Desroches" (1074585088)
00:41:10.590 --> 00:41:20.370
Uh, being finding, and again, I don't know if it's covered specific. We'll need to look at it in the future is nature and emphasis on nature. Um, time spent in nature. It was.

264 "Melissa Desroches" (1074585088)
00:41:20.370 --> 00:41:33.480
Self care among multiple DSPs and there are many research studies that show the impact on stress levels that spending time in nature helps to reduce. Um, so.

265 "Melissa Desroches" (1074585088)

00:41:33.480 --> 00:41:47.070

This was something that wasn't always going outside or going on a hike or going to a park. Well, the did talk about going outside, but sometimes sitting by a window and watching the birds.

266 "Melissa Desroches" (1074585088)

00:41:47.070 --> 00:41:54.150

And really having a mindful moment, just being part of nature, looking out at a tree and noticing what are the different.

267 "Melissa Desroches" (1074585088)

00:41:54.150 --> 00:42:01.410

Birds, what does the leaves looking like, uh, but linked with mindfulness that being in the present moment, being in nature.

268 "Melissa Desroches" (1074585088)

00:42:01.410 --> 00:42:09.450

And then, of course, no surprise venting speaking with spending time with friends and loved ones to distress.

269 "Melissa Desroches" (1074585088)

00:42:10.500 --> 00:42:15.570

Next slide please our last of the 9 practices.

270 "Melissa Desroches" (1074585088)

00:42:16.045 --> 00:42:21.085

Spirituality and the bigger picture, um, that linked to meaning.

271 "Melissa Desroches" (1074585088)

00:42:21.235 --> 00:42:31.315

So some DSPs did make direct reference to practices of faith or prayer or spirituality connecting with a higher power.

272 "Melissa Desroches" (1074585088)

00:42:31.590 --> 00:42:42.240

Others talked about self reflection and learning and growing in light of some larger meaning for.

273 "Melissa Desroches" (1074585088)

00:42:42.240 --> 00:42:49.315

For being that, there's a bigger force in control than me and my individual life.

274 "Melissa Desroches" (1074585088)

00:42:50.005 --> 00:43:00.655

Um, there was this, this talk of at the end of the day, multiple DSPs use the phrase at the end of the day, not at the end of that work day specifically but at the end of the day,

275 "Melissa Desroches" (1074585088)

00:43:00.835 --> 00:43:12.115

I have to do what's right at the end of the day I'm focusing on what's important at the end of the day, as opposed to really taking a very short short lens. Like right now, I have to.

276 "Melissa Desroches" (1074585088)

00:43:12.240 --> 00:43:13.230

This right now.

277 "Melissa Desroches" (1074585088)

00:43:13.255 --> 00:43:19.315

At the end of the day, what's the big picture? Dsp is a lot of them talked about that?

278 "Melissa Desroches" (1074585088)

00:43:19.315 --> 00:43:32.605

They were meant they felt that they were meant to be a DSP at that time that this is something that was that was really meant to be in a metaphysical way. Um, and they often saw that challenges.

279 "Melissa Desroches" (1074585088)

00:43:34.345 --> 00:43:40.015

Gave them a really a greater appreciation for what's truly important in life.

280 "Melissa Desroches" (1074585088)

00:43:40.045 --> 00:43:53.725

So challenges that they may have personally experienced that led them into working as the DSP or personal challenges that you've faced in their role. Um, but that sometimes these challenges really to help them to focus on what's.

281 "Melissa Desroches" (1074585088)

00:43:53.820 --> 00:43:59.430

what's important and so here the quote talks about paying attention and so

282 "Melissa Desroches" (1074585088)

00:43:59.430 --> 00:44:10.980

I turned more into spirituality, not questioning life or reading articles, but really paying attention paying attention. So that mindfulness and focusing really on like.

283 "Melissa Desroches" (1074585088)

00:44:10.980 --> 00:44:15.930

What's important being awake to that next slide please.

284 "Melissa Desroches" (1074585088)

00:44:19.350 --> 00:44:26.035

So, now you've seen all 9 practices that our shared with us and so we're going to put them kind of, in the,

285 "Melissa Desroches" (1074585088)

00:44:26.035 --> 00:44:36.205

in the context of what we already know about resilience from other health professionals and resilience among people with intellectual and developmental disabilities, which has been more well studied,

286 "Melissa Desroches" (1074585088)

00:44:36.595 --> 00:44:44.935

so we did find that there's some overlap with factors among other health care professionals, like nurses, the focus on the positive mindset.

287 "Melissa Desroches" (1074585088)

00:44:45.235 --> 00:44:58.915

Learning self care paying attention in the present moment social connections so a lot of overlap there an overlap with people with intellectual and development and disability and their resilience that social network,

288 "Melissa Desroches" (1074585088)

00:44:59.305 --> 00:45:06.895

but the importance of leisure activities, fun activities and accepting challenges and changes with a positive attitude.

289 "Melissa Desroches" (1074585088)

00:45:07.200 --> 00:45:18.330

An interesting finding was that our study showed that direct support professionals were more resilient when they could let go of control.

290 "Melissa Desroches" (1074585088)

00:45:18.330 --> 00:45:21.540

And that persons with.

291 "Melissa Desroches" (1074585088)

00:45:21.540 --> 00:45:32.940

We're more resilient when they gained a sense of control. So you can see how those 2 findings, um, compliment each other. What needs to happen for both to be resilient is a shift in that control.

292 "Melissa Desroches" (1074585088)

00:45:33.445 --> 00:45:42.745

Next slide please. So, our study does have limitations.

293 "Melissa Desroches" (1074585088)

00:45:42.745 --> 00:45:50.545

So, the strength is, this is the 1st study to look at direct support

professional resilience from the perspective of DSPs.

294 "Melissa Desroches" (1074585088)

00:45:51.025 --> 00:46:02.935

However, we have difficulty retreat recruiting during covid, 19, our sample ended up predominantly white and from the Northeast U. S. so just like, we had looked at the previous literature. It was largely.

295 "Melissa Desroches" (1074585088)

00:46:02.940 --> 00:46:06.390

From the Midwest, this study is largely from the Northeast.

296 "Melissa Desroches" (1074585088)

00:46:06.835 --> 00:46:18.265

Also, all of these direct support professionals were employed more than 1 year. Um, so they may or may not accurately remember the things that helped them to be resilient earlier in their career.

297 "Melissa Desroches" (1074585088)

00:46:18.805 --> 00:46:33.325

And because this study captured, the experiences of DSP is at 1 point in time. We're not able to track for changes over time and how people may feel their resilience changes or what contributes to changes over time.

298 "Melissa Desroches" (1074585088)

00:46:33.985 --> 00:46:48.565

Next slide please. So, if you are a direct support professional, how can you use these study findings in your practice? So getting out what helps us to build habits? Because ultimately it's about building habits.

299 "Melissa Desroches" (1074585088)

00:46:48.835 --> 00:47:03.475

So selecting 1 of the practices that we talked about today. I'm setting a goal to incorporate it into your daily routine for 3 weeks in 3 weeks is usually the timeframe we used for what it takes to build a habit and what I'm.

300 "Melissa Desroches" (1074585088)

00:47:03.625 --> 00:47:09.715

Voting here is not my own work in these colored boxes. This is atomic habits by James clear.

301 "Melissa Desroches" (1074585088)

00:47:09.715 --> 00:47:23.485

I don't know if you've had the opportunity to read it, but I highly recommend if you're looking for a way to build a habit to check out this book, you want to make your new habit. Obvious. So you want to leave your problems at the door, make it obvious.

302 "Melissa Desroches" (1074585088)

00:47:23.515 --> 00:47:33.505

Is there something you can put as can you put a sign on the door to leave your problems at the door? If you're trying to infuse more fun and humor in your day, can you get a.

303 "Melissa Desroches" (1074585088)

00:47:33.600 --> 00:47:47.070

Newsletter that sends you jokes or positive stories each day. Can you get a notification like that? Um, making it rewarding. So, if you're trying to do something and it's not easy for you a new habit.

304 "Melissa Desroches" (1074585088)

00:47:47.425 --> 00:48:02.155

apparently it was something that you love so for instance if you want to start a morning meditation practice like i have do it before you do something you love to do so you get to do what you love to do when you do that practice live meditate and then i love to

305 "Melissa Desroches" (1074585088)

00:48:02.155 --> 00:48:16.765

snuggle my warm golden retriever before i have to get my day going again make it easy don't set yourself up with a habit that you're going to have this complex plan commit to trying something new or doing something new

306 "Melissa Desroches" (1074585088)

00:48:17.040 --> 00:48:22.440

For me, the only even 2 minutes so you're going to exercise I'm going to go.

307 "Melissa Desroches" (1074585088)

00:48:22.440 --> 00:48:28.110

Every day I'll on a walk for 2 minutes down my street in nature.

308 "Melissa Desroches" (1074585088)

00:48:28.110 --> 00:48:36.720

Chances are, if you can commit to telling yourself, I'm going to do this for 2 minutes. Once you get going, you're not going to stop after 2 minutes. You're going to keep going.

309 "Melissa Desroches" (1074585088)

00:48:37.195 --> 00:48:47.545

And then make it satisfying. Sometimes we don't see changes right away. It can take a little bit of time. Especially if we're getting 1% better every day, it can take a while for those changes to stack up.

310 "Melissa Desroches" (1074585088)

00:48:47.545 --> 00:49:02.065

So just like, we use positive behavioral supports, oftentimes, with the people we support, we can build in rewards when we reach our habits. So rewarding ourselves when we are able to build these habits or a habit into our daily routine.

311 "Melissa Desroches" (1074585088)

00:49:02.065 --> 00:49:06.265

So, that's when we have like, our check mark calendars and things like that. that

312 "Melissa Desroches" (1074585088)

00:49:06.510 --> 00:49:13.950

Um, so some ideas, as you look at how to implement changes to your routine, to be to be more resilient.

313 "Melissa Desroches" (1074585088)

00:49:14.185 --> 00:49:15.295

Next slide. Please.

314 "Melissa Desroches" (1074585088)

00:49:16.105 --> 00:49:29.485

So, what DSP employers do um, so really encouraging activities that focus on DSP well, being and resilience within the workplace culture, which can be hard.

315 "Melissa Desroches" (1074585088)

00:49:29.485 --> 00:49:37.585

I know when when you're short staffed, but ultimately these are the things that people are telling us help them to stay. So it ends up.

316 "Melissa Desroches" (1074585088)

00:49:37.830 --> 00:49:47.095

Being worth the investment, recognizing direct support, professional strengths and accomplishments, both formally and informally.

317 "Melissa Desroches" (1074585088)

00:49:47.335 --> 00:49:54.475

So any way you can recognize a job well, done this is what DSPs are telling us helps them to thrive and stay.

318 "Melissa Desroches" (1074585088)

00:49:54.840 --> 00:50:05.040

Insuring training training communication is a big piece. So looking at meaningful communication building relationships.

319 "Melissa Desroches" (1074585088)

00:50:05.155 --> 00:50:17.065

Not just the tasks like the checkoff things that okay, you had vital signs training and your map train, but actually, what are the things that people really need to know to thrive and succeed in this role and

peer mentoring?

320 "Melissa Desroches" (1074585088)

00:50:17.065 --> 00:50:27.445

Is something a major opportunity where we can support? You know, DSP has talked about having a trusted colleague that they can vent and bounce ideas off of this is an opportunity peer mentoring.

321 "Melissa Desroches" (1074585088)

00:50:28.135 --> 00:50:35.035

Um, we talked about asking DSPs for their perspectives and following up and then supporting DSPs to infuse.

322 "Melissa Desroches" (1074585088)

00:50:35.040 --> 00:50:45.865

Humor and fun and leisure activities into their daily routines and so looking at, how can we support this? And this isn't so that the day is more fun necessarily. Right?

323 "Melissa Desroches" (1074585088)

00:50:45.865 --> 00:50:50.545

But this is so everybody's day can run smoothly and we can support the well being.

324 "Melissa Desroches" (1074585088)

00:50:51.060 --> 00:50:58.590

Of not only the DSPs, but the people of intellectual and developmental disability who we serve next slide. Please.

325 "Melissa Desroches" (1074585088)

00:50:59.755 --> 00:51:04.345

And then, whenever I speak about resilience, I want to highlight resilience.

326 "Melissa Desroches" (1074585088)

00:51:04.345 --> 00:51:15.175

Is that the individual level and potentially the interpersonal level meaning this is something these are practices that a DSP can do and then an agency can support a GSP to do.

327 "Melissa Desroches" (1074585088)

00:51:15.475 --> 00:51:23.425

But there is a lot that goes into DSP turnover that is external to the DSP. And so it's important.

328 "Melissa Desroches" (1074585088)

00:51:23.730 --> 00:51:37.285

Simultaneously to us supporting DSPs to be resilient and to sharing this information with them we need also to act to affect some of those systemic changes that need to happen to support DSPs.

329 "Melissa Desroches" (1074585088)

00:51:37.315 --> 00:51:50.665

We need to address the low DSP pay rates and the lack of recognition that DSPs who support people with intellectual and developmental disabilities have they're not a federally designated workforce.

330 "Melissa Desroches" (1074585088)

00:51:50.665 --> 00:51:53.725

We don't have a lot of data and and a lot of initiative.

331 "Melissa Desroches" (1074585088)

00:51:53.730 --> 00:51:55.110

Is to support them.

332 "Melissa Desroches" (1074585088)

00:51:55.110 --> 00:52:01.530

So, how can we do this? Of course, like any other political advocacy campaign.

333 "Melissa Desroches" (1074585088)

00:52:01.530 --> 00:52:07.530

Who you vote for vote for people that will support the GSP work for us?

334 "Melissa Desroches" (1074585088)

00:52:07.530 --> 00:52:20.640

Contact your legislators, and tell them about your experience as a DSP employing DSPs as a person with intellectual or developmental disability who has the support of a DSP.

335 "Melissa Desroches" (1074585088)

00:52:20.995 --> 00:52:34.855

And then 1 of the ways that I find the most easy for me to advocate is by partnering with advocacy organizations. Like the arc my local chapter in Massachusetts really helps to clearly see these are the issues.

336 "Melissa Desroches" (1074585088)

00:52:34.855 --> 00:52:44.365

And these are some of the things we're doing about it. Um, and and they kind of get the ball rolling for you. So you don't have to invent the wheel yourself or reinvent the wheel I guess is the phrase.

337 "Melissa Desroches" (1074585088)

00:52:44.610 --> 00:52:56.580

Next slide please. So just to remind her that not doing anything is a choice, right? You're doing something by not doing anything. So.

338 "Melissa Desroches" (1074585088)

00:52:56.605 --> 00:53:11.605

Let's be the change to really change the culture for direct support professionals towards resilience. Um, so that we can ultimately provide the best supports that we can to people with intellectual and developmental disabilities. So they can live the best as possible. Thank you.

339 "Melissa Desroches" (1074585088)

00:53:11.605 --> 00:53:13.105

I'll take any questions.

340 "Jasmina Sisirak" (1641027072)

00:53:13.290 --> 00:53:23.100

Thank you so much. Um, Melissa, please, let us know if you have any questions. 1 of the questions that I have is so, what are your next.

341 "Jasmina Sisirak" (1641027072)

00:53:23.100 --> 00:53:28.740

Steps are you planning on turning this into a curriculum? Um.

342 "Melissa Desroches" (1074585088)

00:53:28.945 --> 00:53:34.705

Larger study, tell us more about your next steps. So we're looking at our next steps.

343 "Melissa Desroches" (1074585088)

00:53:34.765 --> 00:53:46.345

Initially, I thought was to develop a cell phone app to support direct support professionals because 1 of the things that they talked about a lot with the need for that social connection. They're isolated in many ways.

344 "Melissa Desroches" (1074585088)

00:53:46.345 --> 00:53:51.565

If they're working in a residence, they might be only them on or 1 or 2 staff or they're out in the community.

345 "Melissa Desroches" (1074585088)

00:53:52.380 --> 00:54:01.345

Um, but there exists the need for us to look at this from from a diversity lens to our sample was largely white and from the Northeast.

346 "Melissa Desroches" (1074585088)

00:54:01.645 --> 00:54:13.285

Um, so looking at cultural differences, racial, ethnic, gender related um, we need it. We need a broader sample of resilient DSPs. But, ultimately, in some way, yes.

347 "Melissa Desroches" (1074585088)

00:54:13.380 --> 00:54:28.015

Some type of curriculum we need to develop, and then to decide what is the best way to implement that is that an, in person training is that through an app is that through some type of more formalized mentorship um,

348 "Melissa Desroches" (1074585088)

00:54:28.225 --> 00:54:33.235

so we are looking at grant funding to further develop this work as we move forward.

349 "Jasmina Sisirak" (1641027072)

00:54:38.755 --> 00:54:39.385

Thank you.

350 "Jasmina Sisirak" (1641027072)

00:54:39.745 --> 00:54:42.205

Um, so, 1 of the questions is,

351 "Jasmina Sisirak" (1641027072)

00:54:43.015 --> 00:54:57.055

what is the role of nurses in community providers in recruiting and retaining DSPs I know by you're a nurse and how did you come about to really focus on DSPs in, in your role as a nurse?

352 "Melissa Desroches" (1074585088)

00:54:57.810 --> 00:55:01.230

Yeah, so that's a great question. I did.

353 "Melissa Desroches" (1074585088)

00:55:01.230 --> 00:55:06.960

Follow up after this study and speak with, um.

354 "Melissa Desroches" (1074585088)

00:55:06.985 --> 00:55:18.925

Multiple agency providers and advocates for DSPs, including members of the National Alliance for direct support professionals and through conversations with them.

355 "Melissa Desroches" (1074585088)

00:55:18.925 --> 00:55:30.565

And some of my own research there can sometimes be a tension between nursing and direct support professionals. We don't always have like, it's not a clear chain of command.

356 "Melissa Desroches" (1074585088)

00:55:30.565 --> 00:55:36.865

Nursing doesn't necessarily oversee direct support professionals, direct support. Professionals may not answer to nurses.

357 "Melissa Desroches" (1074585088)

00:55:36.960 --> 00:55:41.760

Nursing is the medical model, right? We're carrying out in many ways.

358 "Melissa Desroches" (1074585088)

00:55:41.760 --> 00:55:52.855

We're perceived to be carrying out medical care and direct support professionals, support people with disabilities, not necessarily with health care. So there there can be some tension there.

359 "Melissa Desroches" (1074585088)

00:55:53.365 --> 00:56:02.815

Um, but I think we have a great opportunity as nurses to be allies to direct support professionals. And this is not, this is not my idea.

360 "Melissa Desroches" (1074585088)

00:56:02.845 --> 00:56:11.725

This comes from John rationale at the but he brought up the idea that not too long ago. Nursing was in the same position.

361 "Melissa Desroches" (1074585088)

00:56:11.760 --> 00:56:15.030

That direct support professionals that are in right now.

362 "Melissa Desroches" (1074585088)

00:56:15.385 --> 00:56:27.895

I mean, 100 years ago, if you were a nurse, you were likely, an alcoholic or a prostitute, and nurses were looked down upon in society. And it took some organizing to show.

363 "Melissa Desroches" (1074585088)

00:56:27.895 --> 00:56:42.325

This is the value of a nurse, and this is what a nurse does and to gain that visibility. And so, I think as nurses having just gone through this, this is the way we can support DSP, speak to the value of what a DSP does and try to get over some of that tension.

364 "Melissa Desroches" (1074585088)

00:56:42.325 --> 00:56:44.935

You know, tension can because we're all oppressed. oppressed

365 "Melissa Desroches" (1074585088)

00:56:45.055 --> 00:56:58.135

Right we don't have the time to do what we all need to do in our jobs are not all getting compensated the same the same way, according to our value, but recognizing that we're all there for the same reason, and trying to overcome some of those barriers.

366 "Melissa Desroches" (1074585088)

00:56:58.495 --> 00:57:05.425

Um, I think is a really important direction. We can move in in the

future to really be an ally to DSPs.

367 "Jasmina Sisirak" (1641027072)

00:57:08.340 --> 00:57:13.140

Thank you, Melissa Beth, any other questions that you have.

368 "Jasmina Sisirak" (1641027072)

00:57:15.330 --> 00:57:21.420

Oh, 1 of the questions is what messages does nursing need to be an ally.

369 "Melissa Desroches" (1074585088)

00:57:21.420 --> 00:57:25.170

So, I think to be an ally, I think.

370 "Melissa Desroches" (1074585088)

00:57:25.170 --> 00:57:29.580

Nursing needs to recognize.

371 "Melissa Desroches" (1074585088)

00:57:29.580 --> 00:57:36.450

And I think in many ways we do, we need to recognize that there is a diversity of.

372 "Melissa Desroches" (1074585088)

00:57:36.450 --> 00:57:41.910

People coming into the DSP roll and recognizing that.

373 "Melissa Desroches" (1074585088)

00:57:41.910 --> 00:57:45.870

But we need to have a.

374 "Melissa Desroches" (1074585088)

00:57:45.870 --> 00:57:54.540

Some empathy to that situation right? That what 1 DSP may be able to do another DSP may not and that.

375 "Melissa Desroches" (1074585088)

00:57:54.540 --> 00:58:05.640

We can advocate, but that as nurses, we're educators. Right? So, I think education is a big message that we can be part of the solution through education. Um.

376 "Melissa Desroches" (1074585088)

00:58:05.640 --> 00:58:12.390

But, ultimately, I'm going to go back to that intentional mindset and some of these resilience practices, um.

377 "Melissa Desroches" (1074585088)

00:58:12.415 --> 00:58:18.925

Knowing that you're available and you're an ally and you're positive and you're not out there judging everything the DSP does.

378 "Melissa Desroches" (1074585088)

00:58:19.615 --> 00:58:29.815

That's something that the DSPs, some of the DSPs talk about, like, feeling afraid of the nurses they're gonna eat them almost like, they're our young there's we talk about nurses eating eating. They're young.

379 "Melissa Desroches" (1074585088)

00:58:30.055 --> 00:58:42.295

So, having that mindset that I'm going to be an ally, I'm going to help to educate versus and I know it can be challenging definitely with certain situations, but really having that mindset that we're going to build up.

380 "Melissa Desroches" (1074585088)

00:58:42.390 --> 00:58:44.250

And, um, we're going to work together.

381 "Jasmina Sisirak" (1641027072)

00:58:44.250 --> 00:58:51.630

As a follow up question, what can community members do to support? Dsps?

382 "Melissa Desroches" (1074585088)

00:58:51.630 --> 00:59:06.595

i think really your political advocacy and your recognition so some of the things that we saw during covid nineteen we saw the signs for healthcare providers um some of the things i'm on the board of i'm on the board of directors newly for

383 "Melissa Desroches" (1074585088)

00:59:06.595 --> 00:59:21.085

an agency in our community and one of the things i was told and that i saw when i pulled up the first day was signs that said we love our in front of in front of homes or in front of the day services that community members had put up

384 "Melissa Desroches" (1074585088)

00:59:21.630 --> 00:59:24.780

Neighbors had put up, um, and so.

385 "Melissa Desroches" (1074585088)

00:59:24.780 --> 00:59:29.070

Knowing that okay, people know about us and they appreciate us. So.

386 "Melissa Desroches" (1074585088)

00:59:29.070 --> 00:59:42.930

In whatever way you can show your value to DSPs can showing your appreciation of their value to DSPs. That's huge. Just because the societal recognition is so low. And then, of course.

387 "Melissa Desroches" (1074585088)

00:59:42.930 --> 00:59:55.825

That advocacy, we have different laws that look at the pay grades for DSPs that are renewed every so often. So kind of looking into that. I'd say, partnering with your advocacy organization.

388 "Melissa Desroches" (1074585088)

00:59:55.975 --> 01:00:01.225

And generally, the arc chapters are all about supporting the DSP workforce.

389 "Melissa Desroches" (1074585088)

01:00:01.225 --> 01:00:12.805

And so, if you can kind of follow their updates, and they'll send I get text messages that say, please vote for this, or vote or vote for that or let your legislator know or send this letter they'll populate the letter for.

390 "Melissa Desroches" (1074585088)

01:00:12.930 --> 01:00:23.520

And you can, it'll automatically send to your legislator so that's probably advocacy and showing you your value, um, showing their value. Um, I think, are the 2 most important things.

391 "Jasmina Sisirak" (1641027072)

01:00:25.705 --> 01:00:29.425

Melissa, thank you so much for this presentation.

392 "Jasmina Sisirak" (1641027072)

01:00:29.545 --> 01:00:43.915

We really look forward to hearing more and hopefully you will be able to expand the project in the future and we will we will be in touch and hopefully you'll be able to come back and present on the new,

393 "Jasmina Sisirak" (1641027072)

01:00:45.475 --> 01:00:55.195

new research and new results. Um, thank you for everyone to who attended today. Please join us for our next webinar webinar next Tuesday.

394 "Jasmina Sisirak" (1641027072)

01:00:55.620 --> 01:01:09.900

Beyond access and inclusion belonging in health care for the population with intellectual and developmental disability. I put in the chat box the registration page. Thank you again and have a great than happy holiday. Everyone.

395 "Melissa Desroches" (1074585088)

01:01:09.900 --> 01:01:13.656

Thank you. Bye. Bye.