WHAT IS
COMPASSIONATE CARE?

USING BEST PRACTICE STANDARDS TO BUILD POSITIVE, NURTURING, HEALING, AND RESILIENCE-BUILDING RELATIONSHIPS WITH THOSE WE SERVE

The adults in caring positions have the knowledge, skills, and emotional competencies to create and sustain Compassionate Care

The institutions that care for children and their families have policies, practices and culture that enable and empower Compassionate Care

AWARE ADULTS

Ensuring we have the knowledge to understand compassionate care

SKILLED ADULTS

Ensuring we have the skills to create compassionate care

HEALTHY ADULTS

Ensuring we have the emotional competencies and wellbeing to deliver compassionate care

POLICIES

Ensuring organization/ governmental rules, regulations and priorities facilitate compassionate care

PRACTICES

Ensuring organizational practice reflects the values and priorities of compassionate care

CULTURE

Ensuring systems relationships, power dynamics and mental models support compassionate care

COMPASSIONATE CARE CRITICAL COMPETENCIES

EMOTIONAL INTELLIGENCE

- Emotional Self-Awareness
- Emotional Self Control
- Emotional Reasoning and Empathy
- Emotional Expression
- Emotional Awareness of Others
- Emotional Management of Others

CULTURAL SENSITIVITY

- Culturally aware/Bias aware
- Culturally appropriate engagement
- Culturally appropriate intervention

RESTORATIVE PRACTICE

- Takes a restorative approach to resolving conflict and addressing antisocial behavior
- Using restorative tools and strategies to build positive relationships
- Is authoritative not authoritarian

COMPASSIONATE LEADERSHIP

- Emotionally intelligent leadership
- Fosters psychological safety of others
- Inspires and motivates others
- Implements supportive staff supervision

TRAUMA INFORMED PRACTICE

- Has a trauma lens
- Addresses personal trauma
- Healing-focused engagement

WELLNESS & SELF CARE

- Healthy Stress Management
- Resilience
- Growth Mindset

EFFECTIVE COMMUNICATION AND ASSERTIVENESS

- Empathetic Listening
- Assertive
- Effectively manages difficult conversations

CLIENT-CENTERED

- Empowers others
- Takes an individualized approach
- Is Strength-Based

BARRIERS TO COMPASSIONATE CARE

- Stress and burnout
- Lack of buy-in
- Lack of awareness
- Lack of skillset
- Lack of resources

HOW TO STRENGTHEN COMPASSIONATE CARE

- Awareness and advocacy
- Training and professional development
- Attention to self-care and wellness
- Compassionate leadership
- Strong supportive supervision

IAC
INTER AGENCY COMMITTEE FOR CHILDREN & FAMILIES