

## **Video-Audio Clips Transcript-Kaleena Williams, LCSW, who is a psychotherapist for OSF HealthCare**

Williams says the lines between work and personal life have been blurred.

**“Home is now work. Work is now home and how do we keep that separated? So the idea of boundaries has been significantly impacted across the board for individuals who are working in the home environment.” (:13)**

Williams says burnout can cause regular release of stress hormones that can wreak havoc on the body’s various systems.

**“We might see rapid breathing and increased heart rate which could lead to high blood pressure, high cholesterol; now we’re looking at the onset of what could be diabetes. All those categorizations (of issues) could take place with prolonged exposure to any kind of stressful environment, burnout included.” (:17)**

Williams says employees should talk with their supervisor to see if there are solutions to reducing workload and stress.

**“Can we change deadlines? Can we change the way we are responding to things? More importantly, can we change the communication that we have with our employees to allow them to know how valuable they are, to let them know they are essential, and the work they are doing is appreciated.” (:20)**

Higher-level employees need to model self-care and have one-on-one discussions with workers.

**“Encourage people in that timeframe to utilize, whether it is their PTO, or encourage them to be taking care of themselves. From an employer perspective, if you are encouraging your team to do so, they are going to feel more comfortable to take that time and to be more attentive to themselves.” \*(21)**