"I could never do your job.... I love animals too much."

I think you meant to say:
Thank you for your service

- Keeping me and my loved ones healthy.
- Ensuring that laboratory animals are well cared for.
- Supporting development of new discoveries.

"DARE 2 CARE
UNIVERSITY of WASHINGTON
Compassion in Science"
Compassion Fatigue and the COVID Era: Caring for the Animal Caregiver – Occupational Health, Human-Animal Bond & Compassion Resiliency

Tuesday, March 22nd, 2022
10:00-11:00AM

California Biomedical Research Association (CBRA)

J. Preston Van Hooser
Review Scientist & Compliance Manager
Office of Animal Welfare, University of Washington
Chair, Dare 2 Care (D2C) Compassion in Science Program
Member, UW IACUC
NWABR Board Member
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Teresa Flood, R&R Research

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Webinar Objectives

• Review the importance of identifying Compassion Fatigue in the animal research setting

• Focus on developing a compassion resiliency culture

• Provide tools and coping strategies to validate and strengthen the human-animal bond with research animals and sustain the care that is necessary for both people and research animals
Webinar Agenda

• What is Compassion Fatigue?
  – The Human-Animal Bond

• **Examine** Compassion Fatigue and its impact on the laboratory animal science community
  – Animal caregivers, research faculty & staff, vets, vet techs, IACUC members & administrative support staff, training staff

• **Evaluate** stressors that promote compassion fatigue

• **Develop and implement** a sustainable compassion fatigue well-being program
Compassion Fatigue and Its Impact on the Laboratory Animal Science Community
What is Compassion Fatigue (CF)?

- Compassion fatigue, put simply, happens when individuals become too physically, emotionally, and mentally exhausted due to the demands of the job.
- Compassion fatigue is synonymous with secondary traumatic stress (STS), a condition characterized by a gradual lessening of compassion (sympathetic pity and concern for the sufferings or misfortunes of others) over time.
What is Compassion Fatigue?

In an animal care setting, Compassion Fatigue is a combination of physical, emotional and psychological depletion associated with working and caring for animals and their well-being in a captive environment.

It’s the negative aspect of our work. It may be related to providing care, working with colleagues, beliefs about self, system failure, burnout and/or any work-related trauma.
# Signs & Symptoms

<table>
<thead>
<tr>
<th>Individual</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>Substandard level of care</td>
</tr>
<tr>
<td>Anxiety</td>
<td>Absenteeism</td>
</tr>
<tr>
<td>Apathy</td>
<td>High turnover</td>
</tr>
<tr>
<td>Irritability</td>
<td>Lack of teamwork</td>
</tr>
<tr>
<td>Sleep disturbance</td>
<td>Team conflict</td>
</tr>
<tr>
<td>Poor self-care</td>
<td>Low morale</td>
</tr>
<tr>
<td>An increase in mistakes</td>
<td></td>
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<tr>
<td>Diminished career enjoyment</td>
<td></td>
</tr>
<tr>
<td>Substance abuse</td>
<td>Blaming and complaining</td>
</tr>
<tr>
<td>Problems in relationships</td>
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<td></td>
<td>Increased cynicism</td>
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<td></td>
<td>Poor quality control</td>
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<td>Deterioration of the mission</td>
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</tbody>
</table>
The Trajectory of Compassion Fatigue

Zealot Phase → Irritability Phase → Withdrawal Phase

Pathology → Zombie Phase

Jan Spilman, MEd, RCC
The Trajectory of Compassion Fatigue

Zealot Phase
- Committed, excited, willing, enthusiastic

Irritability Phase
- Increase of mistakes, poor communication, distancing

Withdrawal Phase
- Exhausted, increase of complaints, relationships neglected

Pathology
- Illnesses, absences, leaving profession

Suicide
- Anger, decline of patience, blame

Zombie Phase

We All (can or may) Experience It!

Not only do the individuals that work directly with the animals, but IACUC members, administrative support staff, vendors and facilities services personnel may indirectly experience compassion fatigue.

We don’t get compassion fatigue because we are weak, can’t handle the work, aren’t “cut out” for it, etc. We get compassion fatigue because we care, deeply. And we ignore our own needs.
“The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.”

(Remen, 1996)
The Human-Lab Animal Bond

- The human-lab animal bond exists in many forms and it can improve both human and animal welfare.
- Close contact with animals can create feelings of satisfaction and affection.

“Every technician I interviewed for this study experienced some form of attachment to a laboratory animal at least once in his or her career.” ~Arnold Arluke
Human-Lab Animal Bond

• Animals depend on us: a contract
  • Food/water/housing/environment
  • Interaction
  • Enrichment
  • Humane treatment
• Animals seek out contact
Human-Lab Animal Bond

- Animals have
  - Personalities
  - Distinct attributes
    - Friendly, intelligent, courageous, amusing, quirky
  - Ability to distinguish among people
  - Many are long-term
  - Close, frequent contact
We all know...

- Most research animals will be euthanized
  - Protocol needs
  - Illness
  - Unsuitable
  - Not needed
Evaluating Stressors that Promote Compassion

Fatigue
In the mid-1990’s

• When I started to work in the field of laboratory animal science, I was overwhelmed by emotions.
• Nobody told me about the feelings of
  - Guilt...
  - Sadness...
  - Regrets...

And nobody told me (or warned me) how difficult it would be to talk about my work/research.

https://uwkills.wordpress.com › facilities-and-staff › iacuc

IACUC | UW Kills Animals
J. Preston Van Hooser IACUC Review Scientist, Manager of Training Operations and Compliance Officer Phone: 206-616-8417 jpvh@u.washington.edu.
**Laboratory Animal Professional Roles and Triggers of CF**

**Animal Caregivers**
- Negative media
- Animal Rights Activists
- Long hours
- Manual labor
- Hazardous conditions
- Isolation
- Euthanasia
- Observed morbidity and mortality
- May develop animal allergies
- Self-blame
- Sadness over the loss of a particular animal
- Nothing to show for work
- Hard to talk about work

**Research Faculty and Staff**
- Long hours
- Regularly witness or induce disease in animals
- Euthanasia
- Self-blame
- Isolation
- No one to talk to
- May develop animal allergies
- Desensitization
- Targeted by animal rights activists
- Hard to talk about work

**IACUC Members and Administrative Support Staff**
- Protocol Reviews
- Protocol/Grant Congruency Reviews
- Post-Approval Monitoring
- Animal Numbers
- Program Size / Complexity
- System Failure
- Ethical Decisions
- Misperceptions
- Hard to talk about work

**Trainers/Training Staff**
- Volume of animals euthanized for training purposes
- Workload
- Lack of discussion/support
- Mistakes (trainees)
- Failed euthanasia
- No formal program to help prepare newcomers or employees on managing CF
- Hard to talk about work
Possible Results of CF

- Belief that no one is going to listen/care
- Attitude that nothing will change
- Low morale
- Poor attendance
- High job turnover
- Poor job performance
- Callous or uncaring attitude
- Belief that the work is not of value
- Nothing to show for it
- Unexpected research outcomes
- Negative Media/Animal Rights Activism
- Desensitization
It Affects the Entire System

- Research Staff
- Lab staff, student helpers, and volunteers
- Veterinary Staff
- Trainers
- Husbandry Staff
- IACUC, AUTS, OH&S, EH&S, Animal Purchasing
- Building Management
- Facility Services
- Vendors
- Professional Transportation Services
- Government/Company

Research Animals
- Numerous interactions throughout it’s life in a laboratory
- 100’s of people involved in direct interaction and/or oversight of the animals
It is important

To provide Lab Animal Professionals (LAPs) with proper training, guidance, and care because this will also have an effect on the animals.
Typical LAP Employee Training

• Bites, scratches, kicks, physical trauma
• Ergonomics, noise
• Zoonoses, allergens, blood-borne pathogens
• Caustic, infectious, radioactive, toxic agents
• Sharps, hot surfaces, physical hazards
• Public safety, facility and computer security
• Disaster plans, fire, flood, bomb threat
• Harassment, discrimination, whistleblower

Slide courtesy of:
Dr. Cynthia Pekow, Chief, Veterinary Medical Unit @ VA Puget Sound Health Care System
Typical Animal Use Training Courses (Online)

- Essentials for UW IACUC Members
- Animal Use Laws & Regulations Training
- Rodent User Course
- Non-Rodent User Course
- Working with Mice
- Working with Rats
- Introduction to Rodent Surgery
- Introduction to Surgery (Non-Rodent, USDA-Covered Animals)
Animal Use Training at UW (In-person)

- Mouse Hands-on Lab
- Rat Hands-on Lab
- Hands-on Training for Species other than Mice and Rats
- Certification*
- Lab-Managed Animal Care and Records
- Lab-Managed Sick Rodent Recognition
- Lab-Managed Animal Care and Records: Aquatic Animals
- Surgery Lab Part IA
- Surgery Lab Part IB
- Surgery Lab Part II
- 6th Floor Facility Orientation
- 6th Floor Facility Behavior Room Orientation
- T-wing Facility Orientation
- K-wing Facility Orientation
- Animal Research and Care Facility Orientation
- Foerge Facility Orientation
- Harborview (HR&T) Facility Orientation
- South Lake Union (SLU) Brotman Facility Orientation
- South Lake Union (SLU) 3.1 Facility Orientation
- Guthrie Facility Orientation
- Roosevelt Facility Orientation
- CHDD Facility Orientation
- North Lake Diesel Facility Orientation
- ABSL2 Room Orientation
- ABSL3 Room Orientation
- Gnotobiotic Animal Core (GNAC) Orientation

• Mental health training on emotional involvement?
How it Affects the Workplace

- Decreased compassion
- Low quality of care
- Loss of productivity
- High job turnover
- Low morale
- Poor attendance
- Poor job performance
- Increase in errors
- Callous or uncaring attitude
- Leave the profession
Developing and Implementing a Sustainable Compassion Fatigue Well-Being Program
Sharing UW’s Experience: How did we get here?

• Identify the Need
• Assess the Potential Demand
• Anneke Keizer, Founder, COPE+
  - Small company specializing in counseling services for people working with laboratory animals
• Needs Assessment (July 2016 & June 2017)
  - Interviews, one-on-one interactions, focus groups
Compassion Fatigue at UW
Defining Moment

Stop thinking too much, it's alright not to know the answers. They will come to you when you least expect it.
Dare 2 Care (D2C) Compassion Fatigue Committee
Developing a Compassion Fatigue Program

Management

Those who say it cannot be done shouldn’t interrupt the people doing it.
UW D2C Program Mission Statement

Assist all members of the research team to recognize compassion fatigue and raise awareness, provide tools, strategies and resources for managing human emotions in working with and caring for laboratory animals.
Identify Initial Target Objectives and Other Program Related Objectives
• Study Endpoint Notification
• Support for Staff
• Reflections
• Recognition (Animal Caregivers)
• Work Environments/Breakroom Enhancements (Animal Caregivers)
Study Endpoint Notification
Need to Say Goodbye

- WaNPRC CF Subcommittee formed 2017
- Heart Stickers / Cage Tags
  - Heart stickers WIP at DCM Vivaria
  - Decided not to pursue at WaNPRC
Need More Communication

• E-mail Notification (NHP)
  – Endpoint Distribution List
  – E-mail Templates

Acknowledge high levels of humane care
Acknowledge the greater purpose the animal served
Hi everyone,

All animals in room ____ will reaching their endpoint soon.

Our animals are all part of a large study titled ______. We often refer to it as our ____ study.

This study’s goal is to _____. As part of the study design, critical endpoint samples must be collected. The scientific knowledge gained in terminal tissue collections and analysis will further the understanding of targeting and eradicating viral reservoirs. In order to thoroughly investigate we will need to humanely euthanize the animals for terminal collections. The pathologist and research staff will carry out this important procedure.

We have worked with these 24 animals for a long time and they are certainly the most vocal, rowdiest group of monkeys we have encountered. Despite that, they have been a pleasure to work with. We have grown to love each of their individual personalities and will miss and remember them all. Endpoints will start ____ and end ___. If you would like specific endpoints for any animals please let me know.

Most everyone has had an important role in this large study. We want to thank all the people that have made this very important study successful. In particular we would like to thank the animal care staff for providing wonderful care for the animals. This is a very vocal group that loves food and treats and you can clearly tell from the animals’ response that they prefer the husbandry technicians to anyone else. These animals were housed at Western and ARCF throughout their study and received excellent care. BMS did a great job ensuring the animal’s behavioral needs are maintained. (They) setup the pairs which have remained stable throughout the study despite a few room changes. The clinical staff provided therapeutic support during the study and are continuing to do so in the most critical part of the study. Research support and surgery staff have also played a large role in this study. They’ve helped up performed ___ surgeries/tissue collections during the course of the study. All 24 animals have progressed through this intensive study and have had no major health issues. We thank the vet staff for keeping close watchful eye on them.

I would also like to make a special thanks to the Kiem lab research staff (particularly Erica and Kelvin) in conducting ethical and compassionate research for our non-human primate patients. This has been a long, difficult study and these animals are all still healthy and happy thanks to the dedication of the research staff making sure their needs are met.

If you would like please take some time to stop by the animal’s cage prior to the dates listed above.

Best regards, ______ Lab
Dear colleagues,

For quite some time we have been working on the _______ study titled______________
This study investigates the interaction of ________ treatment to enhance vaccine responses against ________ infection. As part of the study design, critical endpoint samples must be collected. The scientific knowledge gained in terminal tissue collection and analysis will further the understanding on how the _______ plays important role in ________ infection. In order to thoroughly investigate this, we will need to humanely euthanize the animals for terminal collections. The pathologist and support staff will carry out this important procedure.

On behalf of the principal investigator, I would like to inform you that we have reached important study endpoints for the following animals:

###### (Animal #/ Date)

We want to thank all the people that have made this very important research study successful. In particular, we would like to thank the animal care staff for providing humane care for the animals, BMS for ensuring the animal’s social and behavioral needs are met, clinical staff in providing therapeutic support during the study, research staff in conducting ethical and compassionate research for our non-human primate patients and pathology staff for ensuring the endpoint is humane.

If you would like, please take some time to visit the animal prior to the date listed above.

Best regards

_______ Team
Hello all,

######## was humanely euthanized yesterday afternoon due to her clinical condition, __________.

On behalf of the veterinary staff, I would like to thank the animal care staff, veterinary technicians, research support and BMS for your care and attention to this animal during her time at the center.

Thank you,

_____ Veterinarian

**Information to Include at the bottom if desired:**

You can find out more information about the D2C Compassion in Science program here: ______ including a dedicated phone line, as well as a list of personnel you can reach out to if you want to talk about the loss of a particular animal.
Support for Staff
Someone To Talk To
Dedicated D2C Phone Line and Email
Resources

• Dare2Care (D2C) Website
• Occupational Health (OH) Screening
• Dedication Area/Annual Commemoration
• Training
• Self-Care/Coping Strategies
• Employee Assistance Program (EAP)
• Institutional Specific Activities
Occupational Health (OH) Screening

• Annual Health Assessment for husbandry staff / animal users administered by UW Employee Health

• One of the first institutions to implement CF assessment as part of OH screening for Laboratory Animal Professionals
VI. ADDITIONAL HEALTH CONCERNS

Yes □ I have health or workplace concerns not covered by the questionnaire (e.g. Compassion Fatigue) that I feel may affect my occupational health and would like to discuss with the Employee Health provider.

Yes □ I have reproductive concerns that I would like to discuss with the Employee Health Provider

Yes □ I have answered the questions truthfully and to the best of my recollection.

VII. SIGNATURE: _______________ DATE: ___
Dedication Area (In Progress)

- Physical tribute
- Peaceful retreat where staff can go to reflect

Annual Commemoration (In Progress)

- The entire UW community can gather
- Acknowledge contributions to biomedical research and animal welfare
Annual Commemoration / Dedication Area

University of Rochester School of Medicine
Bronze casting, in place since the 1920’s

Merck Research Laboratories

In tribute
to research animals
whose contributions have
saved millions of human
and animal lives and
reduced suffering
worldwide.

From the animal technicians,
supervisors, managers,
veterinarians and research
scientists who care for
research animals.

Korean FDA, Seoul
Pagoda, site of annual ceremony

ILAR Journal V43(1) 2002, Iliff An Additional "R": Remembering the Animals

Slide courtesy of:
Dr. Cynthia Pekow, Chief, Veterinary Medical Unit @ VA Puget Sound Health Care System
Annual Commemoration / Dedication Area

TO ACKNOWLEDGE AND REMEMBER ALL THE ANIMALS THAT HAVE BEEN USED IN OUR RESEARCH FACILITY, FOR THEY HAVE CONTRIBUTED TO A BETTER UNDERSTANDING OF SCIENCE AND ENABLED MEDICAL ADVANCEMENT.

AND TO ACKNOWLEDGE ALL RESEARCH PERSONNEL WHO HUMANELY CARE AND USE ANIMALS; YOUR DEDICATION TO ANIMAL WELFARE AND TO SCIENCE IS ADMIRABLE.

Hospital for Special Surgery, Manhattan

Slide courtesy of:
Dr. Cynthia Pekow, Chief, Veterinary Medical Unit @ VA Puget Sound Health Care System
Animal Use Training (Online)

University of Washington: Animal Use Laws and Regulations Training: Compassion Fatigue

Other Lessons:

What is Compassion Fatigue?

Compassion fatigue is a form of burnout that manifests as emotional, physical, psychological and/or spiritual exhaustion. It can result when we are repeatedly exposed to emotionally challenging and stressful situations that call for our empathy and compassion towards another person or animal.

Laboratory Animal Care Professionals are at high risk for compassion fatigue due to the fact that they work with and care for the animals, and their well-being, on a daily basis for weeks, months and sometimes years, and then ultimately having to euthanize them.

D2C Care

Compassion Fatigue

The UW's Compassion Fatigue Committee is rolling-out a new program, Dare 2 Care (D2C), to introduce the topic of Compassion Fatigue and identify symptoms and recognize, raise awareness and provide tools and strategies to help laboratory animal professionals cope and manage the emotional challenges of lab animal research. While compassion fatigue is a normal consequence of caring, we can learn ways to become more resilient and avoid becoming overwhelmed, shut down or leaving the work/profession altogether.

For more information, please visit the UW Compassion Fatigue Program website.

Previous | Next

Log out | Back to Course/Exam menu
Self-Care Strategies

Rita & Zombie, Kayaking

Christina, volunteering One Health in Malaysia

Holly, climbing Mt. Baker

Yuki, hiking to Camp Muir

Sara & Amber, at dog agility class
Non-negotiables of Self-Care

- Eat Well
- Rest
- Exercise and Fresh Air
- Connect with others
"The Box Project"

An innovative way to encourage staff to express themselves anonymously
The Art of Compassion

“He is always happy and always rolls onto his side to have his belly rubbed... He always cheers me up if I’m having a bad day.”

Slide courtesy of Andy Foster, MPI Research (now Charles Rivers Laboratories)
The Art of Compassion

“When I first got the study, Bert was the only one that truly stood out. He was the only monkey who would interact with anyone in the room by touching our gloves and taking prima treats out of our hands. He was the sweetest monkey in the cage, but as soon as he was pulled out he made sure everyone knew he was the boss. So naturally, we would all cling to him because he showed his personality right away. Isaac, on the other hand, was extremely submissive and timid to any human interaction. At the transfer, Isaac was placed with an aggressive, dominant mate who took advantage of him. They were eventually separated from each other with hopes of Isaac finding a friendlier mate at the random. As the study went from source to target, Bert and Isaac were paired together. Luckily, Bert took Isaac by the hand and showed him that human interaction isn’t so bad. Isaac slowly progressed and began to touch gloves, gowns, and take treats. Of course, Bert advanced quickly from gloves and treats to gowns, face shields, and getting very excited to see any human. He has a tendency to grab the bottom of the cage with all fours and shake like a mad man when he is not getting any attention. Isaac would get on all fours and tilt his head down and just stare at you with his big eyes surrounded by his very large eyebrow. From their first day together, the two became best buds and would be lost without each other. Its unfortunate that my study is coming to an end, but Bert and Isaac will stay near and dear to our hearts.”

Slide courtesy of Andy Foster, MPI Research (now Charles Rivers Laboratories)
Reflections
Reflections

- Provide an opportunity for individuals to come together in one place to pay tribute to our research animals and each other.

- Guest speakers share their research and acknowledge the contributions provided by Laboratory Animal Professionals

- Open to all animal caregivers, research faculty and staff

Martin K. (Casey) Childers, DO, PhD
Professor
Rehabilitation Medicine
University of Washington

Paul Frase
NFL Veteran
Co-Founder, Joshua Frase Foundation

“REFLECTIONS”
DARE 2 CARE
A World Without Biomedical Research?
Why Transparency is Vitally Important!
presented by
Ken Gordon
Executive Director
Northwest Association for Biomedical Research

DATE:
Tuesday, October 22, 2019
TIME:
1:30 – 3:00 PM
LOCATION:
Turner Conference Room
HSB E-202
CONTACT:
(206) 616-2366
Recognition (Animal Caregivers)
**HETEROGENEITY OF RESPONSES**

- PCa is widely heterogeneous with differences in mutations/genomic alterations, gene expression, sites of metastases, tumor microenvironment, and therapeutic escape mechanisms.
- A significant limitation in understanding PCa is the lack of preclinical models that closely replicate the diversity of the disease seen in man.
- To overcome this limitation, we have established over 40 advanced PCa Patient-Derived Xenograft (PDX) lines.

**Rapid Autopsy Program**
- To collect human PCa specimens (primary prostate, visceral and metastases).
- Metastatic tissue is acquired within 4-8 hours of death.

**LuCaP PDX Series**
- Samples of advanced PCa obtained from primary prostate cancer from surgery or metastases collected at rapid autopsy are implanted into immunocompromised mice to establish PDXs.
- Frozen tumors, paraffin blocks, and TMA containing 40 LuCaP PDXs.
- Genomic, transcriptomic, and STR profiles are generated.
- LuCaP 93 (TURP), LuCaP 136 (Ascites), LuCaP 86.2 (Bladder), LuCaP 81 (Prostate), LuCaP 93 (TURP), LuCaP 136 (Ascites), LuCaP 86.2 (Bladder)

**MOLECULAR ANALYSIS OF DRIFT IN LuCaP PDXS**
- To determine if drift has occurred in the LuCaP xenografts, we compared gene expression of 1000 randomly assigned genes, all 24 LuCaP xenografts clustered with their parental tumor.
- Previous limited studies showed clustering of xenografts with the clinical tumors of origin.

**ACKNOWLEDGEMENTS**

These studies have been funded by the Prostate Cancer Foundation (PCF), The Richard M. Lucas Foundation, NIH PO1 (PO1-CA163227), Pacific Northwest Prostate Cancer SPORE (P50-CA097186), the Prostate Cancer Biorepository Network (PCBN), and Movember.

With great appreciation we acknowledge the patients and their families for their participation in the UW Rapid Autopsy Program, the animals who have been sacrificed to make these breakthroughs to alleviate the suffering and death associated with prostate cancer for fathers, sons, brothers, and husbands around the world, as well as the exceptional daily care of these animals provided by the Animal Caretakers.
Molecular profiling stratifies diverse phenotypes of treatment-refractory metastatic castration-resistant prostate cancer
Mark P. Labrecque, …, Peter S. Nelson, Colm Morrissey
Published July 30, 2019
Citation Information: J Clin Invest. 2019. https://doi.org/10.1172/JCI128212.

ACKNOWLEDGEMENTS

This work was supported by a Department of Defense Idea Development Award-Partnering-PI (W81XWH-17-1-0414;W81XWH-17-1-0415), W81XWH-15-1-0430, PC170431, the Pacific Northwest Prostate Cancer SPORE (P50CA97186), the Department of Defense Prostate Cancer Biorepository Network (W81XWH-14-2-0183), Department of Defense Prostate Cancer Clinical Trials Consortium W81XWH-15-2-0008, NCI R01 CA230617, NCI P01 CA163227, the Prostate Cancer Foundation, the AACR NextGen Transformative Cancer Research Grant, the Institute for Prostate Cancer Research, and the Richard M. LUCAS Foundation.

We would like to thank the patients who generously donated tissue that made this research possible. We would also like to thank Jennifer Conner, Michiyo Dalos, Daniel Sondheim and the Comparative Medicine Animal Caregivers for assistance with the LuCaP PDX work. Additionally, we would like to thank Paul Lange, Robert Vessella, Funda Vakar-Lopez, Martine Roudier, Xiaotun Zhang, Belinda Nghiem, Jennifer Noteboom and the rapid autopsy teams in the Urology and Pathology Departments at the University of Washington.
Work Environments/Breakroom Enhancements (Animal Caregivers)
“The Breakroom Project”

Improving break rooms was frequently requested during our Needs Assessment

“Before” and “After” video of animal caregiver breakroom with completed renovations @ https://sites.uw.edu/d2c under Special Projects page
“The Window Project”
Sustainability
Sustainability: Leadership and Management

• Communication:
  – Essential to maintaining a sustainable Compassion Resiliency program.
  – Regular updates to program happenings.

• Support:
  – Advocate
  – Referral

• Participation:
  – Events
  – Testimonials

• Understand the management perspective:
  – Research must continue.
  – Care standards for animals must be maintained.
Sustainability: Challenges

- Human Resources
- Culture Change
- Lack of support

- Everyone has a full-time job already
- Some staff unsure about program
- Difficult to prioritize ideas

- Scheduling
- Participation
- Find the time

OSU Wellness Model
- Career
- Creative
- Emotional
- Environmental
- Financial
- Intellectual
- Physical
- Social
- Spiritual
Sustainability: Operating Budget/Resources

• Identify (and secure) possible funding sources early on.
• Review budget regularly.
• Funding and personnel available to support the program are of course helpful; however, such resources may take time to establish, so planning for actions that can be taken when resources are limited is important.
• Continue to emphasize and justify the need to the institution, so that support (funding and personnel) can be encouraged and sustained.
Sustainability: Committee or Working Group

• Committee or working group should meet regularly to:
  – Discuss and review progress.
  – Establish new goals.
  – Evaluate needs.
• Continue to monitor the program and ensure that the actions are impactful is essential.
• Committee should remain independent and available to all research faculty and staff, animal caregivers, veterinary staff, and others.
• Set clear expectations:
  – Committee membership?
  – Charter?
  – Guidelines for volunteers that reach out to staff in need.
• Re-evaluation of the compassion fatigue well-being program should be considered on an ongoing basis.
Sustainability: Measurement of Outcomes

- **Baseline survey:**
  - Critical to determine overall effectiveness.
  - IRB approval?

- **Examples for measuring effectiveness may include:**
  - Engagement. Are people showing up?
  - Discussion. Are people talking about it?
  - Inquiries. Are people reaching out when they need help?

- **Possible indicators or success:**
  - Increase in worker satisfaction.
  - Increased referral rate to the resource that the program offers.

- **Direct measurements of well-being, such as surveys or interviews open to individuals from all aspects of laboratory animal care and use within the institution.**

- **Indirect measures such as error rates, can all help a program determine its needs.**

Photo Credit: Oregon National Primate Research Center/OHSU; ComeSeeOurWorld.org
Institutions should recognize that the need(s) for a CF program may ebb and flow depending on external and internal factors:

- Committee or working group must be open-minded and willing to change the program focus depending on the needs of the personnel and with the understanding that some efforts may not result in a useful impact.
- A successful well-being program is never done. Your team should always be open to feedback and new ideas so the program improves.
Sustainability: Stay Involved

• Recruit investigators to conduct informational seminars:
  – Discuss why the research is important and potential benefits of the results.
  – Explain why specific endpoints were chosen for the study.

• Encourage all forms of support:
  – Investigate partnerships with counseling providers if your institution permits.
  – Encourage individuals to build an outside support network of family and friends.

• Take an opportunity to understand the benefits of the research at your institution:
  – Remember the benefits of research advancement for both humans and animals.
  – Reflect on any personal impacts of research advancements.
Future studies need to include an overall assessment of the relationship and interplay between people, animals and the environment of the work environment to better support personnel—surveys should include an overall intake of whether this information can help improve health outcomes for personnel that support animal research.

Additionally, looking for metrics or ways to assess how improved well-being of the humans affects the laboratory animal well-being can provide evidence linking this effort to the One Health concept.
Takeaways...

• Beyond knowledge and skill, empathetic and caring personnel ensure that animals are treated humanely and with respect.
• Emotionally supported individuals who are caring and respectful toward animals are best suited to promote and provide an enriching experience for animals.
• Allowing appropriate outlets for expression can reinforce the integrity of the human-animal bond.
• Compassionate animal care is a foundation of good science.
Thank you for what you do.....
you truly make a difference!
It is better to have a Compassion Fatigue Program and not need it –

.......than to need a Compassion Fatigue Program and not have it.

~ Anthony Gray, 2017
Compassion Fatigue and the Covid Era

Appreciation Lunches
Appreciation Lunches

[Images of people preparing and delivering lunch boxes]

DARE 2 CARE
UNIVERSITY of WASHINGTON
Compassion in Science
Appreciation Lunches
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Compassion Fatigue and the Covid Era

Frontline Hero
Frontline Hero
Compassion Fatigue and the Covid Era
Dare 2 Care: Compassion in Science at the University of Washington has created a Kudoboard where we are inviting you to write a message of thanks and words of affirmation to UW’s hardworking laboratory animal technicians - many of whom provide the utmost care to your research animals on a daily basis. Additionally, we encourage you to ask members of your lab and staff to also leave a note of appreciation on the Kudoboard as we recognize all the UW’s animal care technicians.
Compassion Fatigue and the Covid Era

#ThanksResearch
#ThanksResearch
#ThanksResearch
#ThanksResearch