

A close-up, black and white photograph of a dog's face, looking slightly to the right. The dog's eyes are light-colored, and its tongue is visible, hanging out. A red banner is overlaid across the middle of the image, containing the text 'The Compassion'.

**The Compassion**

**in Balance**

**Program<sup>®</sup>**

**Wellbeing Education  
for Animal Care and  
Welfare Organizations**

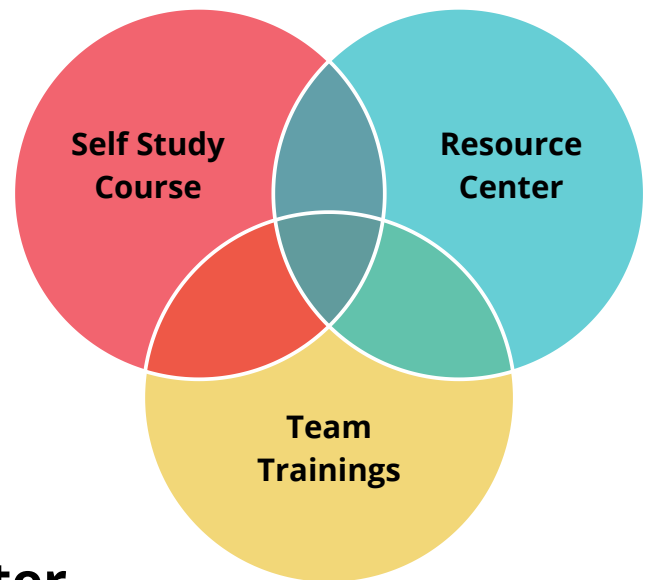


# Overview of The CiB Program



The Compassion in Balance (CiB) Program is a unique, **flexible, year-round education platform** specifically designed to support animal welfare professionals working in shelters, clinics, sanctuaries, and rehab centers.

The CiB Program includes 3 components to address compassion fatigue and support staff wellbeing:



1. **Just-in-Time Resource Center**
2. **Resilient Team Training Series**
3. **Compassion Fatigue Self Study Course**

The 3 components can be combined in various ways to create a learning experience that works best for your organization's needs and capacity. Suggestions are provided beginning on page 7.

Your group will have access to CiB for one year, with the option to renew annually.

# The CiB Program Outcomes



Each component builds self-care, peer-care, and we-care skills to **increase compassion resilience**. This is achieved through:

## **Outcome #1: Increased Awareness and Competence**

Understand the impact of trauma-exposed work, as well as organizational policies and individual practices that mitigate these risks. Increase self-awareness + self regulation skills in order to reduce reactivity and increase job effectiveness.

## **Outcome #2: Increased Healthy Coping Skills**

Develop critical skills, for staff at all levels, to support overall wellbeing and performance, such as how to cope with difficult emotions, manage stress, build healthy boundaries, recover with self-care, and modify unhelpful thought patterns.

## **Outcome #3: Increased Supportive Connections**

Strengthen social support and reduce conflict through team activities that develop shared understanding and resilience skills. Develop trauma-informed supervision skills to increase effectiveness of staff support and create a more caring culture.

## The Self Study Course

**Outcome:** Individuals understand compassion fatigue and related work stressors, develop healthy coping skills

**Format:** 6 Modules and workbook, on-demand

**Overview:** Launched in 2014, the updated course helps staff at all levels **understand compassion fatigue, manage stress, practice self-care, shift outlook, and increase resiliency.**

The 6 modules **build resilience skills** such as:

- Self-awareness of thoughts, emotions, and behavior
- Stress management and self-regulation
- Self-care and self-compassion
- Supporting peers and staff
- Intentional, balanced outlook
- How and when to seek professional mental health help

The course can be completed asynchronously in 6-12 hours and includes:

- Video lectures, worksheets, and activities
- Comprehensive PDF workbook
- Continuing education credit
- Group discussion guide
- Quizzes and certificate of completion

## The Resource Center

**Goal:** Provide accessible, just-in-time educational resources to support overall wellbeing when needed

**Format:** Regularly updated online library of micro-learnings, tools, and expert interviews

**Overview:** This dynamic library of resources **answers animal welfare workers most frequently asked questions** about work-related stressors and supports their self-care practices.

Topics include: conflict, euthanasia, boundaries, debriefing, grief, mental health, difficult emotions, and supporting staff.

The Resource Center provides **micro-lessons and guided practices** specific to animal welfare work in a variety of formats (audio, video, worksheets, expert interviews, micro-tracks).

Staff get **what they need, when they need it**. No pre-requisites required. New resources and Q+A monthly.

Supervisors, HR, and veterinary social workers can **use the Resource Center content to support staff** in a variety of ways!

## The Team Trainings

**Outcome:** Increased resilience skills and social support within teams

**Format:** (6) one hour trainings, facilitated in-house at your pace

**Overview:** Social support at work is one of the most significant factors associated with higher scores of compassion satisfaction and acts as a powerful buffer against stress and distress.

The team trainings **help coworkers increase social support and build resilience skills together:**

- Reduce reactivity with self-regulation
- Shift their outlook towards realistic optimism
- Use zone of control thinking to cope with difficult emotions
- Express appreciation and gratitude
- Communicate constructively
- Create a values-based team culture

The team trainings include:

- 6 videos, discussion guidelines, worksheets, and activity logs
- PDF Facilitator's Guide and Planning Workbook

Facilitated by someone within your organization (staff or volunteer) each training is structured to help you succeed.

# Which Combo Is Right For Us?



## Pathway #1: Self Paced, Low Structure

**Staff:** Engage in CiB off the clock

**Main Focus:** Self Study and Resource Center



**This may be the right fit for your group if you'd like to:**

Offer an additional benefit to support your people as-needed, but you do not have the desire or capacity to offer in-person trainings or group discussions during work hours

### Core actions steps may include:

- **Introduce** CiB to staff as an (optional) online educational platform designed for animal welfare pros to help reduce compassion fatigue and support wellbeing
- **Remind** everyone, at all levels, to explore the Resource Center's many wellbeing **micro-lessons** and tools
- **Encourage** engagement in the Self Study course off the clock. **CEUs** are available!
- **Offer incentives** to complete the Self Study. Request their **Certificate of Completion** to demonstrate engagement



# Which Combo Is Right For Us?



## Pathway #2: Flexible Toolbox, Medium Structure

**Staff:** Engage in CiB during work hours via discussions or paid study time, with the option to use CiB off the clock

**Main Focus:** Self Study and Resource Center



**This may be the right fit for your group if you'd like to:**

Provide an additional benefit to support staff, offer group discussions during work day, *and/or* provide paid time to complete Self Study, but you do not have the desire or capacity to facilitate the series of structured team trainings

### Core actions steps may include:

- **Introduce** CiB to staff as an online educational platform for animal welfare pros to reduce compassion fatigue and support wellbeing
- **Encourage** everyone to explore the Resource Center as needed! Remind supervisors, HR, veterinary social workers, etc. to use resources to support groups and individuals
- **Consider** giving staff paid time to work on the Self Study, **CEUs** are available, request their **Certificate of Completion** for accountability
- **Schedule** group discussions for the Self Study course (using guide provided) to encourage team building during work day



# Which Combo Is Right For Us?



## Pathway #3: Team Building, High Structure

**Staff:** Engage in CiB during work day during team training sessions, with option to use CiB on or off the clock

**Main Focus:** Team Trainings



**This may be the right fit for your group if you'd like to:**

Facilitate series of (6) one hour, team trainings during work hours *and* offer staff option to engage with Self Study and Resource Center *either* on or off the clock for additional support

### Core actions steps may include:

- **Introduce** CiB to staff as an online educational platform for animal welfare pros to reduce compassion fatigue and support wellbeing
- **Plan** to roll out 6 Team Trainings during the work day
- **Remind** everyone, at all levels, to explore the Resource Center's wellbeing micro-lessons and tools as-needed
- **Encourage** engagement in Self Study off or on the clock (your choice!), **CEUs** available
- **Consider** offering incentives to complete Self Study. Request **Certificate of Completion** for accountability

## **Is this therapy or counseling?**

No, this is an educational program. CiB provides information and resources to better understand and cope with stressors, but it is not a substitute for professional mental health help. However, the Self Study and Resource Center both address seeking professional mental health help. One of the top outcomes of CiB: staff know how and when to reach out for help.

## **Should we enroll everyone in our org?**

CiB is designed to offer year-round support for the whole organization. You are encouraged to enroll everyone in your group; this gives individuals (who may not opt-in initially) the option to engage with the content if and *when they need it the most!*

If you plan to use these materials with everyone in your organization or anticipate enrolling new hires or an additional cohort at a later date, you are strongly encouraged to purchase an enrollment package that is large enough to accommodate individual licenses for everyone. Log-in sharing is not permitted as it is a violation of the program contract.

If you choose to purchase a smaller package for one team and wish to purchase a larger package at a later date, your group will move to the next pricing tier. You will be charged the cost of the higher tier package, minus the cost of the smaller package you purchased originally. This purchase does not extend your access term. The additional cost increases your enrollment licenses for the *remainder* of your current access term.

## **What if we're not sure which pathway to chose?**

No problem! Start with Pathway #1 and offer CiB to your staff as an additional, optional wellbeing benefit. CiB is flexible!

At a later day, you might choose to incorporate the Self Study or Team Trainings!

## **What are the first steps?**

At the time of purchase you will be sent a program agreement to sign (available to preview on the CiB website). Next, your "Point Person(s)" - the people who will coordinate the program with your staff - will be enrolled 1-3 weeks ahead of the rest of your group.

This enrollment begins your one year *access term* to the CiB Program. Once enrolled, they will have access to planning materials to organize the roll out of CiB for your group.

## **How will staff access The CiB Platform?**

The program is hosted on the Kajabi platform. Individuals will receive their own log-ins. Internet access is required. Some resources can be downloaded and accessed offline.

A **free app** is available so that **staff can access CiB on their phones.**

**Are analytics available?** Limited analytics documenting progress are provided upon request for the Self Study and the Resource Center. The progress report includes:

- *The first and last date staff logged-in*
- *How many times they have logged-in to the platform*
- *How many lessons they completed in each (if they clicked "mark as complete")*
- *If they have earned a certificate of completion (available for the Self Study).*

In other words, you can get an overall sense of how engaged individuals are with the *self-guided* portions of the program (Self Study and Resource Center). You may choose to require staff to share their Self Study Certificate of Completion with you to document engagement.

**Are Continuing Education Credits available?** Yes, the **Self Study** Course provides a Certificate of Completion after passing the final quiz.

- *Jessica Dolce, founder of Compassion in Balance, is an approved provider of content for CAWA. Every hour of training equals 1 CE towards CAWA Recertification.*
- *The Self Study course has been approved for 6 hours of continuing professional education by the National Animal Control Association (NACA).*
- *Looking for veterinary CEUs? Please contact your licensing board for guidance.*

# What People Say About CiB



"The course was animal shelter specific and the instructor truly understands the needs of our staff. We thought it was **very effective...The course helps us to have better conversations with staff and make effective referrals** to our employee assistance program and other resources." *-Laura, Executive Director, U.S. Animal Shelter*

"Our **Animal Control staff have really enjoyed the team trainings** - it's been challenging but relevant and important. One employee commented, "This is actually good because you're telling me helpful things and you're not telling me to take a bubble bath." I am calling this a **HUGE success**. Thank you!"  
*- Ashleigh, Training + Development, U.S. Animal Care + Control*

**"We love the self-study class!** My staff and I have all completed the course and they speak very highly of it. We did the course on our own and **met to have group discussions** too. Thank you for the wonderful training!"  
*- Jennifer, Supervisor, U.S. Animal Shelter*

"I am really enjoying and finding CIB Resource Center to be very helpful not only in my professional life but in my personal life. I'm looking forward to finishing more of the program.

**In the beginning I said to myself:  
"Oh no, not another training  
program." Was I wrong!  
This has been so helpful."**

*- Bob, U.S. Animal Shelter*

"I really enjoyed the Self Study because **the examples matched my experiences at work. Thank you for these tools and for showing me that I'm not alone.** Now I can help myself and others, so we can **keep doing the work we're so passionate about."**

*-Stacy, Veterinarian, Canadian Animal Shelter*

# Meet The Founder of CiB



## Jessica Dolce, MS, Certified Compassion Fatigue Educator

Jessica brings over 20 years of experience working with and for animals to The Compassion in Balance Program. She is an instructor at The Shelter Medicine Program at the University of Florida and has worked with hundreds of shelters, clinics, rescues, sanctuaries, and rehab centers around the world, as well as organizations such as the ASPCA, National Wildlife Rehabilitators Association, HSUS, and Animals Asia.

Jessica holds a Master of Science in Adult and Higher Education degree, is a Certified Grief Educator and has certificates in mindfulness facilitation, positive psychology coaching, QPR suicide gatekeeper training, and Mental Health First Aid.

**“Jessica brings the latest evidence-based, embodied approach to Compassion Fatigue and presents it in tangible ways so that everyone can walk away with something.”**  
- Medical Director, U.S. Wildlife Rehabilitation Center

**“Jessica has a unique ability to combine evidenced-based practices and important theoretical frameworks with the front-line needs of employees and management.** She infuses everything she does with a sense of curiosity, empathy, and expertise. The value she added to our organization has made her one of the most respected experts in the field of workplace stress, compassion fatigue, and self-care. She is my go to resource.”  
— Nathan Brisby, former Director ASPCA Learning & Development

## Investment



- Small Package, 1-20 individual licenses: \$999
- Medium Package, 21-50 individual licenses: \$1,999
- Large Package, 51-100 individual licenses: \$3,999
- X Large Package, 101-200 individual licenses: \$4,999
- More than 200 people? Please email for a quote!

## Next Steps

**Ready to enroll?** Click the package (above) that you'd like to purchase!

Would you like to discuss the program?

**Schedule a free call** with Jessica:

<https://jessicadolce.as.me/consultorg>

**For general questions**, please email:

[hello@compassioninbalance.com](mailto:hello@compassioninbalance.com)