

COMPASSION FATIGUE, SECONDARY TRAUMA, RESILIENCE, AND SELF CARE



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"As we listen empathically to the stories of our clients, it becomes impossible not to enter their world and experience their pain."



(Shallcross, 2013)

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Today,
we will define and discuss




1. Presence in Court
2. Measurement Tools
3. Stress
 1. Acute
 2. Chronic
4. Trauma
5. Compassion fatigue
6. Burnout
7. Vicarious trauma
8. Secondary traumatic stress
9. Animals Experiences

1. Compassion Satisfaction
2. ABC's of Prevention
3. Resilience
4. Self Care

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Presence in Court



- Keeping a Kind but unreactive face
- Remember when you are in the courtroom you should not say a word during the proceedings.
- Patricia McConnell stated
 - "Because all it takes is a handler to say something and someone who raped a child gets off."
- What are some things you can and can't do in court?



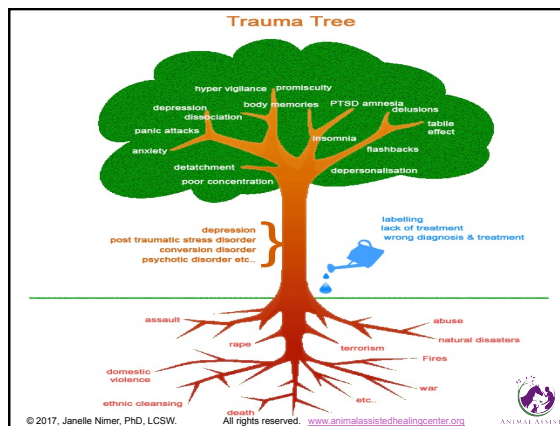
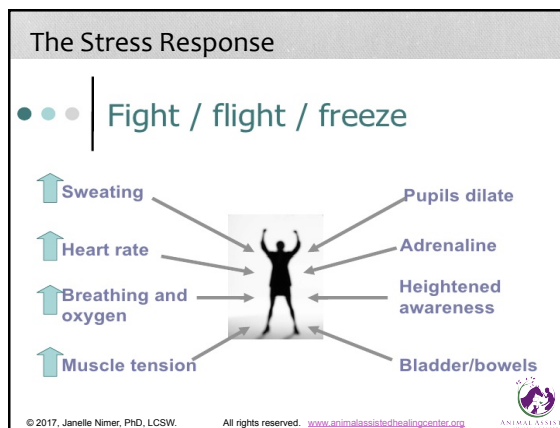
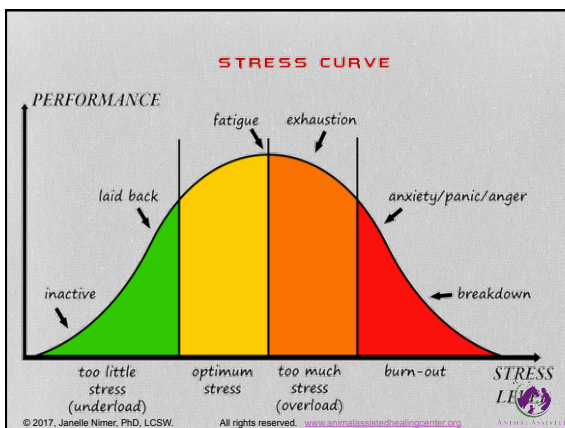
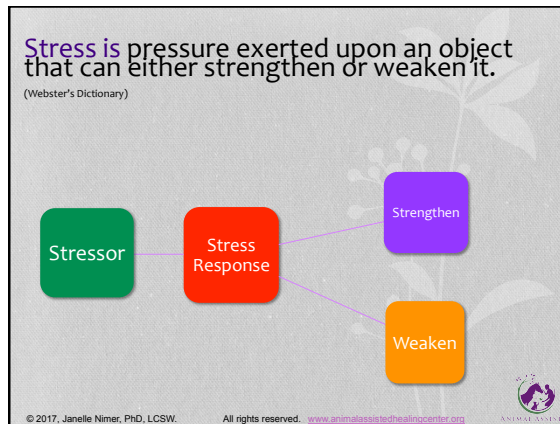
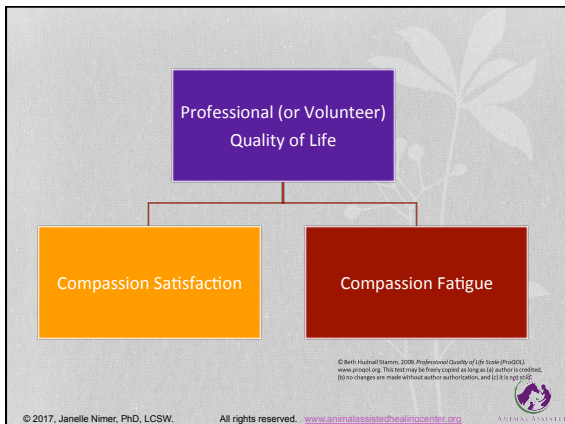
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Well Established ProQOL

- The ProQOL is the most widely used measure of the positive and negative aspects of helping in the world
- The ProQOL has proven to be a valid measure of compassion satisfaction and fatigue
- It has been used for over 15 years
- The measure was developed with data from

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What Makes an Event Traumatic?

- It involves a threat—real or perceived—to one’s physical or emotional well-being.
- It is overwhelming.
- It results in intense feelings of fear and lack of control.
- It leaves one feeling helpless.
- It changes the way a person understands the world, themselves, and others.

(American Psychiatric Association, 2000)

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Traumatic Events

Human

Homicide
Sexual Assault
Assault/attack
Abuse (e.g. physical, emotional, verbal, medical, sexual)
War

On the Job

Fight or physical attack
Threat of physical harm
Accident


Natural

Hurricane
Earthquake
Flood
Fire



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Traumatic Stress




Traumatic stress is the stress response to a traumatic event(s) in which one is a victim or witness.

- Repeated stressful and/or traumatic events can chronically elevate the body’s stress response.
- Can cause the victim to develop Complex PTSD

(Farrell and Pease, 1993)

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Compassion Fatigue



“A combination of physical, emotional, and spiritual depletion associated with caring for patients in significant emotional pain and physical distress.”

(Anewalt, 2009; Figley, 1995)

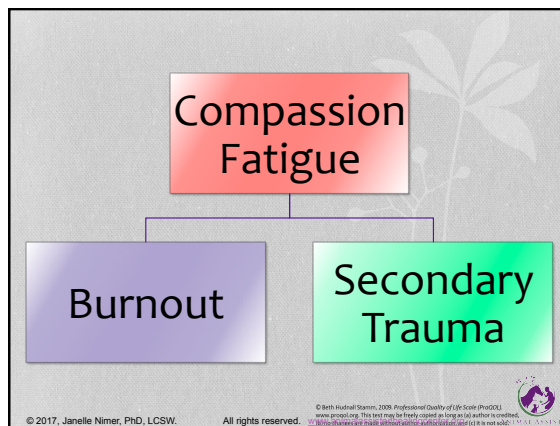
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Compassion Fatigue

- is about the helplessness that goes with caring;
- and is NOT about caring too much.
- Compassion Fatigue occurs when the feelings of hearing about the pain or trauma of others begin to accumulate.
- The worst consequence of compassion fatigue is the disconnect that goes with it.
- In our business its all about the relationship!

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Compassion Fatigue Symptoms

- Affects many dimensions of your well-being
- Nervous system arousal (Sleep disturbance)
- Emotional intensity increases
- Cognitive ability decreases
- Behavior and judgment impaired
- Isolation and loss of morale



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Compassion Fatigue Symptoms


- Beliefs and psychological needs-safety, trust, esteem, intimacy, and control
- Loss of self-worth and emotional modulation
- Identity, worldview, and spirituality impacted
- Loss of hope and meaning=existential despair
- Anger toward perpetrators or causal events
- Depression and PTSD



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Burnout


- has to do with what we do, how we do it, and for how long we do it.
- It is usually brought on by unreasonable work expectations, (of yourself or from others) or environmental work related stress.
- It has more to do with systems, processes and organizations.
- It also has to do with lack of self care and poor boundary setting.



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What is Burnout?

- Emotional exhaustion
- Depersonalization
- Reduced feeling of personal accomplishment
- Develops as a result of general occupational stress
- Results from the work-environment and workload rather than exposure to another person's trauma.
- Occurs over time



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What About Burnout?



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Vicarious Trauma

- Is experiencing a trauma in a secondhand way (hearing about it, seeing it, reading about it etc.).
- Vicarious trauma can be listening to clients / patients or someone close to you personally: (secondary trauma)
- Or it can be trauma in your community state or country: (tertiary trauma)
- Interchangeable with "Secondary Traumatic Stress" and "Work-related Trauma"
- Changes the inner experience of the professional in result of working with someone who has experienced trauma.
- Trauma symptoms and cognitive changes



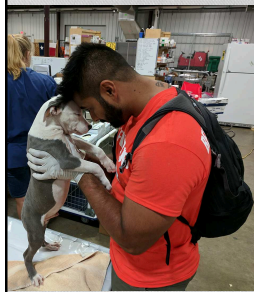
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Some Examples of Vicarious Traumatization: Personal

- Physical
 - Rapid pulse/breathing, headaches, impaired immune system, fatigue,
- Emotional
 - Numbness, anxiety, guilt, fear, anger, sadness, helplessness,
- Behavioral
 - Irritability, sleep and appetite changes, isolate from friends and family
- Spiritual
 - Loss of purpose, loss of meaning, disillusionment, hopelessness
- Cognitive
 - Diminished concentration, inattention, self doubt, racing thoughts,
- Relational
 - Withdrawn, minimization of others' concerns, anger, blame

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Examples of Vicarious Traumatization: Professional



- Performance
 - Decrease in quality/quantity of work, low motivation, task avoidance or obsession with detail, forgetfulness
- Morale
 - Decrease in confidence, decrease in interest, negative attitude, disconnected, reduced compassion
- Relational
 - Detached/withdrawn from co-workers, intolerance of others, sense of being the "only one who can do the job"
- Behavioral
 - Calling out, arriving late, overwork, exhaustion, irresponsibility, poor follow-through

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Prevalence

- Between 40% and 85% of "helping professionals" develop vicarious trauma, compassion fatigue, and/or high rates of traumatic symptoms.¹
- 70% of Masters level Social Workers and Sexual Assault therapists experience secondary traumatic stress.²
- 50% of Child Protective Service Workers suffer high to very high levels of compassion fatigue.³



¹ Mathieu, V. (2003). The Compassion Fatigue Workbook. (Newfield, NY)
² Black, B. (2003). Prevalence of secondary traumatic stress among social workers. *Social Work, 48*(2), 69-76.
³ Corbett, C., & Keller-Gambler, Y. (2003). Compassion fatigue, burnout, and compassion among Colorado child protection workers. *Child Abuse and Neglect, 27*(4), 527-546.

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Secondary Traumatic Stress Response (STSR)

"... the natural consequent behaviors and emotions resulting from knowing about a traumatizing event experienced by another... the stress resulting from helping or wanting to help a traumatized or suffering person."



(Figley, 1995)

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Secondary Traumatic Stress Response (STSR)



- Is what happens when an individual has a reaction: physically, spiritually mentally or emotionally to a trauma event that happened to another person or persons.
- The STSR if not dealt with can lead to a Secondary traumatic stress disorder which looks much like PTSD

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Secondary Traumatic Stress Response (STSR), What does it look like?

- Under-controlled
 - Excessive blaming
 - Voices excessive complaints about administrative functions
 - Substance abuse
 - Overspending, overeating, gambling, sexual addictions
 - Legal problems
 - Aggression
 - Exaggerated responses



- Over-controlled
 - Bottled-up emotions
 - Isolation from others
 - Excessive complaints from others
 - Poor self-care
 - Mentally and physically tired
 - Preoccupied
 - Denial
 - Apathy

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Understanding the Difference Between Secondary Traumatic Stress and Vicarious Traumatization

Secondary Traumatic Stress Response

- Extreme emotionality or absence of emotion
- Fearful, jumpy, exaggerated startle response
- Flashbacks

Vicarious Traumatization

- Overly involved with or avoidance of victim/survivor
- Hypervigilance and fear for one's own safety (the world no longer feels safe and people can't be trusted)
- Intrusive thoughts and images, or nightmares from victims' stories

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Working in this field animals can experience:

- Stress
- Trauma
- Compassion fatigue
- Burnout

When our animals are in court they start to feel the overwhelming emotions of clients and due to their ability to mirror and absorb emotions they may also experience their version of:

- Vicarious trauma
- Secondary traumatic stress

Watch for your animals signs of stress



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Exercise

- Discuss a case that caused you to take it home with you- or caused some symptoms of compassion fatigue
- Identify what factors caused you to identify with the person/victim/family/event
- Note commonalities and choose a person to share these findings with the larger group

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It's the shift in how we view the world, view others, and sense danger around us...



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Compassion Satisfaction

- Compassion satisfaction comes from an internal comfort that it is not your responsibility to fix the pain of another. It is only your responsibility to witness it, share it, show up and be fully present, and offer guidance.
- With that comes a **sense of peace even when that individual refuses or resists your guidance; you still have done your job, and done it well**
- Is not necessarily job satisfaction which is usually related to what one does or thinks about their job.
- Compassion satisfaction is related to how one feels at the end of the day and how aware they are that they have made a difference.
- Compassion satisfaction is inversely related to compassion fatigue.

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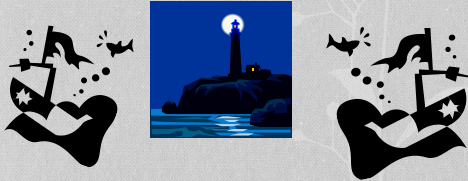
What is Compassion Satisfaction?

- Positive feelings from doing your job well.
- Positive relationships with colleagues
- Feeling your work makes a difference




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- Compassionate Satisfaction is the ultimate knowing that the light house is not responsible for the safety of the ship but only responsible to be the light!



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Resiliency Planning



- Individual, personally
 - The ProQOL can help you plan where to put your energy to increase our resilience
- Organizational planning
 - Can help organizations find ways to maximize the positive aspects and reduce the negative aspects of helping
- Supportive Supervision
 - The ProQOL can be used as information for discussions

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Risk and Resiliency Factors



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Resilience is the process of **adapting** well in the face of adversity, trauma, tragedy, threats, or even significant sources of stress, such as family and relationship problems, serious health problems, or workplace and financial stressors.

It means “bouncing back” from difficult experiences.
(American Psychological Association)



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How dogs teach us about Resilience

- They don't fixate on the past
- They use their past trauma to help others (Stevie)
- They don't let anything slow them down (Tripod)
- Being in a wheelchair doesn't mean they have to stop exploring
- They show us that every person even if they are “different” deserves to enjoy life and be loved.



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Vicarious Resilience




Involves the process of learning about overcoming adversity from the trauma survivor and the resulting positive transformation and empowerment through their empathy and interaction.

(Hernandez, Gangsei, and Engstrom, 2007)

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Impact of Vicarious Resilience

- Greater perspective and appreciation of own problems
- More optimistic, motivated, efficacious, and reenergized
- Increased sense of hope, understanding, and belief in the possibility of recovery from trauma and other serious challenges
- Profound sense of commitment to, and finding meaning from the work



2007; Engstrom, et al, 2008)

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What is Self-Care?


Self-care is what people do for themselves to establish and maintain health, and to prevent and deal with illness.

It is a broad concept encompassing hygiene (general and personal), nutrition (type and quality of food eaten), lifestyle (sporting activities, leisure, etc.), environmental factors (living conditions, social habits, etc.) socio-economic factors (income level, cultural beliefs, etc.), and self-medication.'

(World Health Organization, 1998)

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“...Place the oxygen mask on yourself first before helping small children or others who may need your assistance.”



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So What Do I Do?

<p>2 minutes</p> <ul style="list-style-type: none"> • Breathe • Stretch • Daydream • Take your stress temperature • Laugh • Doodle • Acknowledge one of your accomplishments • Say no to a new responsibility • Compliment yourself • Look out the window • Spend time with your pet • Share a favorite joke 	<p>5 minutes</p> <ul style="list-style-type: none"> • Listen to music • Have a cleansing cry • Chat with a co-worker • Sing out loud • Jot down dreams • Step outside for fresh air • Enjoy a snack or make a cup of coffee/tea
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So What Do I Do?

<p>10 minutes</p> <ul style="list-style-type: none"> • Evaluate your day • Write in a journal • Call a friend • Meditate • Tidy your work area • Assess your self-care • Draw a picture • Dance • Listen to soothing sounds • Surf the web • Read a magazine 	<p>30 minutes</p> <ul style="list-style-type: none"> • Get a massage • Exercise • Eat lunch with a co-worker • Take a bubble bath • Read non-work related literature • Spend time in nature • Go shopping • Practice yoga • Watch your favorite television show
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The ABC's of Prevention



- A= Awareness
- B=Balance
- C=Connections

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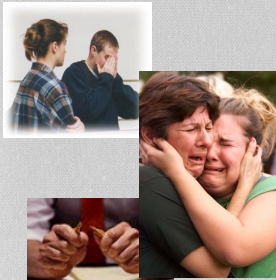
A= Awareness



- Ability to function is interfered with or altered.
- Situation or incident does not seem “typical or ordinary”, it feels traumatic.
- “Compassion stress” impinges upon or breaks through normal boundaries

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A= Awareness Issues and Contributing Factors



What types of cases contribute to your stress level increasing your vulnerability to compassion fatigue?

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Awareness, continued



- Regularly waking up tired in the morning and struggling to get to work?
- Feeling as if you are working harder but accomplishing less?
- Becoming frustrated/irritated easily?
- Losing compassion for some people while becoming over involved in others?
- Routinely feeling bored or disgusted?
- Experiencing illness, aches and pains?


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Even Mother Teresa Understood Compassion Fatigue

- Recognized the effects
- Wrote in her plan to her superiors that it was MANDATORY for her nuns to take an entire year off from their duties every 4-5 years to allow them to heal from the effects of their care-giving work.



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“The quality of strength lined with tenderness is an unbeatable combination...” - Maya Angelou

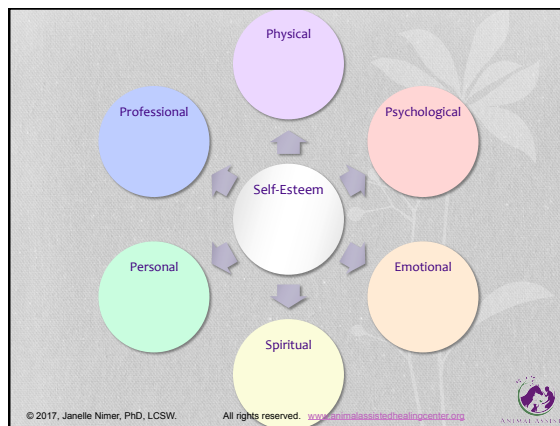
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Let's Get Creative!

- The Self-Care Balls breaks self-care down into six equal parts of life:
 - Physical
 - Psychological
 - Emotional
 - Spiritual
 - Personal
 - Professional
- Fill in the wheel with your own activities and tools for self-care.
- Now rate your satisfaction with each aspect, using a scale from 0 to 10,
 - 10 being very satisfied
 - 0 being completely unsatisfied.
- Place a mark indicating your choice in each segment of the circle, with zero at the center and ten at the rim. Connect all of the marks around the circle to see how balanced your balls are.
- Which of these are you strong in?
- Which facet could use more of your attention?




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B= Balance

Keeping Your Life in Balance




- Practice excellent self-care
 - Massage, Body Movement, Pressure Points, Vocal Release, Yoga, Emotions
- Nurture yourself by putting activities in your schedule that are sources of pleasure, joy and diversion
- Allow yourself to take mini-escapes- these relieve the intensity of your work
- Transform the negative impact of your work (find meaning, challenge negativity, find gratitude)

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B= Balance


Keeping Your Life in Balance, continued

- Get medical treatment if needed to relieve symptoms that interfere with daily functioning- don't use alcohol or drugs to self-medicate
- Get professional help when needed to get back on track- we all need coaches and consultants at times



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Massage





- Massage reduces tension and promotes relaxation
- Tired eyes – close eyes, place thumbs just below the eyebrow, move thumbs in circular motion working to the outside of the eye
- Sore feet – remove shoes, press your foot down on a tennis ball (or golf ball) and roll it back and forth
- Hand massage – knead hand between thumb and middle finger, moving around to all aspects of the hand.
- Sore arms or legs – drum on limb, adjusting pressure or intensity until it feels good
- Headache – press finger tips or thumb into temples massaging in a circular motion
- Shoulder squeeze – curve hand over shoulder, drop head, squeeze what up to neck

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Body Movement

- Aerobic exercise is the most commonly prescribed tool by health providers for combating stress, anxiety, and depression (Anxiety and Depression Association of America, 2016).
 - Walk/Run with Dog
 - Dance Party!
 - Shake it out!
 - 10 squats
 - High Knees
 - Calf Lifts

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Pressure Points

- Acupressure can be used to relieve stress, promote healing, and prevent diseases.

- Go 3 fingers down on your wrist, place thumb there and wrap hand around wrist.
- Apply pressure to the crease between your wrist and hand
- Sit down, cross one leg and place your foot on your knee, place thumb between second and third toes, draw thumb down 1/3 of foot. At this spot, apply pressure and kneading movement for 2 minutes
- Using your thumb and pointer finger, massage and pull on ears for two minutes. This movement is not restricted to a specific part of the ear.

#1
1. Measure 2. Apply Pressure

#2

#3

#4

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Vocal Stress Relief

- Laughter offers short-term and long-term benefits
- Short term: stimulate organs, activate and relieve stress response.
- Long term: improve your immune system, relieve pain, increase personal satisfaction, improve mood (Mayo Clinic, 2016)

Singing take the positive effects of music to another level

- Shifts the vibrations of your thoughts
- Slows down and regulates breathing
- Promotes relaxation (Fitzpatrick, 2016)

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Keep Yourself Physically Strong

- Exercise
- Breathe
- Sleep
- Good nutrition and water
- Good medical and preventative care

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Patanjali – the author of Yoga Sutra

“When you are inspired by some great purpose, some extraordinary project, all your thoughts break their bonds: Your mind transcends limitations, your consciousness expands in every direction, and you find yourself in a new, great, and wonderful world. Dormant forces, faculties and talents become alive, and you discover yourself to be a greater person by far than you ever dreamed yourself to be.”

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Yoga (also known as Dog Yoga (DOGA))

- Using Yoga throughout the day will allow you to focus and minimize your discomfort (Yoga Journal, 2014).
- Side Stretch
- Should Rolls
- Neck Stretch
- Open Chest Stretch
- Chair twist
- Back and Shoulders

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Balance for our Emotional Needs

- Emotions are a signal that tell us when something is wrong or we are out of balance
- We all need meaning and purpose in our life
- We all need autonomy and freedom to make choices that bring us balance and happiness

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Find Hidden Passion

- We all have hidden sources of energy and healing power.
- When you identify the things that fuel you, the things that you have true passion for, your fatigue will disappear.
- Balancing your life involves putting the things that we value and have passion for in our schedule.



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Balance for Your Soul

- Have quiet alone time in a calm, beautiful place- a safe retreat where you feel renewed
- Have an awareness of what restores and replenishes you.
- Find ways to acknowledge loss and grief
- Stay clear with commitment to career goals or your personal mission
- Know how to focus on what you can control
- Look at situations as entertaining challenges and opportunities, not problems or stresses

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Chinese Proverb



Equation for the value of your life

- Create a List of everything that you value in your life;
- 1. Start with your Health

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Chinese Equation for Life

- Put a one first, in front of all the zeros and you will have the value of your life
- Your Health = 1
- Everything else in your life = 0
- Without your health, you have nothing.



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C= Connections

- Talk out your stress- process your thoughts and reactions with someone else (coworker, therapist, clergy, friend, family, supervisor)
- Build a positive support system that supports you, not fuels your stress
- Pets accept whatever affection you are able to -Blood pressure and heart rate decrease when interacting with animals




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Put Joy, Love, Hope, Laughter and Gratitude in Each Day

- Name 3 things you feel grateful for today-
- Think of something that has brought you a sense of joy (Make your top ten list)
- Who do you love that you can reach out to today? (Call them!)
- What made you laugh today? (Share it!)

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• Hope does not take away your problems.


It can lift you above them.

Maya Angelou

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Exercise

- List one mini-escape or diversion that worked well to restore and renew you
- List one thing that brings you joy
- Report back to larger group your unique ideas




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Soothing Your 5 Senses

Taste:	Smell:	Sounds:	Touch:	Sight:
• Green tea	• Lavender	• Leaves	• Playdough/ Putty	• Use your favorite color.
• Chocolate	• Eucalyptus	• Water stream	• Soft objects	• Wallet-sized picture of someone or something you enjoy.
• Mango	• Peppermint	• Seaside	• Magnets	• Landscapes
• Gum	• Green apple	• Water	• Stress balls	• Baby animals
• Crunchy snack	• Coconut	• Fireplace	• Beads	• Funny photos
• Vegetable soup		• Summer night	• Wood, Metal	• Pictures
• Milk		• Rain	• Rubber bands	• Blowing bubbles
• Oatmeal		• Wind	• Rubbing stones	• Positive affirmations
• Celery		• Forest	• Beanbags	
• Bananas		• Coffee shop	• Kneading eraser	
• Nuts and seeds		• Train		
• Eggs		• Fan		
		• White noise		

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The work you do is hard... Take care of yourself!



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