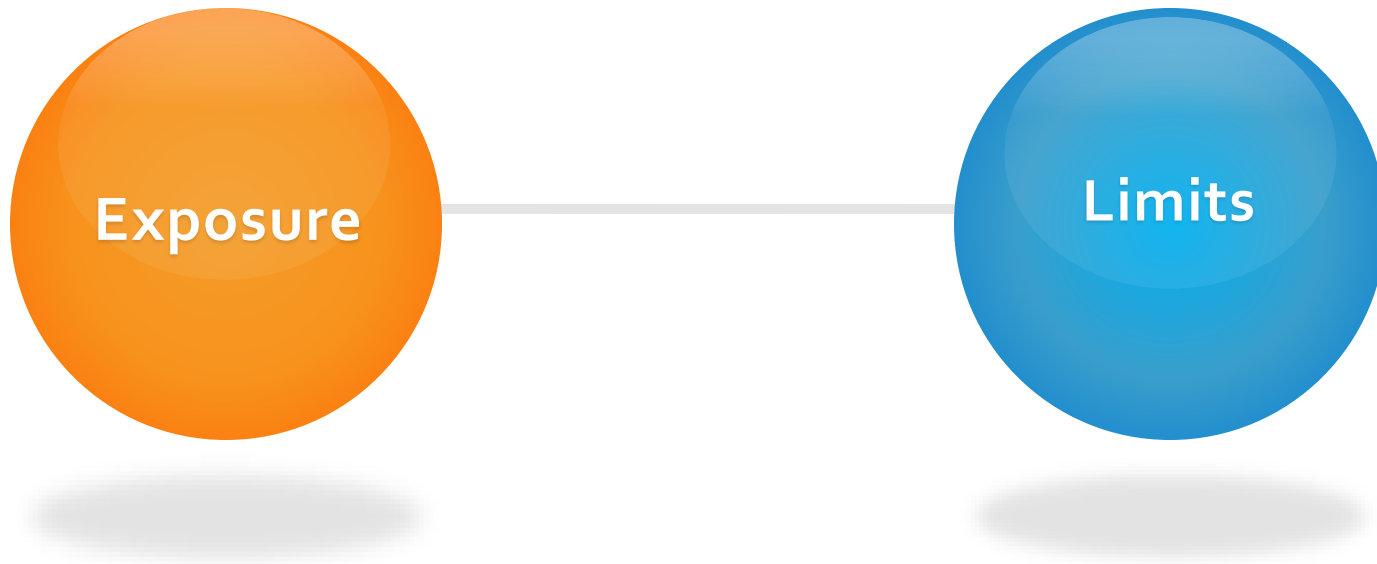


Vicarious Trauma, etc.

In our work...





The end of the world!

Have you ever felt like...

- You've heard too much
- You've seen too much
- You're stressed
- You're tired
- You feel (over)done

What is going on? Some possibilities...

★ Understanding the Difference

- **Burn out** occurs in every job.

Too much to do, too little pay and resources, too many challenges.



Compassion Fatigue is the profound emotional and physical erosion that takes place when helpers are unable to refuel and regenerate.

The Compassion Fatigue Workbook, Francoise Mathieu

“So what do you do?”

“Oh..... I work on cases to address crimes and kind of help people and DV/SA...”



“That’s all I have to say about that.”

Primary Trauma

Primary trauma refers to experiences you carry with you such as childhood abuse, sudden loss in your personal life, car accident or violent assault.

Primary trauma can be work-related if you are put in harms way during the course of your job, i.e. being a search and rescue operator or firefighter.

60% of **helping professionals**
have **trauma history** of
their **OWN** .

The Compassion Fatigue Workbook, Francoise Mathieu

Secondary Trauma

Secondary trauma occurs through stories described to you verbally, in writing or through audio or visual recording.

★ Understanding the Differences

Vicarious trauma describes the transformation of our world view due to the cumulative exposure to traumatic images and stories.



The Compassion Fatigue Workbook, Francoise Mathieu

“We are not referring to the most difficult story you have ever heard; we are talking about the thousands of stories you don’t even remember hearing.”



You may think you're fine;
your co-workers might too.

**You're a lot
nicer at work.**



Helpers who
are burned out,
worn down,
fatigued and
traumatized
tend to work
more and
harder.

Leading to:

- Serious physical and mental health difficulties
- Depression
- Anxiety
- Substance abuse
- Chronic pain
- Stress-related illness
- Suicide



◎Pinpoint your challenges.

The beloved
Self-Assessment

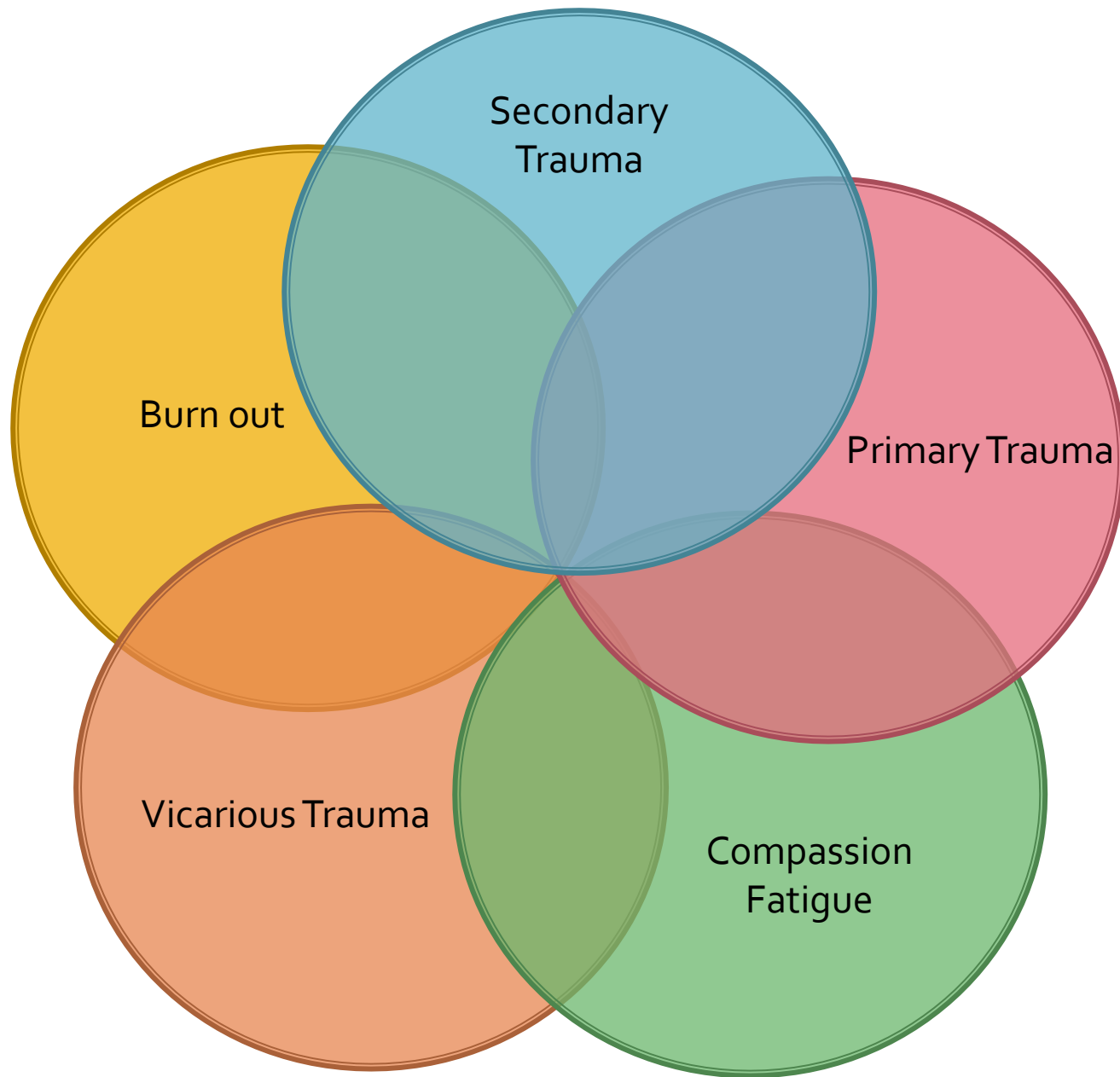
Please note: I cannot diagnose you.

YES, NO, SOMETIMES, PLEAD THE 5TH

- You've made your to-do list for work....and you're sleeping.
- You don't think *everyone* is an offender; *you're* not so there is one.
- When I offered you a glass of wine, I didn't mean the box.
- When someone asks for your address, work contacts fly out of your mouth. Followed by the suspicious stare of "why do you want to know?"
- Is that, that, that your stapler?

YES, NO, SOMETIMES, PLEAD THE 5TH

- If you want something done right....you do it yourself.
- When your friend tells you she has a date, you ask "Did you CourtView them?"
- You say things like, "oh, it was only a 16 hour work day."
- Business hours, what are those?
- You can't say "NO" to anyone, yes?
- You started out driving somewhere for fun and ended up at work... hellllloooo autopilot!

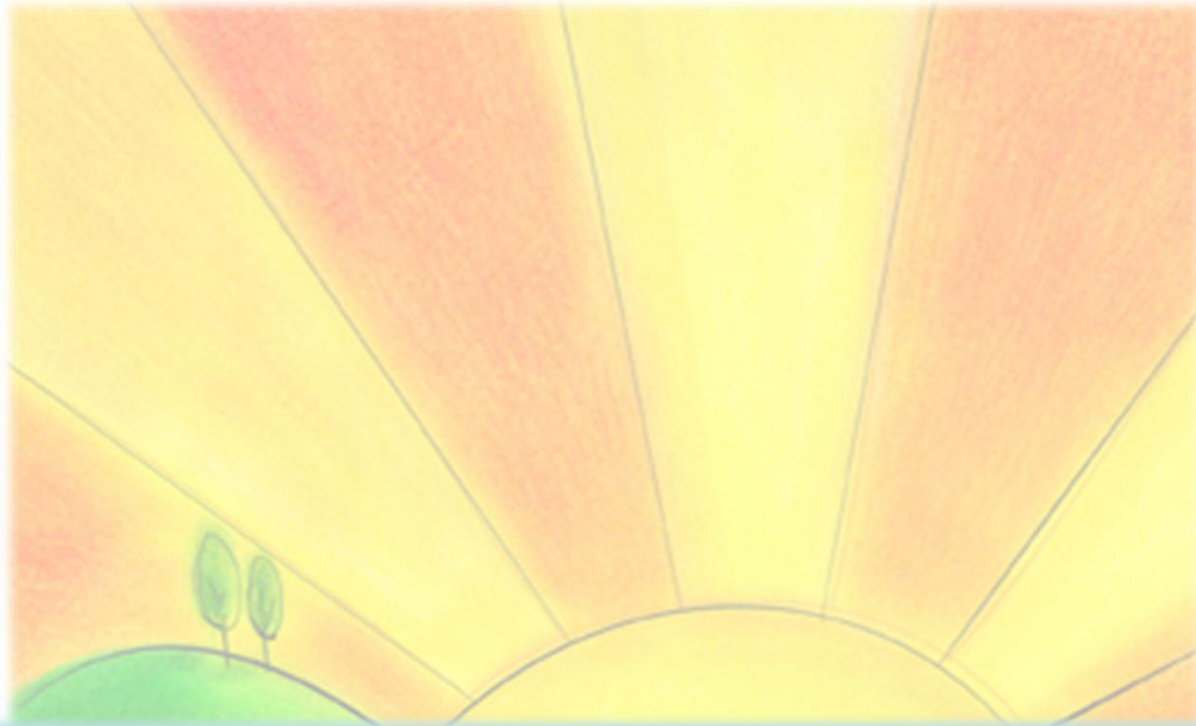


By the way... It's Common

This is a common reaction to an uncommon experience. In other words, there is nothing wrong with someone who is experiencing vicarious trauma. The goal is to do emotional, physical and psychological maintenance along the way to reduce the effects of the build up of emotional response to trauma.

Vicarious trauma is something that effects everyone in serving professions.





**But maybe you'll be ok!
...As long as you don't ignore it.**



MAKING A PLAN TO STAY A HEALTHY EMPLOYEE (OR GETTING BACK THERE)



Shared Responsibility

Feel better cheat sheet

- Reflect on how you're doing and what may be going on for you
- Burn out?
 - More resources, more support, or time for a change
- Compassion fatigue?
 - Refuel: focus on your own needs for a sec
- Primary trauma?
 - Think about talking to someone about it
- Secondary trauma?
 - Debrief and other routines for letting go
- Vicarious trauma?
 - Find good things, do good things, talk about good things
- When in doubt, ABC...

Understanding and Managing Vicarious Trauma



Awareness

Balance

Connection

Awareness

Self-reflect

- Journal writing
- Therapy
- Debriefing
- Breathe



Balance

- Non-trauma related interests and hobbies
- Relaxation techniques
- Eat, sleep, literally take care of yourself
- Healthy boundaries



Boundaries with Co-workers

- Be respectful 😊
- Ask before you vent
- Let people know your limits



Boundaries with Self

- Learn your limits
 - How much to work
 - How much to hear
 - When to take a break
 - Often takes trial and error
- Learn what issues to look for for yourself, such as the edge of your boundaries and triggers for your own trauma



Boundaries at Home

- Don't take work home (physically or mentally)
- Don't talk about work all the time



Connection

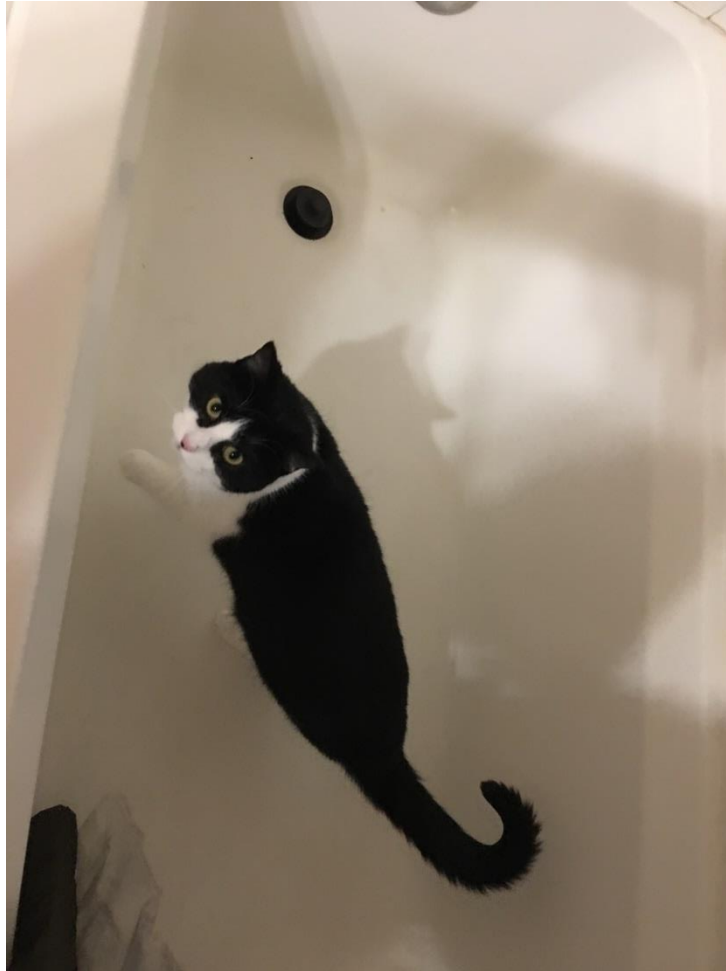
**Connect with colleagues or peers
And also have other friends...**



Pulled by a Vision, not Pushed by your Circumstance



Questions?



Resource:

What About You?

A Workbook for Those Who Work with Others



THE NATIONAL CENTER ON
Family Homelessness

for every child, a chance

Katherine T. Volk, Kathleen Guarino,
Megan Edson Grandin, and Rose Clervil

**What do you already do to
mitigate this issues?**

Self-Assessment: Self Care:

How often do you do the following?

Physical Self-Care

- ☐ Eat regularly (e.g., breakfast and lunch)
- ☐ Eat healthfully
- ☐ Exercise
- ☐ Lift weights
- ☐ Practice martial arts
- ☐ Get regular medical care for prevention
- ☐ Get medical care when needed
- ☐ Take time off when you're sick
- ☐ Get massages or other body work
- ☐ Do physical activity that is fun for you
- ☐ Take time to be sexual
- ☐ Get enough sleep
- ☐ Wear clothes you like
- ☐ Take vacations
- ☐ Take day trips, or mini-vacations
- ☐ Get away from stressful technology such as pagers, faxes, telephones, e-mail
- ☐ Other: _____

Psychological Self-Care

- ☐ Make time for self-reflection
- ☐ Go to see a psychotherapist or counselor for yourself
- ☐ Write in a journal
- ☐ Read literature unrelated to work
- ☐ Do something at which you are a beginner
- ☐ Take a step to decrease stress in your life
- ☐ Notice your inner experience—your dreams, thoughts, imagery, feelings
- ☐ Let others know different aspects of you
- ☐ Engage your intelligence in a new area—go to an art museum, performance, sports event, exhibit, or other cultural event
- ☐ Practice receiving from others
- ☐ Be curious
- ☐ Say no to extra responsibilities sometimes
- ☐ Spend time outdoors
- ☐ Other: _____

Self-Assessment: Self Care:

How often do you do the following?

Spiritual Self Care

- ☐ Make time for prayer, meditation, reflection
- ☐ Spend time in nature
- ☐ Participate in a spiritual gathering, community or group
- ☐ Be open to inspiration
- ☐ Cherish your optimism and hope
- ☐ Be aware of nontangible (nonmaterial) aspects of life
- ☐ Be open to mystery, to not knowing
- ☐ Identify what is meaningful to you and notice its place in your life
- ☐ Sing
- ☐ Express gratitude
- ☐ Celebrate milestones with rituals that are meaningful to you
- ☐ Remember and memorialize loved ones who have died
- ☐ Nurture others
- ☐ Have awe-full experiences
- ☐ Contribute to or participate in causes you believe in
- ☐ Read inspirational literature
- ☐ Listen to inspiring music
- ☐ Other: _____

Self-Assessment: Self Care:

How often do you do the following?

Emotional Self-Care

- ☐ Spend time with others whose company you enjoy
- ☐ Stay in contact with important people in your life
- ☐ Treat yourself kindly (supportive inner dialogue or self-talk)
- ☐ Feel proud of yourself
- ☐ Reread favorite books, review favorite movies
- ☐ Identify and seek out comforting activities, objects, people, relationships, places
- ☐ Allow yourself to cry
- ☐ Find things that make you laugh
- ☐ Express your outrage in a constructive way
- ☐ Play with children
- ☐ Other: _____

Workplace/Professional Self Care

- ☐ Take time to eat lunch
- ☐ Take time to chat with co-workers
- ☐ Make time to complete tasks
- ☐ Identify projects or tasks that are exciting, growth-promoting, and rewarding for you
- ☐ Set limits with clients and colleagues
- ☐ Balance your caseload so no one day is "too much!"
- ☐ Arrange your workspace so it is comfortable and comforting
- ☐ Get regular supervision or consultation
- ☐ Negotiate for your needs
- ☐ Have a peer support group
- ☐ Other: _____

Resiliency

Physical

- Favorite stretches

Mental

- Poems (don't freak out)

Emotional

- 3 things you're grateful for and/or positive things in your life
- Happy suggestions: a book, movie, or song

Social

- In a group of 3: what do all of you have in common?
- Group selfie

Resiliency in your Organization

Organizational Self Care Checklist

Support and Supervision

- ☐ The organization offers an employee assistance program (EAP).
- ☐ Employee job descriptions and responsibilities are clearly defined.
- ☐ All staff members have regular supervision.
- ☐ Part of supervision is used to address job stress and self-care strategies.
- ☐ Part of supervision is used for on-going assessment of workload and time needed to complete tasks.
- ☐ Staff members are encouraged to understand their own stress reactions and take appropriate steps to develop their own self-care plans.
- ☐ Staff members are welcome to discuss concerns about the organization or their job with administrators without negative consequences (e.g., being treated differently, feeling like their job is in jeopardy or having it impact their role on the team).
- ☐ Staff members are encouraged to take breaks, including lunch and vacation time.
- ☐ The organization supports peer-to-peer activities such as support groups and mentoring.
- ☐ Other: _____

Organizational Self Care Checklist

Training and Education

- ☐ The organization provides education to all employees about stress and its impact on health and well-being.
- ☐ The organization provides all employees with education on the signs of burnout, compassion fatigue and/or vicarious traumatization.
- ☐ The organization provides all employees with stress management trainings.
- ☐ The organization provides all employees with training related to their job tasks.
- ☐ Staff are given opportunities to attend refresher trainings and trainings on new topics related to their role.
- ☐ Staff coverage is in place to support training.
- ☐ The organization provides education on the steps necessary to advance in whatever role you are in.
- ☐ Other: _____

Communication

- ☐ Staff members have regularly scheduled team meetings.
- ☐ Topics related to self-care and stress management are addressed in team meetings.
- ☐ Regular discussions of how people and departments are communicating and relaying information are addressed in team meetings.
- ☐ The organization provides opportunities for staff in different roles to share their “day in the life” (see Activity ## for an example).
- ☐ The organization has a way of evaluating staff satisfaction on a regular basis.
- ☐ Other: _____

Organizational Self Care Checklist

Employee Control and Input

- ☐ The organization provides opportunities for staff to provide input into practices and policies.
- ☐ The organization reviews its policies on a regular basis to identify whether they are helpful or harmful to the health and well-being of its employees.
- ☐ The organization provides opportunities for staff members to identify their professional goals.
- ☐ Staff members have formal channels for addressing problems/grievances.
- ☐ Other: _____

Work Environment

- ☐ The work environment is well-lit.
- ☐ The work environment is physically well-maintained (e.g., clean, secure, etc.).
- ☐ Information about self-care is posted in places that are visible.
- ☐ Employee rights are posted in places that are visible.
- ☐ The organization provides opportunities for community building among employees.
- ☐ The organization has a no-tolerance policy concerning sexual harassment.
- ☐ The organization has a no-tolerance policy concerning bullying.
- ☐ Workplace issues, including grievance issues and interpersonal difficulties, are managed by those in the appropriate role and remain confidential.
- ☐ Other: _____

Top 10 Ways to Breed Burnout in Your Organization

- 1** Never, ever give anyone information today that you can wait until next week to tell them about. This includes important deadlines especially.
- 2** Never thank anyone for anything. Especially in public.
- 3** Do not celebrate important events. If you see others wishing someone happy birthday, be sure to sneer at them so that they get back to work.
- 4** Whenever possible, call people on their days off even if it's not an emergency. It reminds them of the stresses they've left behind. Maybe next time, they'll think twice about even taking time off.
- 5** Stop watering the plants. Once they die, leave them to collect dust. Employees won't stay very long if even the plants look sad.
- 6** Approach every situation with a "what is it this time?" attitude.
- 7** Adopt "It will never work," as your motto.
- 8** Cancel meetings with the people you supervise. They should be able to do their jobs without support.
- 9** Make simple, everyday tasks more complicated than they need to be. For example, lock the supply closet and only open it on Tuesdays between 3 and 4.
- 10** Leave your sense of humor at home. This is serious work for serious people.

Finding the Time

If you have...

2 *minutes*

- Smile
- Make coffee
- Sign up for a training opportunity
- Thank someone

5 *minutes*

- Respond to an email that has been nagging you
- Have a conversation with someone who you don't usually work with
- Schedule a team meeting
- Straighten up one of the common areas (e.g., copy machine, kitchen, hallway, waiting room)

Finding the Time

10 *minutes*

- Clean up your workspace (or at least a part of it!)
- Plan a party to celebrate an accomplishment or milestone (e.g., colleague's birthday, meeting a fundraising goal, etc.)
- Discuss training opportunities with your supervisor
- Do one of the activities in this workbook with your colleagues at a staff meeting

30 *minutes*

- Eat lunch with your colleagues
- Discuss self-care, burnout and compassion fatigue at a staff meeting
- Have a “walking meeting,” where you walk outside with a colleague rather than meet in the office.

Next Steps:

What are you taking from this?