Dessert Bar
and Evening Discussion
with Barbara Rubel, MA, BCETS

Kentucky's 2007
Victims Assistance Conference

The Sweet Side
of Stress Management

Tuesday, March 27, 2007
5:30 pm – 7:30 pm

Welcome

- Brief overview
- Introduction
- Objectives

What am I Experiencing?

- Victim Services Stress
- Burnout
- Vicarious Trauma
- Secondary Traumatic Stress
- Compassion Fatigue
- Bad Hair Day

Victim Services Stress

- Inadequate Job Training
- Funding Pressures
- Frustration with Criminal Justice System
- Extensive Paperwork
- On-going Human Suffering & Cruelty
- Balance comfort & compassion with outspoken advocacy

Upsetting Incidents for Professionals

- Injury, abuse or death of a child
- Personally threatening situation
- Knowing the victim
- Grotesque sights and sounds

Rubel, B. (2004). *Death, Dying and Bereavement: Providing compassion during a time of need. MA: Western Schools.*

Critical Incidents

Specific, often unexpected, time-limited events that may involve loss or threat to personal goals or well-being, and may represent a potential turning point in the person's life.

Everly, G., Flannery, R., & Mitchell, J. (2000). Critical incident stress management (CISM): A review of the literature. ***Aggression and Violent Behavior, 5,*** 23-40.

Crisis

Perception or experiencing of an event or situation as an intolerable difficulty that exceeds the person's current resources and coping mechanisms.

James, R.K. & Gilliland, B. (2001). Crisis intervention strategies. Belmont, CA: Wadsworth/Brooks Cole. P.3

Stress

Physiological reaction or response, regardless of source, and stressor; Refers to stimulus that brings about stress reaction.

-Everly & Lating

Stress

When you wake up screaming and realize you haven’t fallen asleep yet.

Three Primary Forms of Stress

- Acute stress
- Acute episodic stress
- Chronic stress

The different kind of stress. American Psycholoigical Association. 1997.

www.helping.apa.org

Personal Sources of Stress

- Personal life stress
- Client induced stress
- Work related stress
- Self-induced stress

Traumatic Stress

Emotional, cognitive, behavioral, and physiological experience of individuals who are exposed to, or who witness event that overwhelms coping and problem-solving abilities.

Lerner, M.D. & Shelton, R.S. (2001). Acute traumatic stress management

Stress Related Diseases

- Fatigue
- Irritability
- Headaches
- Muscle Tension
- Neck/back pain
- Diabetes
- Arthritis
- Cancer
- Indigestion
- Diarrhea
- Constipation
- Peptic Ulcer
- Loss of appetite
- Anorexia Nervosa

Stress Related Diseases

- Weight changes
- Insomnia
- Depression
- Infections
- Eczema
- Psychological problems
- Psoriasis
- Allergies
- Nutritional deficiencies
- PMS
- Sexual problems

Burnout

State of extreme dissatisfaction with one's work characterized by:

- Excessive distancing
- Impaired competence
- Increased irritability

Compassion Fatigue: The stress of caring too much (1994) Visionary Productions, Inc.:FL.

Burnout

- Dreaded going to work or stayed late when it wasn't necessary.
- Felt numb and uninterested in everything.
- Slept more or less than usual.
- Used alcohol, drugs, food, or sex to escape your feelings.
- Felt irritable, angry, or hostile with your patients or colleagues.

Furman, p. 57.

4 Stages of Burnout

Edelwich and Brodsky (1980)

1. Enthusiasm
2. Stagnation
3. Frustration
4. Apathy

Aguilera, D.C (1998). *Crisis Intervention: Theory and Methodology.* NY:Mosby.

Therapist Burnout

- Reduce time with clients
- Dehumanizing clients
- Turn *excessively* to staff
- Boundaries

Freudenberger, H.J. (1974). Staff Burn-Out. *Journal of Social Issues, 30*, 159-165. In Hilman, J. L. (2002). *Crisis Intervention and Trauma: New approaches to evidence-based practice*. NY :Kluwer Academic/ Plenum Publishers.

Trauma

Trauma is like a pebble thrown into a pool:
just as the circles of water spread further
and further to the perimeter of the pool,
the anxiety generated by a traumatic event
can have a rippling effect
on families, on communities,
and even on future generations.

- Terr (1989, p. 15)

Vicarious Trauma

- Related term that also depicts this phenomena of the transmission of traumatic stress by observation and/or hearing stories of traumatic events and the resulting shifts that occur in the caregiver's perceptual and meaning systems (McCann & Pearlman, 1990)

McCann, I. L., & Pearlman, L. A. (1990). Vicarious traumatization: A contextual model for understanding the effects of trauma on helpers. Journal of Traumatic Stress, 3, 131-149.

How Does It Happen?

- Exposure to traumatic stories
- Exposure to client's reaction to crime
- Exposure to the client's re-victimization
- Confronting the worst of humanity
- Seeing the aftermath

What Contributes to Vicarious Trauma?

- Personal history
- Ways of coping
- Current life circumstances
- Way of working with clients
- Aspects of the work: confidential nature, trust & betrayal, systems problems, negative social attitudes

Compassion

Feeling of deep sympathy and sorrow
for another who is stricken by
suffering or misfortune,
accompanied by a strong desire
to alleviate the pain or remove its cause

-Webster, 1989, p. 229

Compassion Fatigue
Secondary Traumatic Stress Disorder

- State of tension and preoccupation with individual or cumulative trauma of clients
- Re-experiencing traumatic events
- Avoidance/numbing of reminders

Figley, C.R. (1982). Traumatization and comfort: Close relationships may be hazardous to your health. Keynote presentation at the Conference on Families and Close Relationships: Individuals in Social Interaction. Texas Tech University, Lubbock, TX.

Secondary Traumatic Stress Disorder

- Recollections and dreams of event
- Suddenly re-experience event
- Persistent Arousal

Figley, C (1994). “Post Traumatic Stress Disorder in Family Psychologists.” In R.H. Mikesell, D. Lusterman, and S.H. McDaniel (Eds.). Family Psychology and systems Therapy: A Handbook, Washington: APA.

Secondary Traumatic Stress

- Occurs when one is exposed to extreme events directly experienced by another and is overwhelmed by this secondary exposure to trauma

Figley, C. R., & Kleber, R. J. (1995). Beyond the "victim": Secondary traumatic stress. In R. J. Kleber, C.R. Figley & B. P. R. Gersons (Eds.), Beyond Trauma: Cultural and Societal Dynamics (pp. 75-98). New York: Plenum Press.

Who Is At Risk?

- Psychologists, Social workers
- Lawyers, Disaster relief workers
- Nurses, Psychiatrists, Medical doctors
- Emergency service professionals, Police
- Crisis phone-line attendants
- Shelter workers

Figley, C.F. (1995). Compassion fatigue as secondary traumatic stress disorder: An overview. C.F. Figley (Ed.), Compassion Fatigue: Coping with Secondary Traumatic Stress Disorder in Those Who Treat the Traumatized (pp. 1-20). NY: Brunner/Mazel, Publishers.

Compassion Fatigue Symptoms

Emotional

- Anxiety
- Anger/Rage
- Numbness
- Depleted

Figley, C. (2002). Treating Compassion Fatigue, Brunner-Routledge: NY

Compassion Fatigue Symptoms

Behavioral

- Irritable
- Withdrawn
- Sleep Disturbance
- Appetite changes

Figley, C. (2002). Treating Compassion Fatigue, Brunner-Routledge: NY

Compassion Fatigue Symptoms

Cognitive

- Lowered concentration
- Decreased self-esteem
- Disorientation, Perfectionism

Figley, C. (2002). Treating Compassion Fatigue, Brunner-Routledge: NY

Compassion Fatigue Symptoms

Somatic

- Sweating
- Rapid heartbeat
- Dizziness

Figley, C. (2002). Treating Compassion Fatigue, Brunner-Routledge: NY

Compassion Fatigue Symptoms

Spiritual

- Loss of purpose
- Lack of self-satisfaction
- Loss of faith

Figley, C. (2002). Treating Compassion Fatigue, Brunner-Routledge: NY

Compassion Fatigue Symptoms

Relational

- Withdrawal
- Mistrust, Isolation from others
- Overprotection as a parent
- Intolerance

Figley, C. (2002). Treating Compassion Fatigue, Brunner-Routledge: NY

Compassion Fatigue Symptoms

Work Performance

- Low morale
- Negativity
- Poor work commitments
- Exhaustion

Figley, C. (2002). Treating Compassion Fatigue, Brunner-Routledge: NY

Compassion Satisfaction and Compassion Fatigue

- Psychological reactions
- Risk
- Potential

Wee, D. & Myers, D. (2003). Compassion satisfaction, compassion fatigue, and critical incident stress management *International Journal of Emergency Health (5)*1.

Healthy Coping

"First heal yourself, and then go out and heal others"

Maya Angelou

Stress Resistant

- Personal control
- Task involved
- Wise lifestyle choices
- Seek social support
- Sense of humor
- Concerned with welfare of others

Dr. Ray Flannery, Harvard Medical Center

Trauma Therapists

- Talk with colleagues
- Receive general supervision
- Attend workshops
- Family and friends

Pearlman, L.A., & MacIan, P.J. (1995). Vicarious traumatizations: An emperical study of the effects of trauma work on trauma therapists. *Professional Psychology: Research & Practice, 26,* 558-565.

Working with Traumatized Children

- Improved training
- Owning personal trauma history
- Providing a supportive work environment

Meyers, T.W. & Cornille, T.A. (2002). The trauma of working with traumatized children, In Treating Compassion Fatigue pg. 39-55. Figley, C.R. (Ed.) Brunner-Routledge: NY.

Counselors, Teachers and Health Professionals

- Be with family
- Education for job skills
- Fun hobby
- Physical activity

Skovholt, T.M. (2001). *The resilient practitioner: Burnout prevention and self-care strategies for counselors, therapists, teachers, and health professionals.*

Police

- High risk population for exposure to traumatic stress.
- Discussing feelings and thoughts with other officers helps them cope.

Violanti, J.M. & Gehrke,A. (2004). Police trauma encounters: Precursors of compassion fatigue. International Journal of Emergency Mental Health (6) 2 75 80.

Emergency Services Personnel

Stress resistance and better health:

- Regular exercise
- No smoking
- Limited alcohol use
- Living within one's means

Flannnery, R.B. (2004). Managing Stress in Today's Age: A Concise Guide for Emergency Services Personnel. *International Journal of Emergency Mental Health (6)* 4. 205-209.

Death Notifications

Cause of Death	Mean ranking
1. Violent Crime	2.6
2. Drunk Driving	3.0
3. Suicide	3.2
4. Childhood death	3.2
5. Accident	3.9
6. Car Crash (accidental)	4.0
7. Sudden-onset medical	5.5
8. Short term illness/disease	6.7
9. Terminal illness/chronic	7.7

Stewart, A.E., Lord, J.H. & Mercer, D.L. (2000). A Survey of professionals' Training and Experiences in Delivering Death Notification, Death Studies, 24: 611- 631.

Death Notification

_Strategy	Men	Women	Total
1. Family	2.8	2.6	3.1
2. Workers	2.8	3.0	2.6
3. Time alone	4.2	4.0	4.4
4. Friends	4.3	4.4	4.2
5. Exercise	4.6	4.4	5.0
6. Hobbies	4.7	4.5	5.0
7. Religious	4.9	4.8	5.0
8. Pamper	6.3	7.3	5.3
9. Meditation	7.4	6.9	8.0
10.Massage	7.4	7.7	7.2

Stewart, A.E., Lord, J.H. & Mercer, D.L. (2000). Survey of professionals' training and experience in delivering death notification, *Death Studies, 24*: 611-631.

8 Steps for Dealing with Burnout

1. Cognitive errors
2. Activities
3. Sufficient rest
4. Reflective time
5. Supportive friends
6. Being assertive
7. Nourishment and exercise
8. Literature

Wicks, R. Parsons, R. & Capps, D. (2003). *Clinical Handbook Of Pastoral Counseling (3)* NJ: Pauist Press.

6 Benefits of Meditation

1. Deeper Perspective
2. Higher Power
3. Inner Wisdom
4. Taking It Easy
5. Acceptance
6. Optimism

Smith, J.C. (2002), Stress management: A comprehensive handbook of techniques and strategies, Springer Publishing Company: NY

Keep Boundaries Clear

1. Assist individual to reach goals.
2. Reassure individuals they do not have to become a friend to receive services.
3. Do not share personal problems.
4. Share concerns with supervisor.

Durkin, N., The importance of setting boundaries in home care and hospice nursing, *Home Healthcare Nurse 18* (7), July/August 2000, 478-481, Lippincott Williams & Wilkins, Inc., Hagerstown, MD.

Stress Prevention and Management

- Manage workload
- Balance lifestyle
- Apply stress reduction techniques
- Practice self-awareness

Emergency Mental Health and Traumatic Stress, Tips for Emergency and Disaster Response Workers, SAMHSA, National Mental Health Information Center, http://www.mentalhealth.samhsa.gov/cmhs/EmergencyServices/stress.asp

How to Change Organization to Prevent Job Stress

- Workload in line with capabilities
- Opportunities to use skills
- Social interaction among workers
- Compatible work schedules

American Psychologist

http://www.cdc.gov/niosh/stresswk,html

Steps Supervisors Can Take to Minimize Risk of Compassion Fatigue

- Ventilation of complaints
- Curb inappropriate staff behavior
- Spontaneously buy lunches
- Compliment staff
- Encourage creative problem-solving

Wicks, R. Parsons, R. & Capps, D. (2003). *Clinical Handbook Of Pastoral Counseling (3)* NJ: Pauist Press.

Agency Care Plan

- Warn new staff about over identification
- Meet regularly to discuss problems
- Help staff set limits/boundaries
- Provide training opportunities
- Express thanks for hard work

Compassion Fatigue and Burnout Club

- Never Exercise
- Do everything for everyone
- Feel everyone's pain
- Accept responsibility for everything
- Work 24/7
- Have your cell phone & pager surgically attached
- Abandon your family
- Never laugh

Stress Test

Elements of a Self-Care Protocol

- Opportunities to laugh offered by movies, cheerful friends
- Shopping for little things that would be fun to have but not cost a lot
- Ask yourself: What brings you to life?

Wicks, R.J. (2006). *Overcoming Secondary Stress in Medical and Nursing Practice: A guide to professional resilience and personal well-being*. NY: Oxford University Press.

Personal Care Plan

- Eat healthy
- Praise yourself
- Sleep well
- Self reflect
- Say “no” more often
- Exercise
- Laugh

A Candle Lighting

This candle symbolizes_____.

I will always remember _____.

Ex. This candle symbolizes my advocacy.

I will always remember from where I get my strength.

Ex. This candle symbolizes the stories I hear.

I will always remember to take care of myself in order to continue being a compassionate helper.

Palette of Grief®

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