

Walking the Walk: Creative Tools for Transforming Compassion Fatigue



Françoise Mathieu, M.Ed., RP.
Co-executive Director





Secondary Trauma





📞 (613) 547-3247



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by empowering them to be
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Creative
Tools for
Transforming
Compassion
Fatigue and
Vicarious
Traumatization

THE COMPASSION FATIGUE WORKBOOK



Françoise
Mathieu

PRACTICAL EXERCISES AND APPROACHES

Patricia Fisher, Ph.D.

Facilitating Workplace Wellness & Organizational
Health in Trauma-Exposed Environments

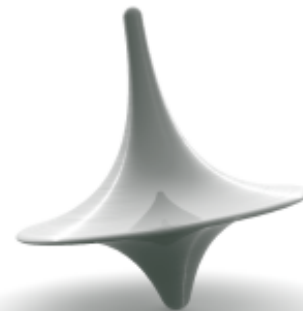
BUILDING RESILIENT TEAMS

Designed for teams working in trauma-exposed fields
such as health care, social services, policing,
corrections, justice, emergency services,
paramedics and the military

PRACTICAL & EFFECTIVE APPROACHES

RESILIENCE, BALANCE & MEANING

Supporting our lives and our work in
high stress, trauma-exposed workplaces



PATRICIA FISHER, PH.D., R.PSYCH., L.PSYCH.

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children's institute, inc.
safe children, strong families, healthy communities



Children's Law Center
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Excellence In Advocacy



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OF CHILDREN AND FAMILIES**
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SICK CHILDREN



UNHCR
The UN Refugee Agency



**MOUNT
SINAI
HOSPITAL**

**Rady
Children's**
Hospital
San Diego







Load Earlier Messages

Text Message
Saturday 2:32 PM

what are you up to?

iMessage

Snorting cocaine

Text Message

nice

Prior Training on CF/VT/STS?



Years of Experience?



What to expect from today

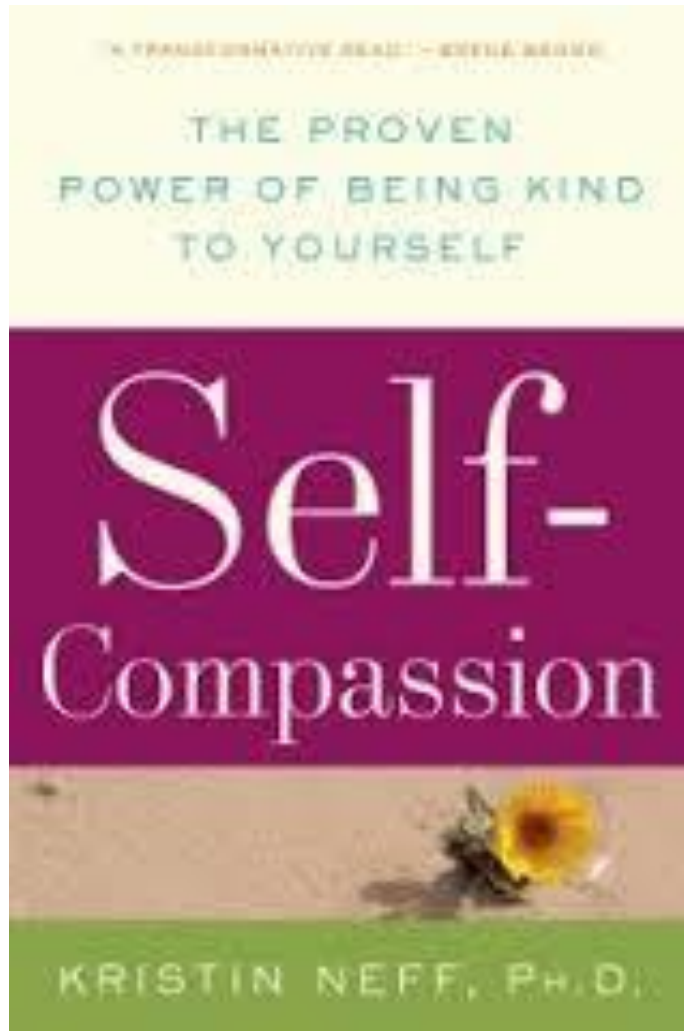
- Low impact disclosure
- Focus on what we can control
- Self-Compassion
- An open mind
- Invitation to make one commitment to change one thing

99% of the strategies we will
discuss are free

Must be nice...



“Horizontal violence”: a direct result of
Compassion fatigue and role overload



"Lyrical, heartbreaking, and deeply stirring!"

—Owen Gleiberman, ENTERTAINMENT WEEKLY

The Horse Boy

a film by Michel Orián Soto and Rupert Isaacson

*How far would you travel
to heal someone you love?*

The Horse Boy



ZEITGEIST VIDEO



Self compassion break

This is a moment of suffering

Suffering is part of life

May I be kind to myself

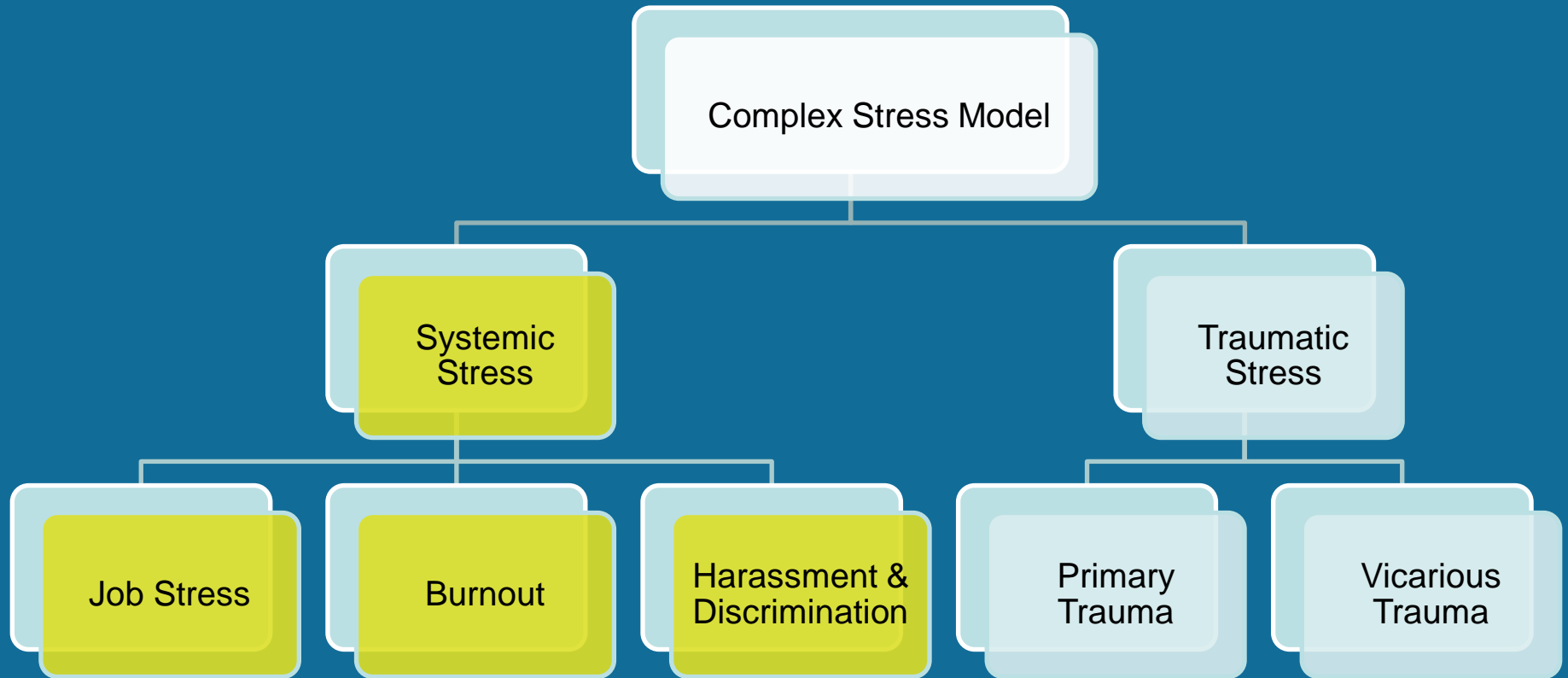


EMERGENCY →



The high stress & trauma-exposed workplace

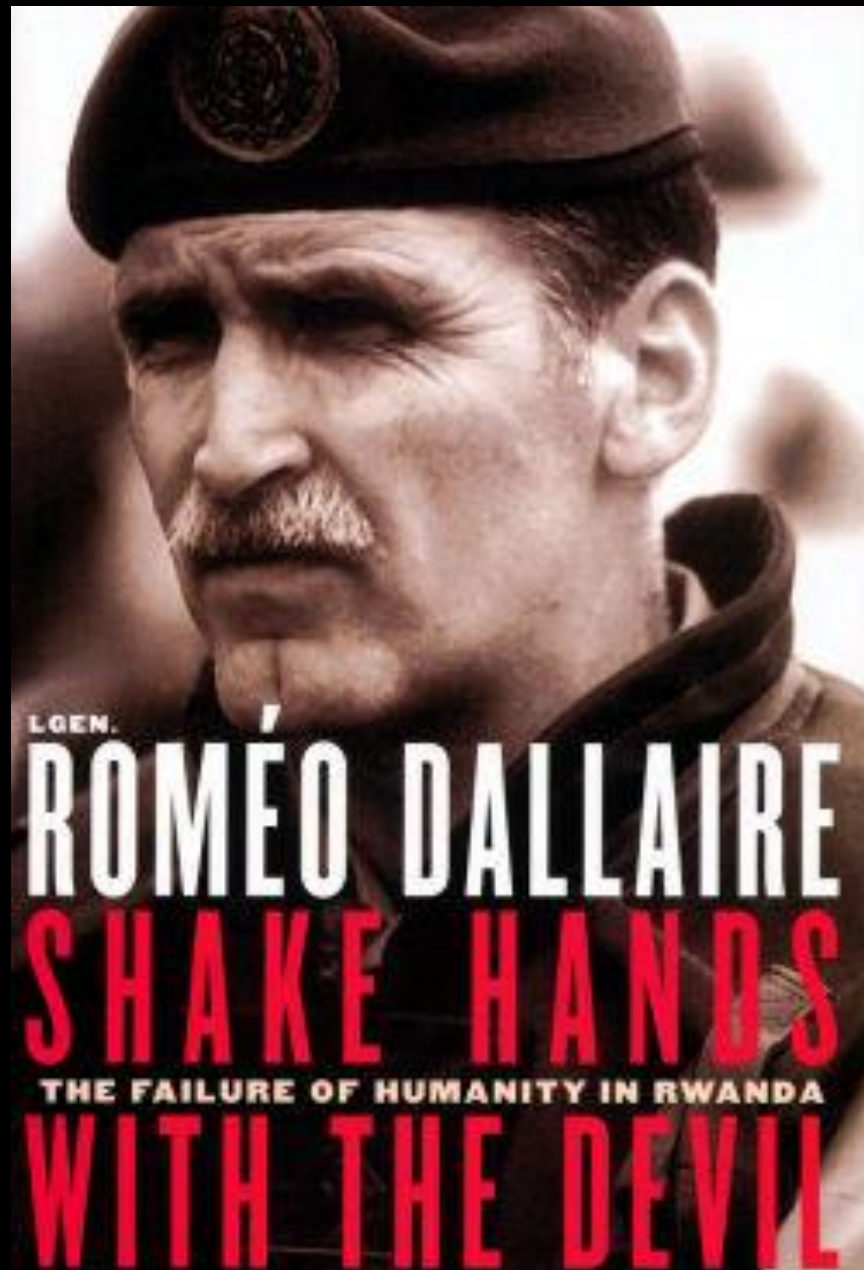
The complex stress model



Awareness of the impact of psychological trauma: a fairly new concept



Primary Trauma





Ground Zero 9/11

The secondary impact on helping professionals: Vicarious Trauma/Compassion Fatigue







TRAUMA AND THE THERAPIST

Consequences for Clients and Therapists
in Psychotherapy with Injured Survivors

LAURIE ANNE PEARLMAN
KAREN W. SAAKVITNE

LAURIE ANNE PEARLMAN
and The Staff of The Traumatic Stress Institute /
Center for Adult & Adolescent Psychotherapy LLC



BRUNNER/MAZEL PSYCHOSOCIAL STRESS SERIES

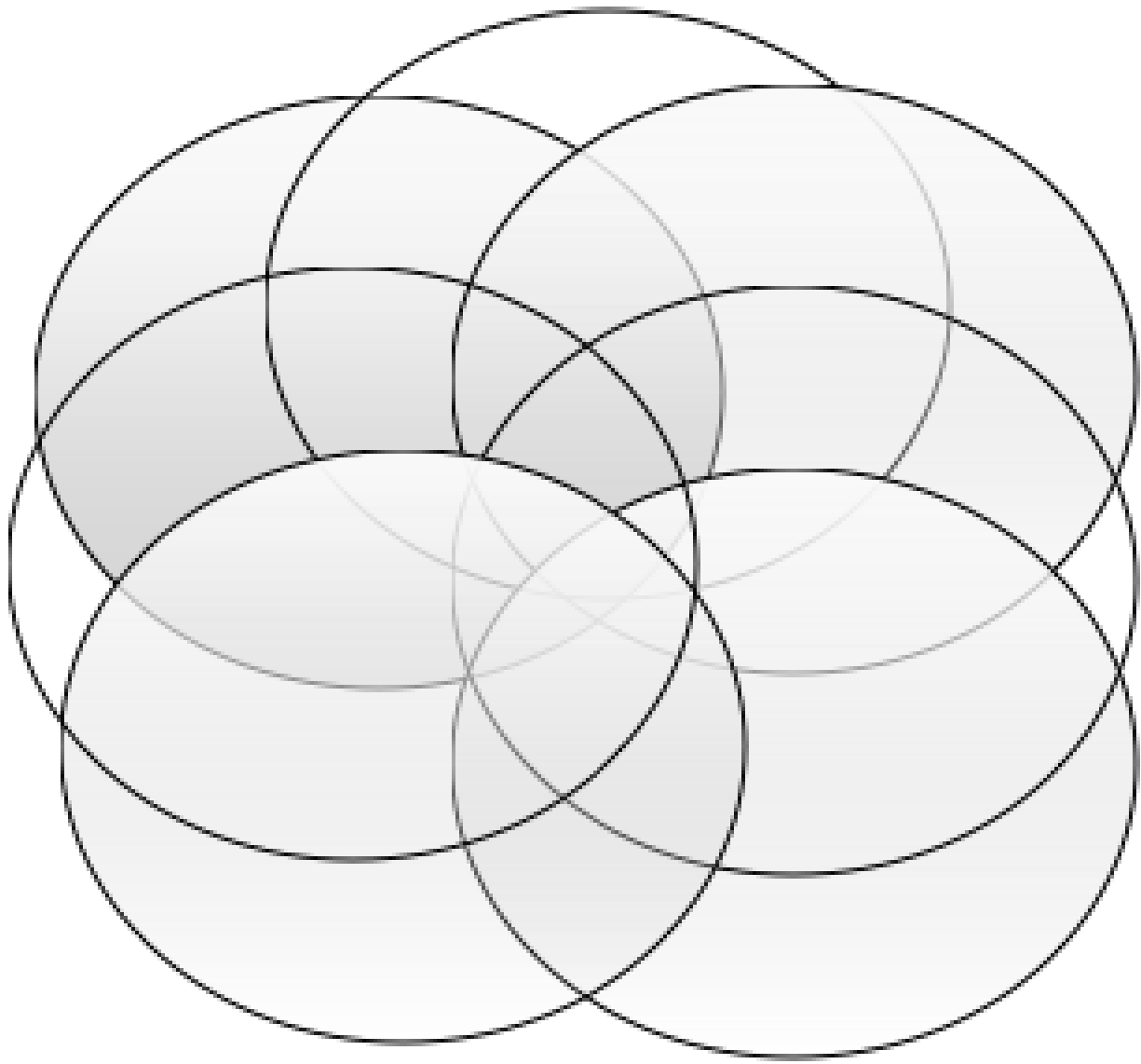
COMPASSION FATIGUE

Coping with Secondary
Traumatic Stress Disorder
in Those Who
Treat the Traumatized

EDITED BY
CHARLES R. FIGLEY, Ph.D.







Multiple Exposure: Increased Risk

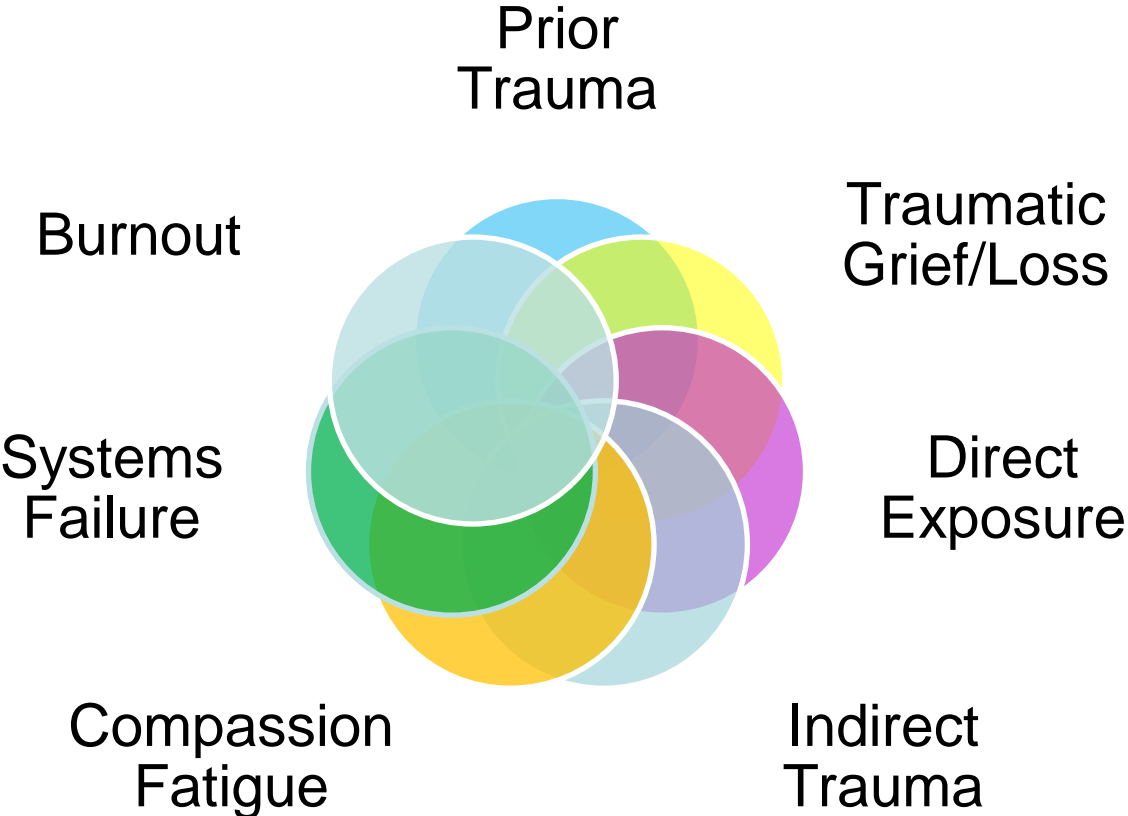


Image courtesy of Dr Leslie Anne Ross, Children's Institute Inc. Los Angeles

Moral Distress



“[...] happens when there are inconsistencies between a [helper’ s] beliefs and his or her actions in practice” (Baylis 2000)

- “when policies or routines conflict with [...] beliefs about [...] patient care” (Mitchell 2000)

Moral distress discussion

- Example of a situation that creates moral distress for you
- How have you dealt with this?

The Ripple Effect





The Family Caregiver

NEWSMAGAZINE



Selecting a home...
page 16



Health Links care..
page 18



Ontario invests \$100M...
page 20





The reality...

- Deeply compromised system
- Difficult stories
- Losses
- Lack of resources
- Public misconception of the work that you do



The work that you do

- Where do those stories go at the end of your day?
 - What are your vulnerabilities?
 - How do you protect yourself?
- Were you trained to do this work?



Addressing CF & VT: Key Strategies









Bober & Regehr Study, 2006

Brief Treatment and Crisis Intervention Advance Access published December 30, 2005

Strategies for Reducing Secondary or Vicarious Trauma: Do They Work?

Ted Bober, MSW

Cheryl Regehr, PhD

This cross-sectional design study sought to assess whether therapists believed and engaged in commonly recommended forms of prevention for secondary and vicarious trauma and whether engaging in these activities resulted in lower levels of distress. In this study of 259 therapists, time spent with counseling trauma victims was the best predictor of trauma scores. Although participants generally believed in the usefulness of recommended coping strategies including leisure activities, self-care activities and supervision, these beliefs did not translate into time devoted to engaging in the activities. Most importantly, there was no association between time devoted to coping strategies and traumatic stress scores. Intervention strategies for trauma counselors that focus on education of therapists and augmenting coping skills unduly individualize the problem.

KEY WORDS: secondary traumatic stress, vicarious trauma, coping, self-care, supervision.



Bober & Regehr (2006)

Although subjects *believed* that leisure and self care would reduce their STS symptoms, that was not in fact the case:

Therapists did not engage in these self care practices more often when they believed in them, and when they *did* take better care of themselves, it did not reduce their trauma scores.

Blaming the service providers



“If you had better self care, and work-life balance....”

We are an enthusiastic self-help culture...

LOSE THE WHEAT, LOSE THE WEIGHT,
AND FIND YOUR PATH BACK TO HEALTH.

NEW YORK
TIMES
BESTSELLER

WHEAT BELLY

WILLIAM DAVIS, MD

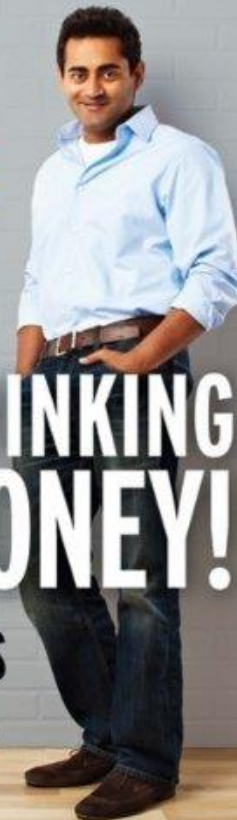


"Five simple rules. That's all.
Follow them." Gail Vaz-Oxlade

**PREET
BANERJEE**

**STOP
OVER-THINKING
YOUR MONEY!**

**THE FIVE
SIMPLE RULES
OF FINANCIAL
SUCCESS**



O
THE OPRAH
MAGAZINE

**O's Best
Advice Ever!**

Make Over Your Life with Oprah and Friends
Including Dr. Oz, Steve Warren, Dr. Phil, Martha Stewart, and more







DRINK
LESS

HELP
OTHERS

GET
FIT

FIND
NEW
JOB

QUIT
SMOKING

ENJOY
LIFE

LOSE
WEIGHT

FIND
LOVE

SAVE
MONEY

TAKE
A TRIP

JOIN
GYM

Problem is....

We don't always follow through...

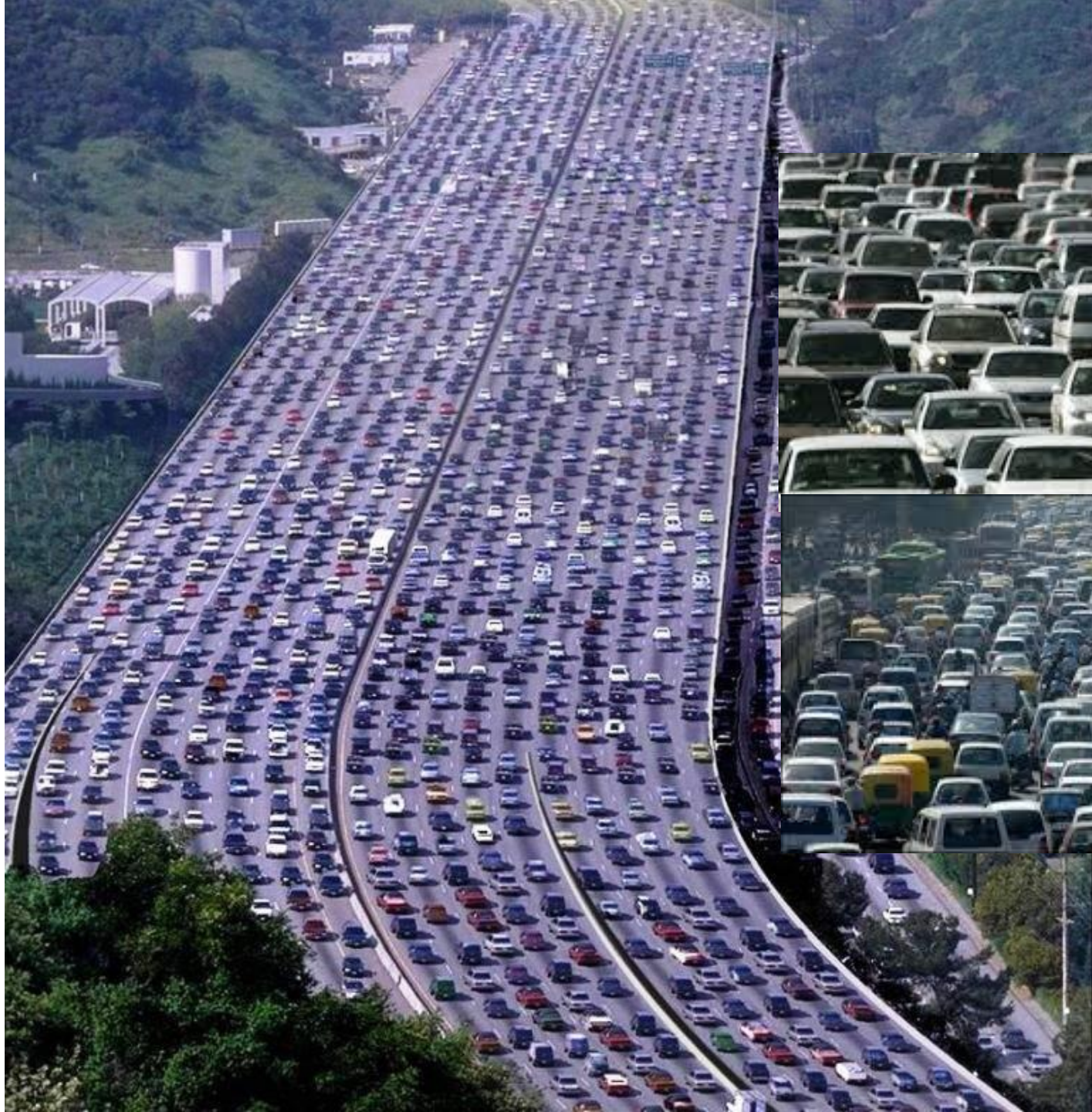
for ~~2012~~ ~~2013~~ 2014

1. Lose ^{more} weight again

2. Get fit next year

3. Give up alcohol ^{drink less}





Many Workplaces embraced Self-Care Initiatives with enthusiasm



Workplace
Wellness



CREATING
BETTER WORKPLACES

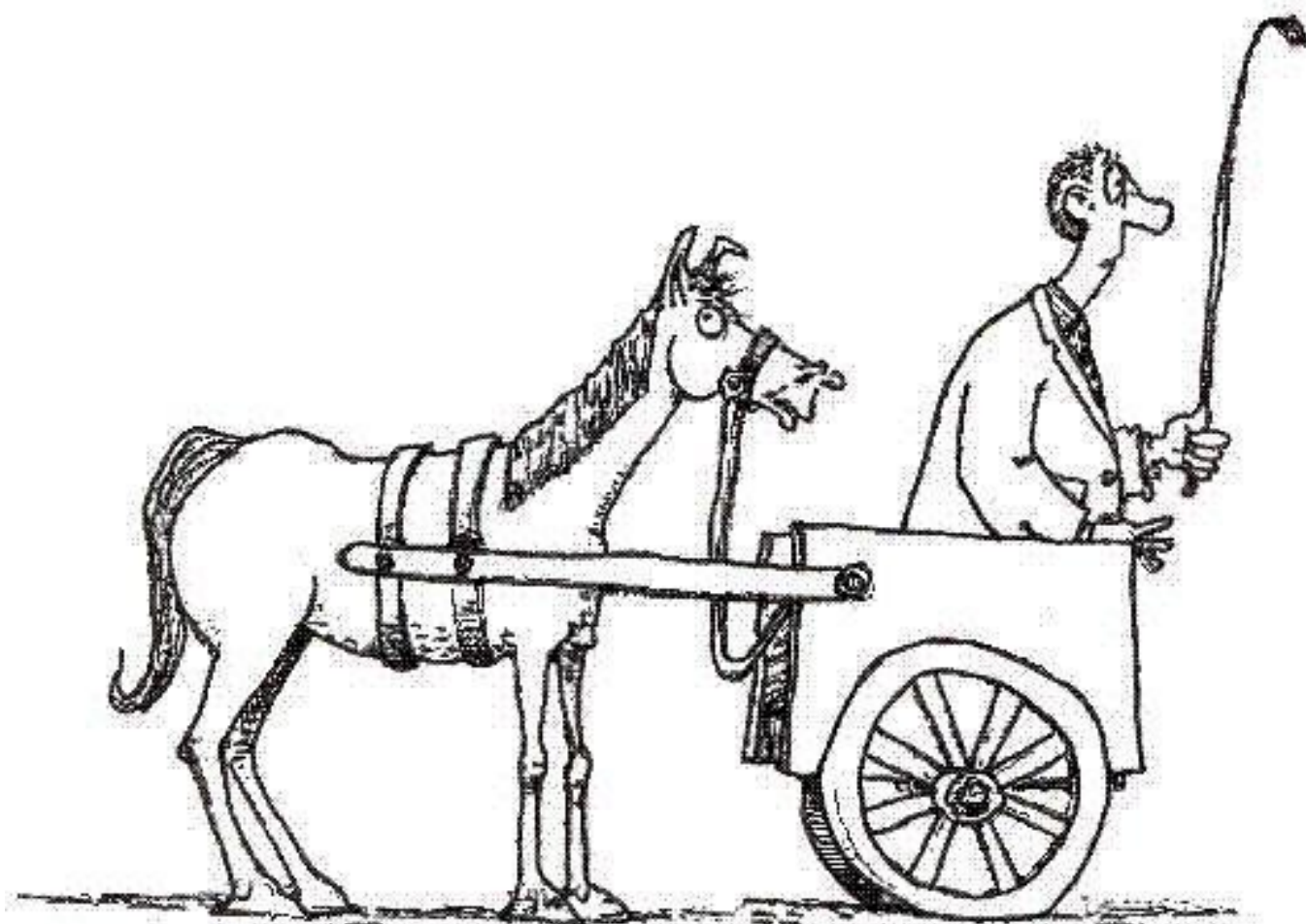
HEALTH COACH FOR
**WORKPLACE
WELLNESS**



Employees stayed away







Research started showing that reducing workload was a good place to start...

SW Volume 12
JOURNAL of Social Work

AJN
The Official Journal of the American Nurses Association



CE Obesity: America's Epidemic
CE Functional Decline in Older Adults
Book of the Year Award
Lippincott Williams

In the Line of Fire

TRAUMA IN THE EMERGENCY SERVICES



Cheryl Regehr
Ted Bober

TRAUMATOLOGY

The International Journal of Innovations in the Study of the Traumatization Process and Methods for Reducing or Eliminating Related Human Suffering

Volume 18 Number 3 September 2012

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www.greencross.org
10.1177/1073426812461111

Problem is....

2008

RECESSION



CHILD WELFARE

London will lose 40 staff under new formula



By [Norman DeBono](#), The London Free Press
Tuesday, July 30, 2013 9:56:52 EDT PM





"Our employees are our greatest asset. I say we sell them."

Trauma exposure continued...

Occupational Stressors: Direct Exposure and Prior History

CPS-Related Stressor	% witnessing event (N=49)
Dangerous neighborhood	92
Drug abuse by client	90
Poverty and homelessness	86
Physical abuse of child	84
Educational neglect	84
Poverty and lack of food	80
Sexual abuse of child	78
Criminal activity by client	76
Poverty and lack of healthcare	69
Death of a client due to illness	47
Death of a client due to accident	33
Death of a client due to unknown cause	33
Death of a client due to murder	24



From:
ACS-NYU Children's Trauma Institute

SO, is Self Care Enough...?



So, it turns out that....



+



≠



How do we fix this?





Your Balance Map

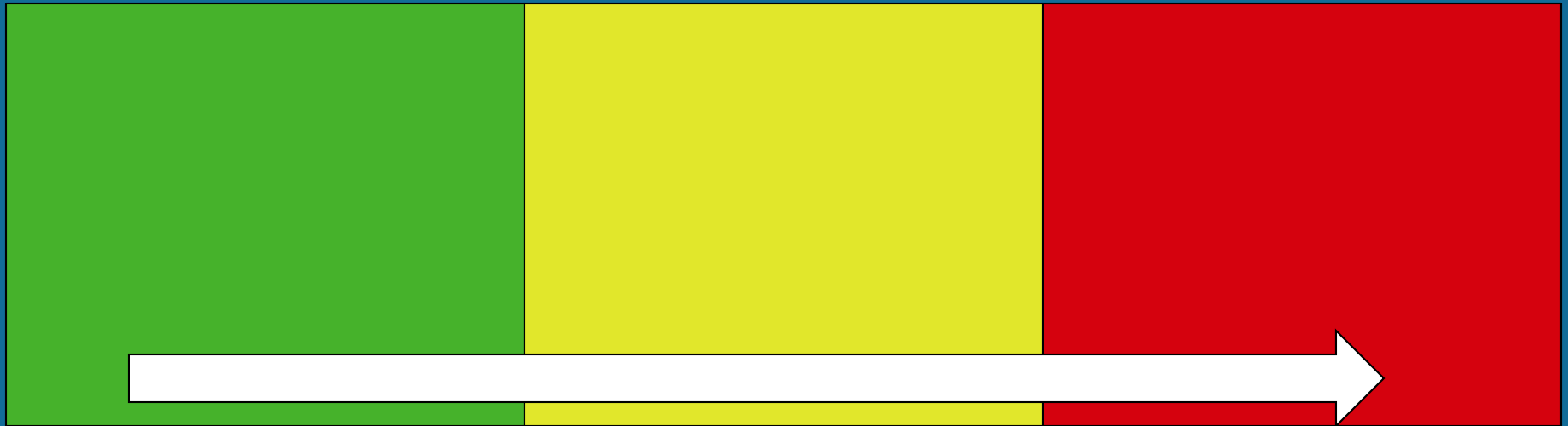
My Map

Simplifying	Physical Health	Stress relief
Understanding how I react to change	Social/Emotional supports	Stimulating & engaging work and hobbies
<i>“Trauma stewardship”</i>	Managing occupational stress/resentment	Giving Back

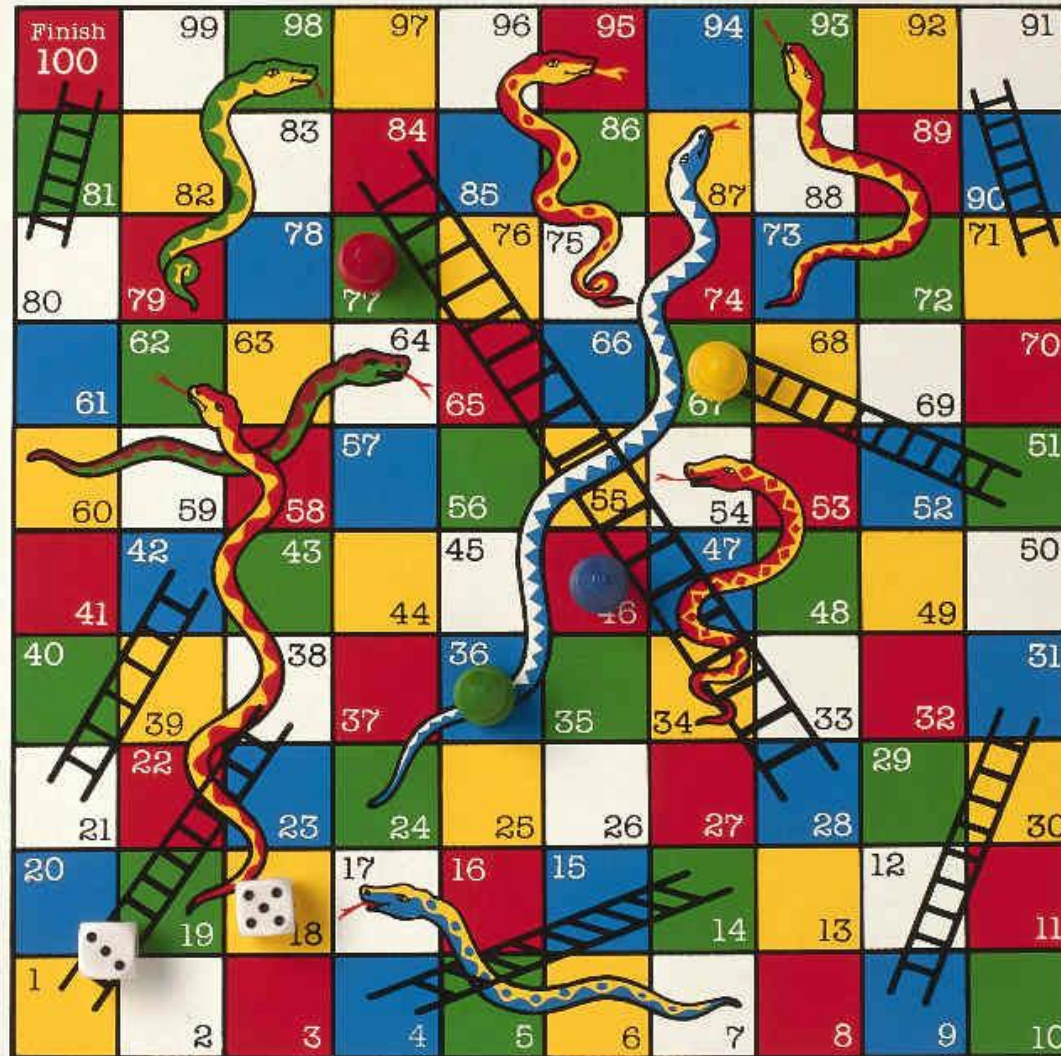
Take stock of stressors and self
care...Warning signs



The Warning Signs Continuum



My Yellow Zone...



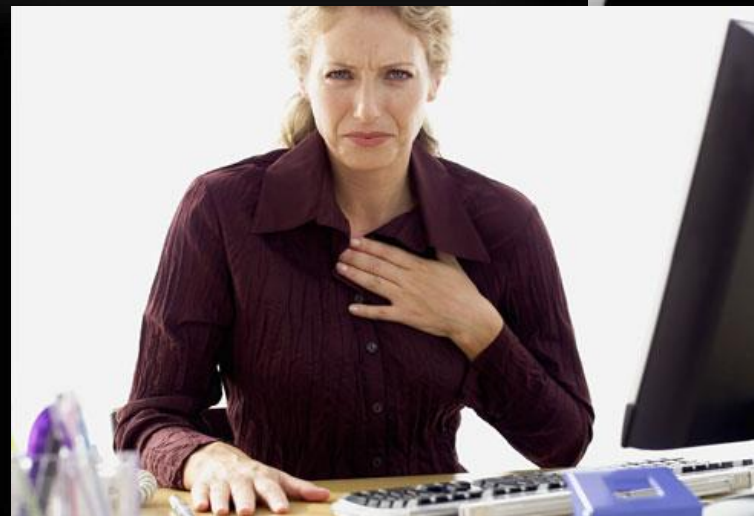
THE BODY KEEPS THE SCORE

BRAIN, MIND, AND BODY IN THE HEALING OF TRAUMA



BESSEL VAN DER KOLK, MD

Physical Symptoms



Behavioural Signs and Symptoms



How we transition...



Behavioural Signs and Symptoms

Increased use of alcohol and drugs	Anger and Irritability	Avoiding clients
Absenteeism	Impaired ability to make decisions	Problems in personal relationships
Attrition	Compromised care for clients	Forgetfulness

Blurred Boundaries

- Rescuing
- Overfunctioning
- Intense preoccupation with a particular case
- Minimizing

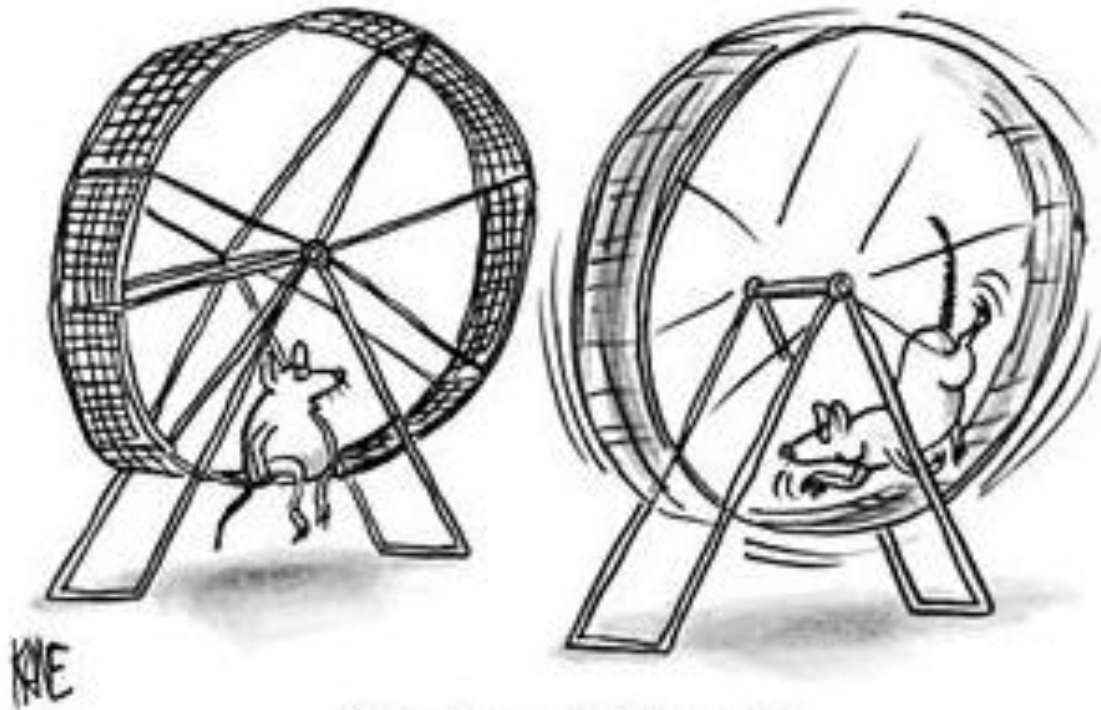




Psychological signs and symptoms



- Distancing
- Negative self image
- Depression
- Reduced ability to feel sympathy and empathy
- Cynicism & resentment
- Dread of working with certain clients
- Feeling professional helplessness
- Depersonalization



KVE

"I had an epiphany."

Psychological signs and symptoms Con' t

- Problems with Intimacy
- Intrusive imagery
- Heightened anxiety or irrational fears



Psychological signs and symptoms Con't

- Hypersensitivity/insensitivity to emotionally charged stimuli
- Loss of hope
- Difficulty separating personal and professional lives



Sources: Saakvitne, Figley, Gentry, Baranowsky & Dunning (1997).

“Grandiosity – an inflated sense of importance related to one's work”



“Must you precede everything you say with ‘This is your captain speaking?’”

Warning Sign?

Burnout, depression and addiction continue to be taboo topics



NO MEDIA

HOME

HEALTH

ALL

'Tough forensic guy' John Bradford opens up about his PTSD

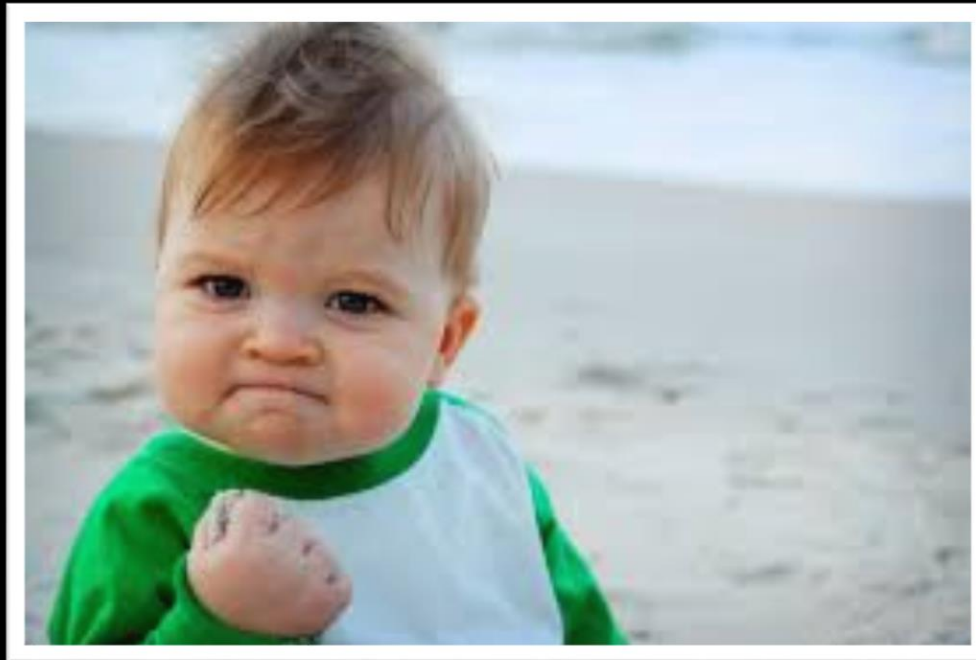
CHRIS COBB, OTTAWA CITIZEN | 11.10.2013

Stigma

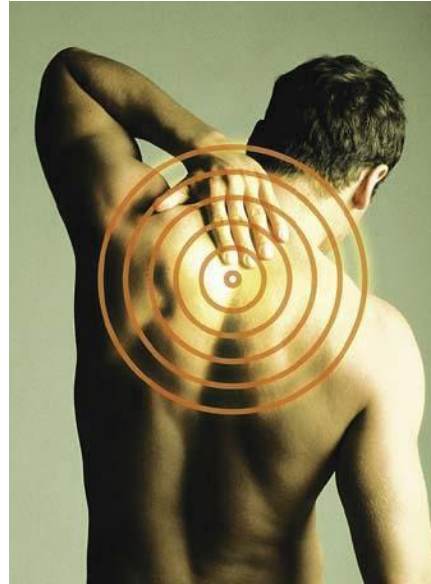


What works?

Feeling effective



Are we trained to do the work that we do?

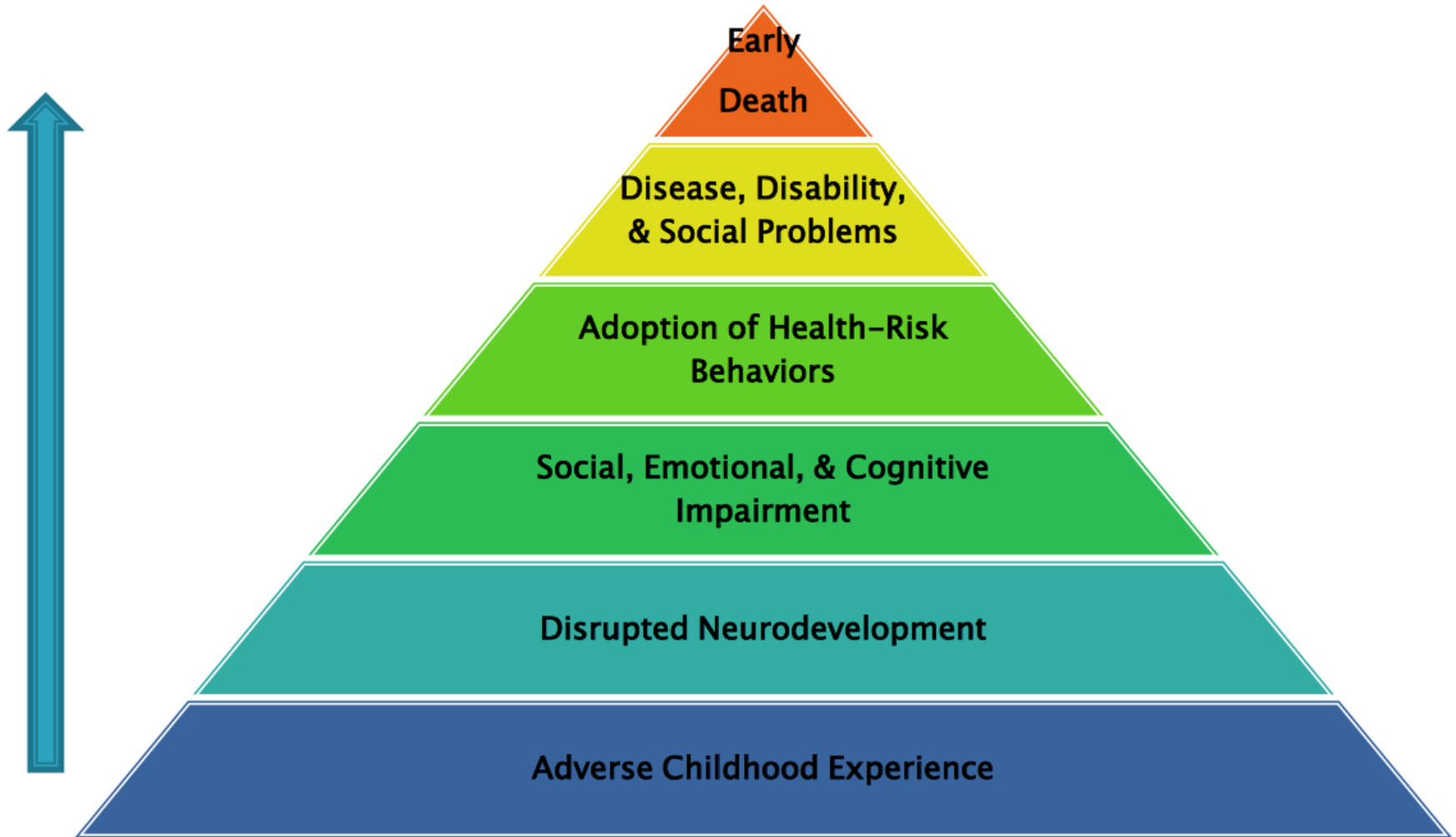


Ted Talk: Nadine Burke Harris



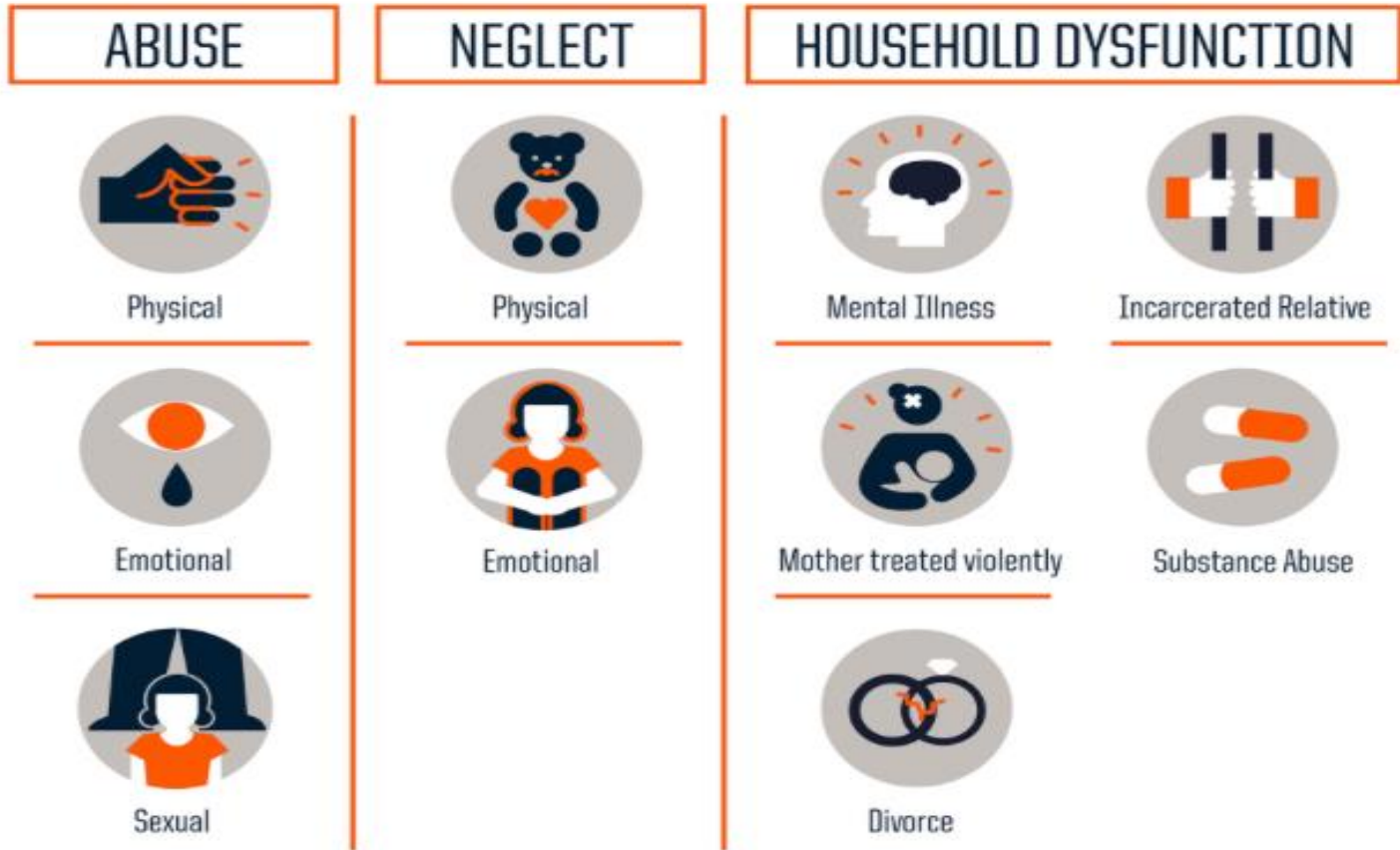
Nadine Burke Harris: How childhood trauma affects health across a lifetime

Adverse Childhood Experiences Study



From Trauma Informed Care Stakeholders Group Training Subcommittee

Three Types of ACEs



Source: Centers for Disease Control and Prevention

Credit: Robert Wood Johnson Foundation

BEHAVIOR



Lack of physical activity



Smoking



Alcoholism



Drug use



Missed work

PHYSICAL & MENTAL HEALTH



Severe obesity



Diabetes



Depression



Suicide attempts



STDs



Heart disease



Cancer



Stroke



COPD



Broken bones

“Changing the Paradigm from
What Is Wrong with You To...
What Happened to You?”

From the [www.traumainformedcare](http://www.traumainformedcare.org) project

Self Assessment Tool

The ProQol

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

COMPASSION SATISFACTION AND COMPASSION FATIGUE
(PROQOL) VERSION 5 (2009)

When you *[help]* people you have direct contact with their lives. As you may have found, your compassion for those you *[help]* can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a *[helper]*. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the *last 30 days*.

1=Never **2=Rarely** **3=Sometimes** **4=Often** **5=Very Often**


- _____ 1. I am happy.
- _____ 2. I am preoccupied with more than one person I *[help]*.
- _____ 3. I get satisfaction from being able to *[help]* people.
- _____ 4. I feel connected to others.
- _____ 5. I jump or am startled by unexpected sounds.
- _____ 6. I feel invigorated after working with those I *[help]*.
- _____ 7. I find it difficult to separate my personal life from my life as a *[helper]*.
- _____ 8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I *[help]*.
- _____ 9. I think that I might have been affected by the traumatic stress of those I *[help]*.
- _____ 10. I feel trapped by my job as a *[helper]*.
- _____ 11. Because of my *[helping]*, I have felt "on edge" about various things.
- _____ 12. I like my work as a *[helper]*.
- _____ 13. I feel depressed because of the traumatic experiences of the people I *[help]*.
- _____ 14. I feel as though I am experiencing the trauma of someone I have *[helped]*.
- _____ 15. I have beliefs that sustain me.
- _____ 16. I am pleased with how I am able to keep up with *[helping]* techniques and protocols.
- _____ 17. I am the person I always wanted to be.
- _____ 18. My work makes me feel satisfied.
- _____ 19. I feel worn out because of my work as a *[helper]*.
- _____ 20. I have happy thoughts and feelings about those I *[help]* and how I could help them.
- _____ 21. I feel overwhelmed because my case *[work]* load seems endless.
- _____ 22. I believe I can make a difference through my work.
- _____ 23. I avoid certain activities or situations because they remind me of frightening experiences of the people I *[help]*.
- _____ 24. I am satisfied with my work.

www.proqol.org

The ProQol

www.tendacademy.ca



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Proqol Self-Test V

November 11, 2015 / By [Colleen Wood](#) / In [Proqol Self Test](#), [Resources](#)

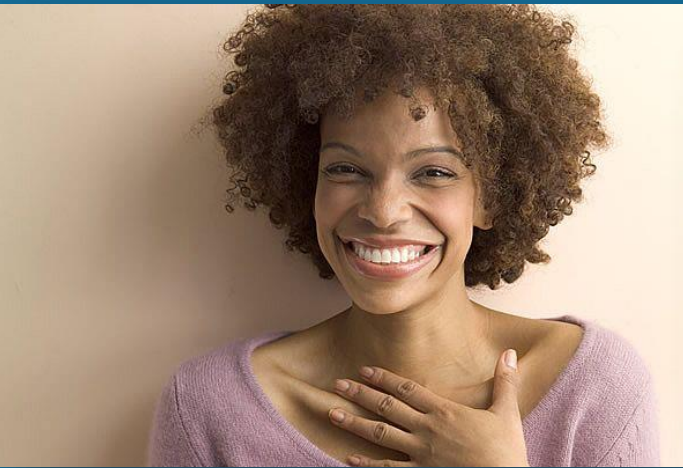
[Click Here to Download the Excel Version of Proqol V](#)

[Click Here to Download the PDF Version of Proqol V](#)

[Click Here to Download the Proqol Score Sheet](#)

Search

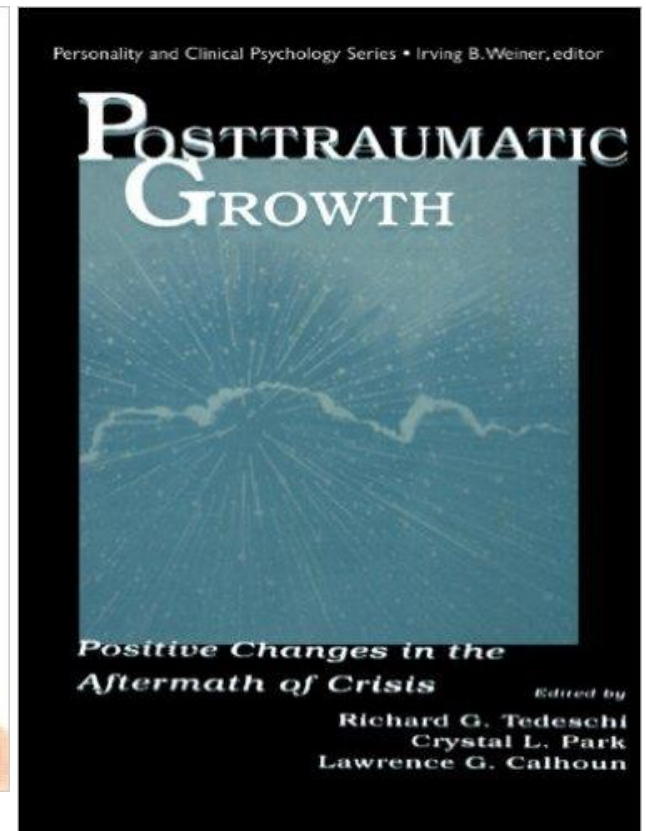
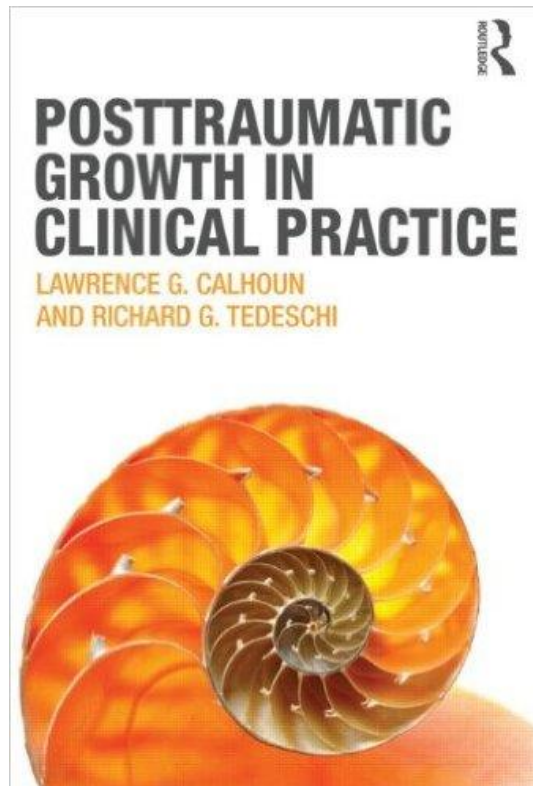
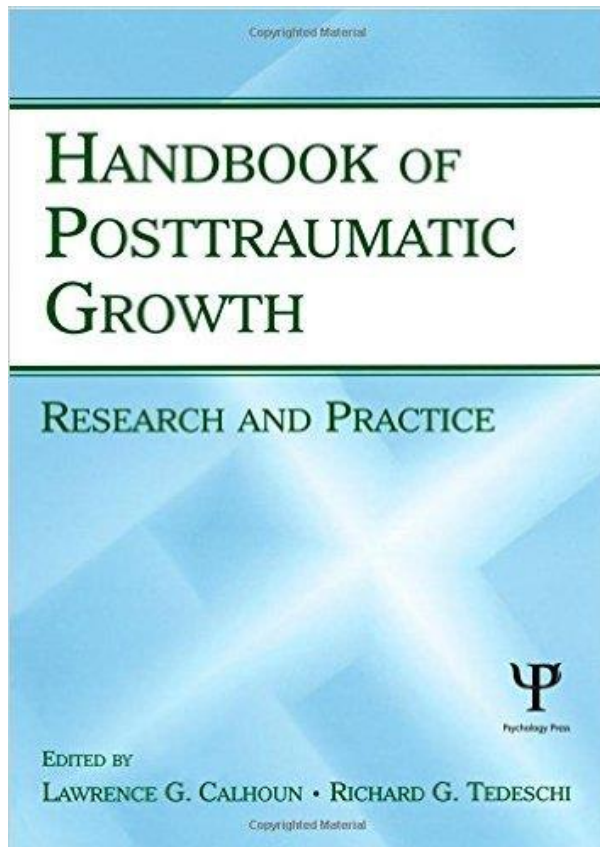
“Compassion Satisfaction” (Stamm, 1999)



“The pleasure you derive from being able to do your work well.”

Post Traumatic Growth

“...positive change experienced as a result of the struggle with a major life crisis or a traumatic event.”



“Vicarious Resilience”

Vicarious Resilience: A New Concept in Work With
Those Who Survive Trauma

PILAR HERNANDEZ, PH.D.†
DAVID GANGSEI, PH.D.‡
DAVID ENGSTROM, PH.D.§

Family Process, Vol. 46, No. 2, 2007

Rewards of the work?

Access to timely and good quality debriefing & supervision

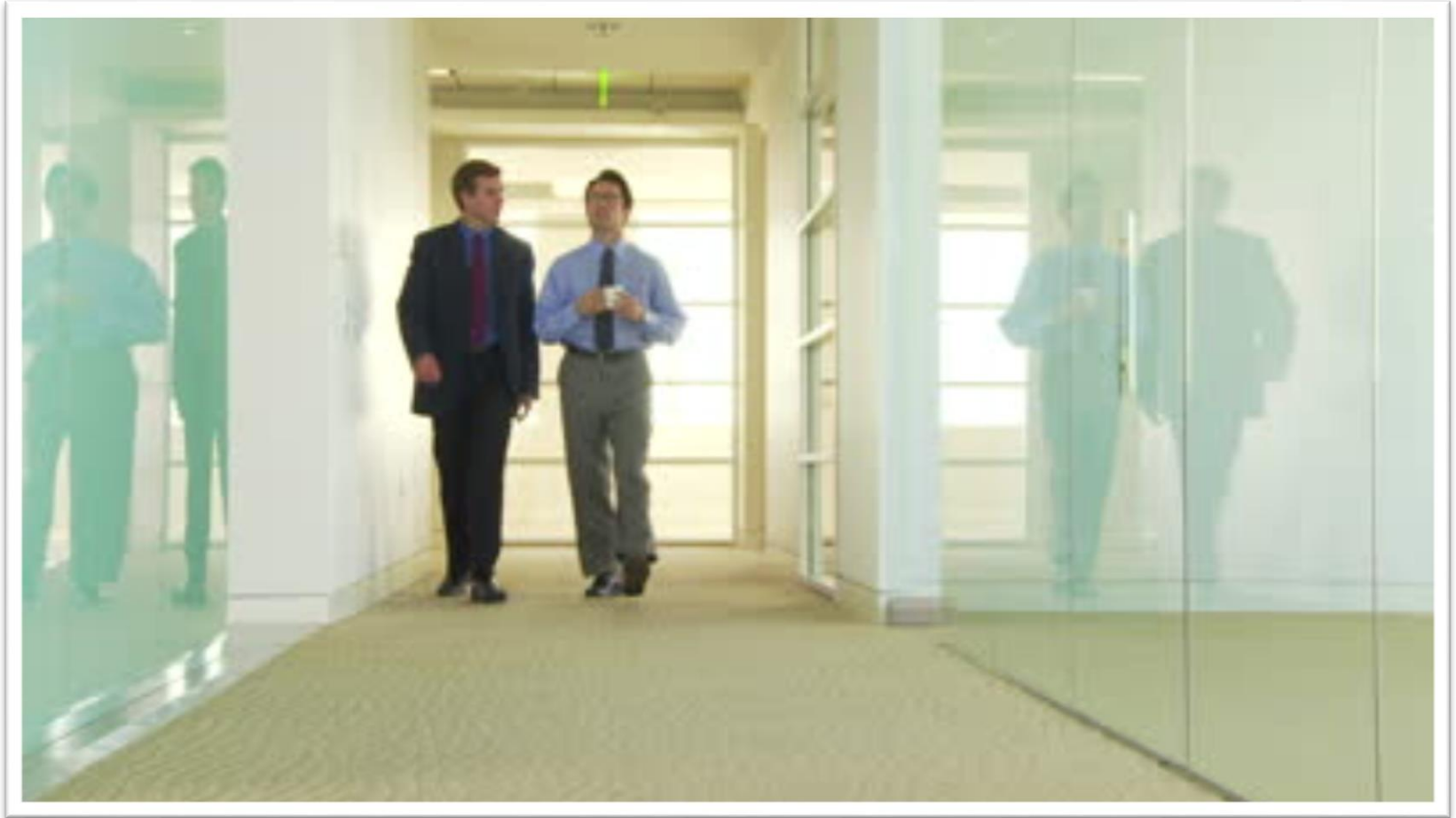


Debriefing and Supervision

Critical events?

Day to day?

“Hot Walk and Talk”



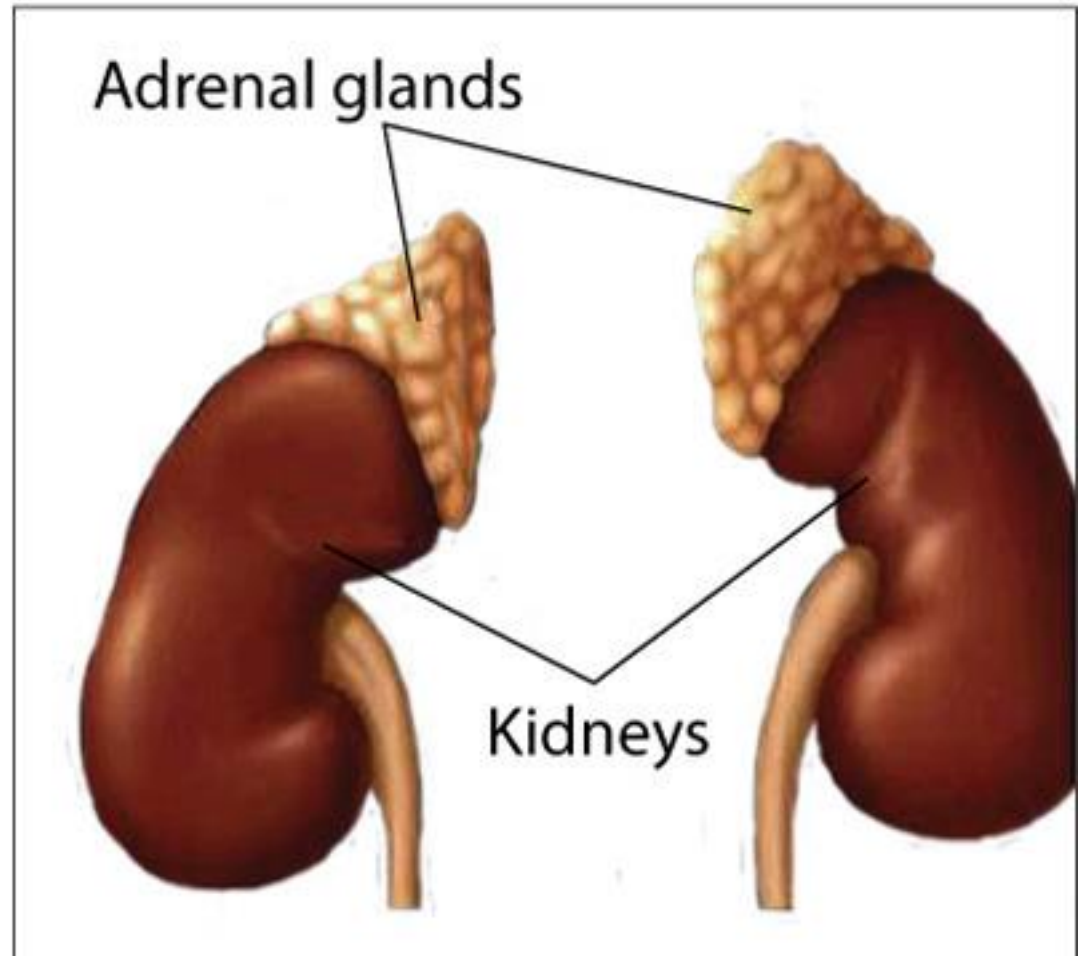
Dr Patricia Fisher, www.fisherandassociates.org





Water and Stress Reduction

Drinking water lowers
Cortisol levels



Do we always need to share all the gory details?



Low Impact Debriefing

Step One: Self Awareness



Low Impact Debriefing

Step Two: Fair Warning



Low Impact Debriefing

Step Three: Consent

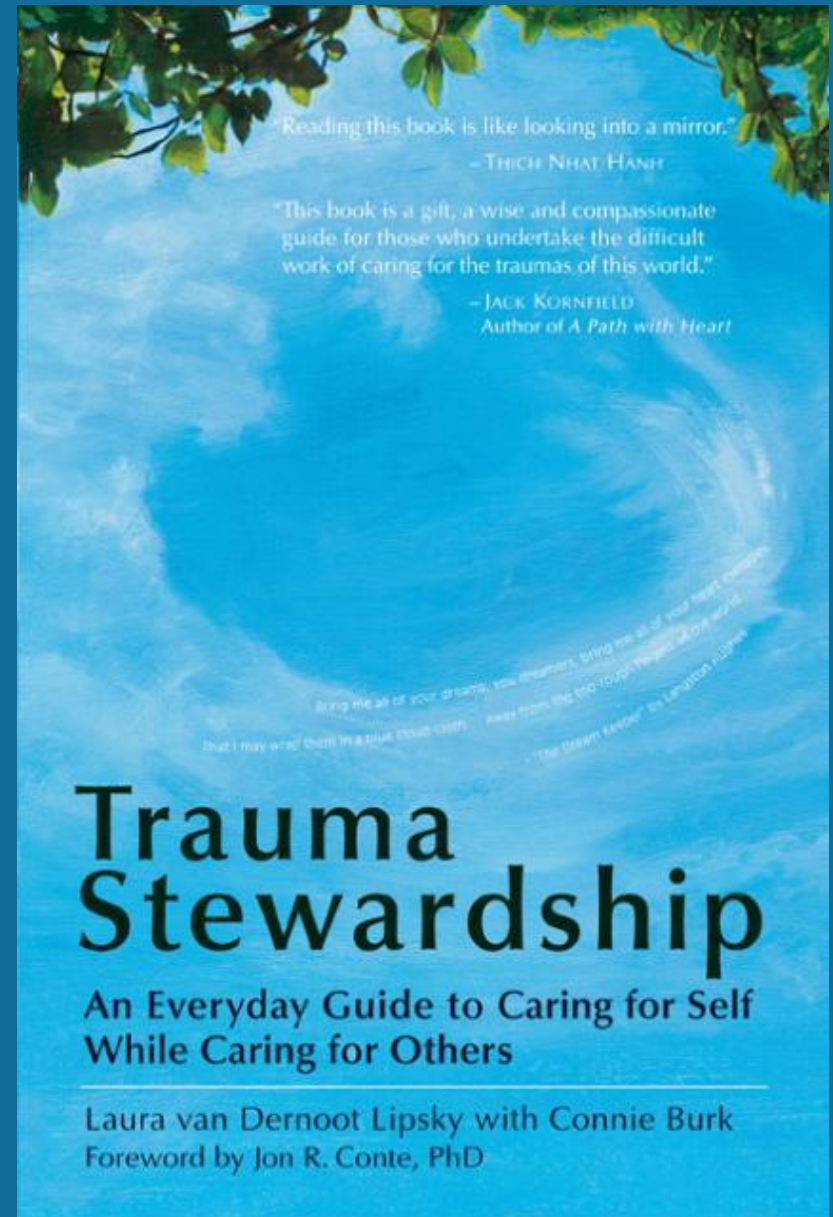


Low Impact Debriefing

Step Four: Low Impact Disclosure



Laura Van Dernoot Lipsky

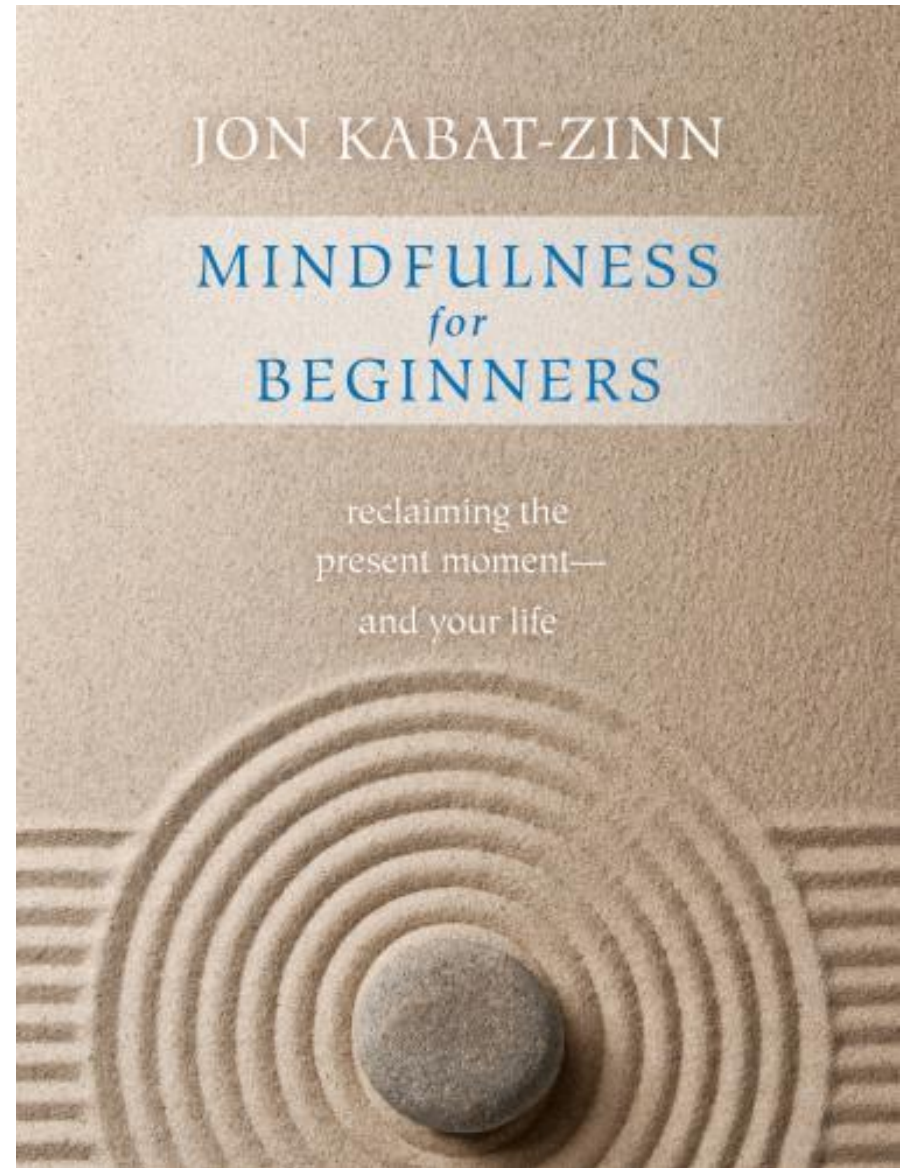
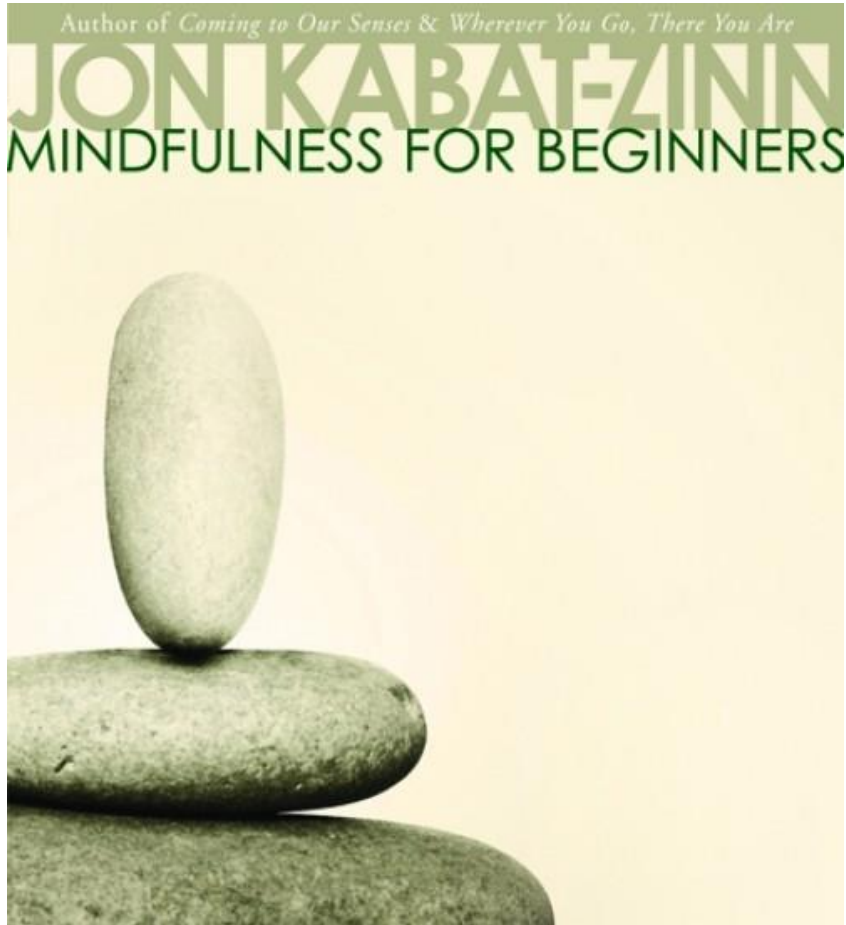


What works?

Cultivating Resiliency



Mindfulness Stress Reduction



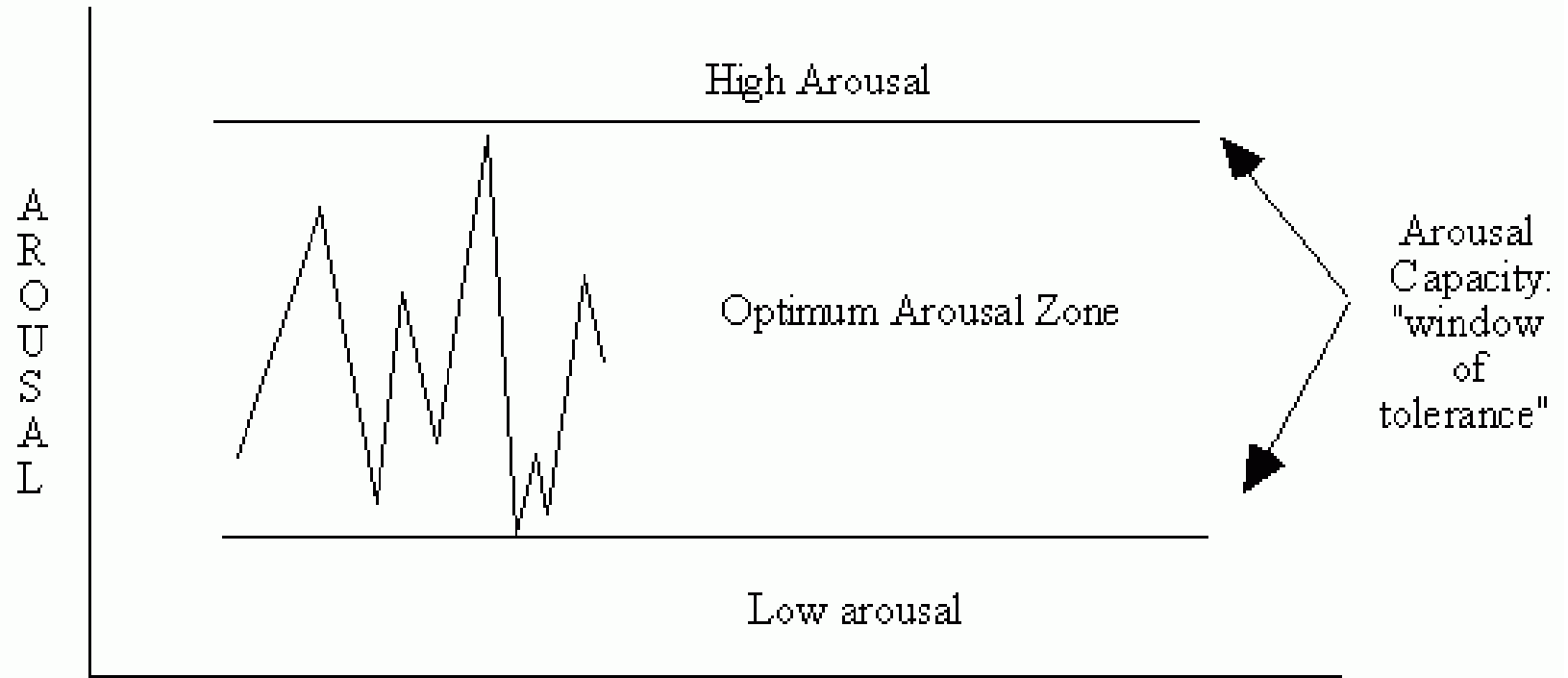
www.soundstrue.com

Mindfulness App

Headspace.com



Window of Tolerance Framework



Ogden et al 2006, Corrigan et al 2010

Free iChill App

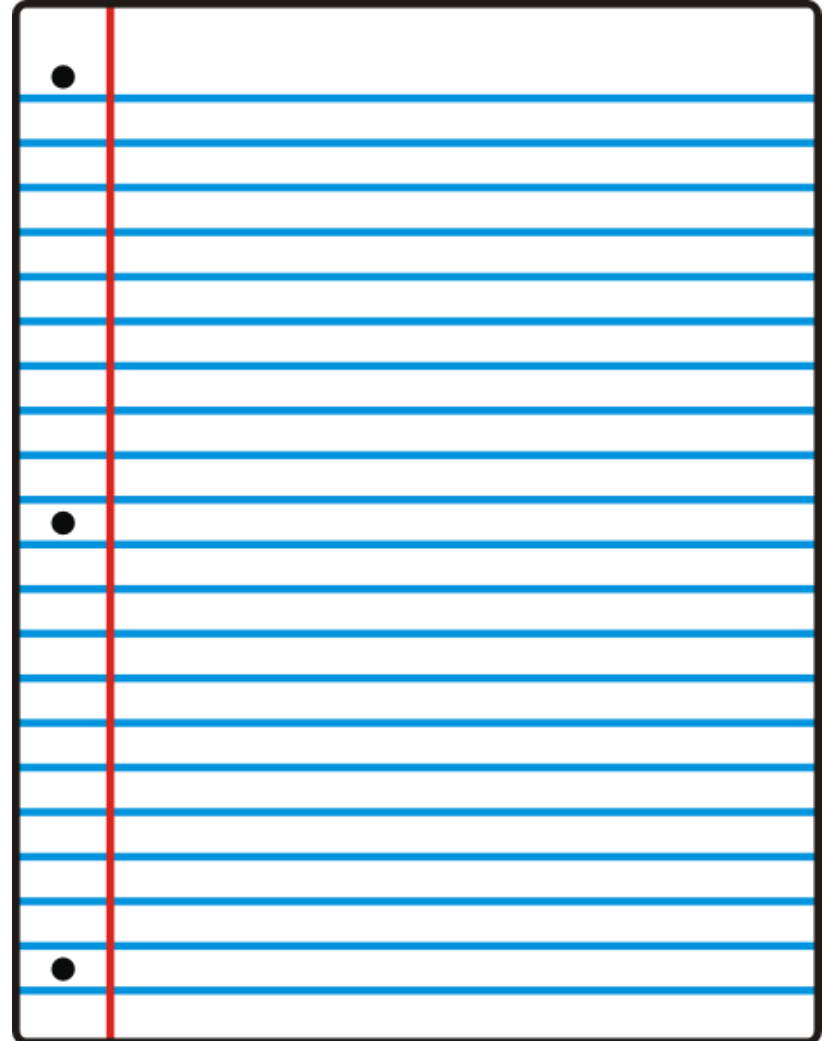


“Mindlight”



Margins

Financial
Time
Energy



Dr Karyn Gordon



"Boy, I'm going to pay for this tomorrow at yoga class."



Making a 1% change



Your support System?



Reflection: My Support System

Take a few minutes to reflect on and answer the following questions about your social support system.

How do I know when I need to access my support system?

When I am having a bad day, who do I connect with?

Your Action Plan



- Get more training in trauma-informed care
- Develop and enhance your social supports
- Identify your warning signs
- Develop a wellness practice and grounding skills
- Advocate for change
- Decide what you can control

P
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Making a Plan

- First step?
- Further training?
- Book to read/Resource to purchase/Research?
- Ted Talk?
- Partnering-support?
- Accountability/Follow through
- What else?

Beyond Kale and Pedicures: Can We Beat Burnout and Compassion Fatigue?

By Françoise Mathieu, M.Ed., CCC.

I have been locked out of the seminar room.

Peering through the glazing, I can see two dozen operating room nurses in scrubs, milling about inside the auditorium. The space is nearly full, and they are chatting and eating lunch. The session on compassion fatigue and self-care is about to begin, but the door is locked and I can't get in. I knock once, and then again a little bit louder. They can see me, but no one comes to unlock the door.

Problem is, I am the presenter, and this isn't starting out particularly well.

Many of my audiences express growing frustration at working in a system that feels broken, and no amount of kale and yoga can fix that overnight.

Have car, will travel

I became a compassion fatigue specialist by accident, or rather, by necessity. I completed my counselling degree nearly 20 years ago and I was very fortunate in receiving first-rate training at Columbia University and at the University of Toronto. Our courses explored issues of multiculturalism, racism, gender bias, addiction, transference, and many other challenging and stimulating topics.

The Columbia program was considered pretty

Compassion Fatigue Train the Trainer



CARE 4YOU TORONTO



TORONTO, June 2017



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