

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. The main title is centered in a bold, dark blue font.

# RECOGNIZING SECONDARY TRAUMA AND PROMOTING RESILIENCE IN HELPER PROFESSIONS

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# FIRST RESPONDERS/APS WORKERS

- THE TERM "**FIRST RESPONDER**" REFERS TO THOSE INDIVIDUALS WHO IN THE EARLY STAGES OF AN INCIDENT ARE RESPONSIBLE FOR THE PROTECTION AND PRESERVATION OF LIFE, PROPERTY, EVIDENCE, AND THE ENVIRONMENT, INCLUDING EMERGENCY RESPONSE PROVIDERS AS **DEFINED** IN SECTION 2 OF THE **HOMELAND SECURITY ACT OF 2002** (6 U.S.C.)

# COMPASSION FATIGUE

- **THE EMOTIONAL STRAIN OF WITNESSING OR WORKING WITH THOSE SUFFERING FROM TRAUMATIC EVENTS.**

# TRAUMA

TRAUMATIZATION OCCURS WHEN BOTH INTERNAL AND EXTERNAL RESOURCES ARE INADEQUATE TO COPE WITH EXTERNAL THREAT.

-VAN DER KOLK, 1989

# RESOURCES

## INTERNAL

- SENSE OF PURPOSE
- SPIRITUALITY
- OPTIMISM
- EXPERIENCE
- HOPE

## EXTERNAL

- FAMILY
- FRIENDS
- PEERS
- HOBBIES
- PETS

# SECONDARY TRAUMA

- A SIDE EFFECT OR RESULT OF SEEING OR HEARING ABOUT ACTS OF CRUELTY OR SUFFERING WHICH CAUSES PERMANENT AND OFTEN PROFOUND CHANGE IN WORKERS. ITS SYMPTOMS MIMIC THOSE OF POST-TRAUMATIC STRESS.



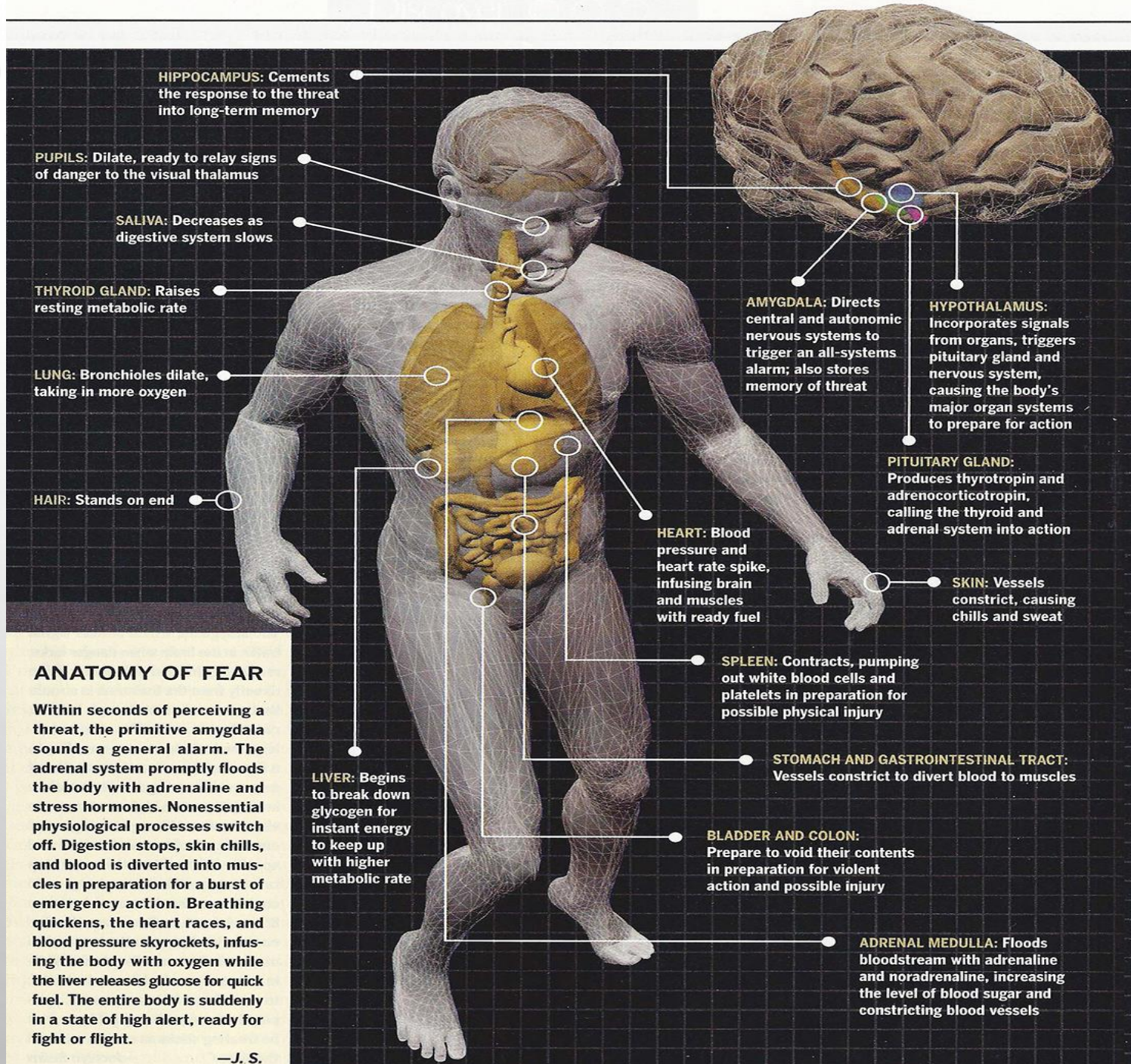
# SECONDARY TRAUMA

- AFFECTS THE BRAIN AND BODY
- CAN CREATE SYMPTOMS OR ADAPTATIONS THAT CAN BE SEEN AS PROBLEMATIC
- CAN CHANGE THE WAY YOU VIEW AND INTERACT WITH YOUR WORLD

# MIND-BODY CONNECTION

- FIGHT OR FLIGHT RESPONSE
  - INVOLUNTARY
- THE BRAIN GETS USED TO OPERATING UNDER STRESS
- HYPERVIGILANCE
- NUMBING
- DISSOCIATION





### ANATOMY OF FEAR

Within seconds of perceiving a threat, the primitive amygdala sounds a general alarm. The adrenal system promptly floods the body with adrenaline and stress hormones. Nonessential physiological processes switch off. Digestion stops, skin chills, and blood is diverted into muscles in preparation for a burst of emergency action. Breathing quickens, the heart races, and blood pressure skyrockets, infusing the body with oxygen while the liver releases glucose for quick fuel. The entire body is suddenly in a state of high alert, ready for fight or flight.

—J. S.



# STRESSORS OF THE JOB

- WORKLOAD
- POLICIES
- TIME CONSTRAINTS
- PERSONAL TIME
- UNPLEASANT CLIENTS
- COMPUTER SYSTEMS
- TRAVEL
- WHAT ELSE??

# STRESSORS OF COVID ERA

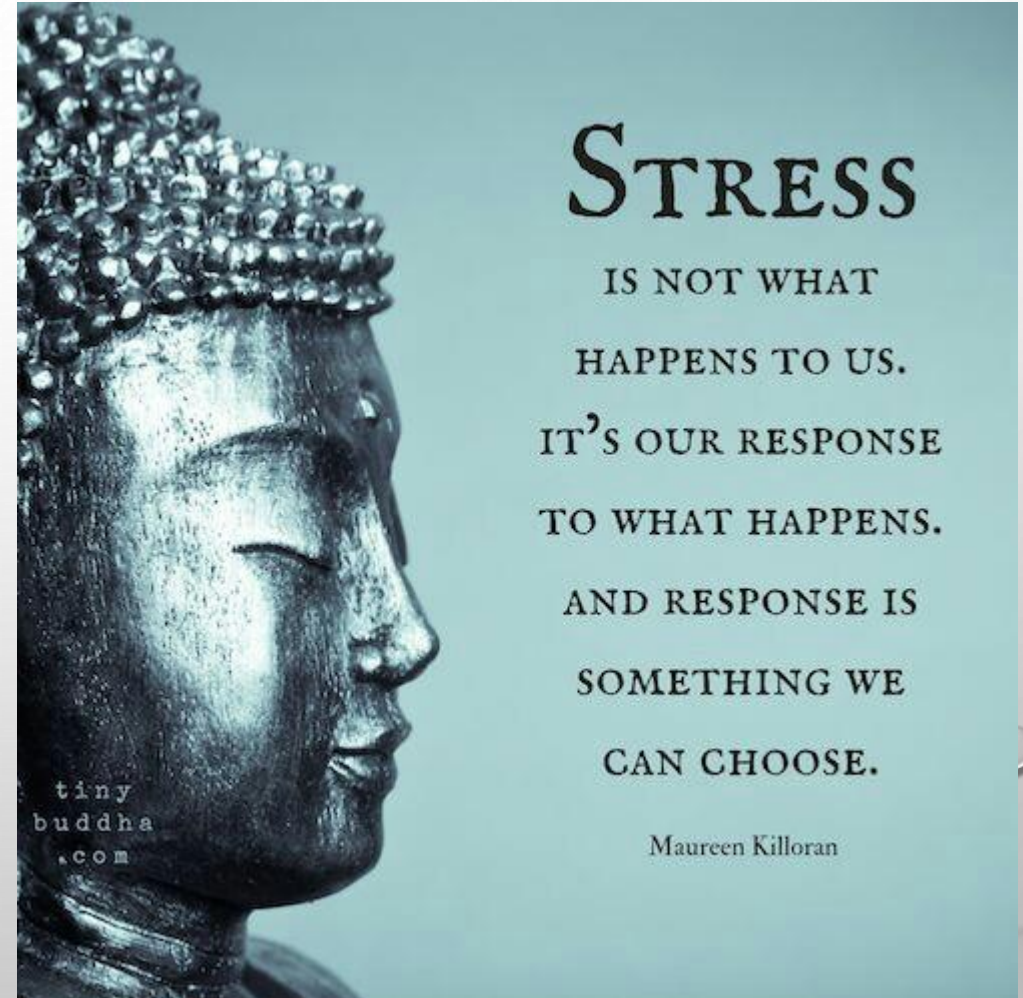
- STRESS OF WORKING FROM HOME/FAMILY LIFE/CHILD CARE
- TRAVEL
- INCREASED CALLS ONCE PANDEMIC LIFTS
- FEAR OF CATCHING COVID
- LACK OF FACE TO FACE WITH VULNERABLE ADULTS
- CLIENTS PASS AWAY
- FACE MASKS/PPE
- SOCIAL ISOLATION
- MEDIA
- LACK OF RESOURCES
- “NEW NORM”
- SELF CARE STRUGGLES
- ECONOMIC INSECURITIES
- HEALTH PROBLEMS
- LACK OF RELIABLE INFORMATION
- WHAT ELSE??

# SIGNS OF STRESS

- HEADACHES
- HEARTBURN/STOMACH PAIN
- PANIC ATTACKS
- DISRUPTION OF SLEEP
- DIFFICULTY CONCENTRATING
- WITHDRAWAL OR ISOLATION
- FATIGUE
- WEIGHT GAIN/LOSS
- FEELING  
OVERWHELMED/OVERLOADED

# STRESS

- CONTINUOUS EMOTIONAL TRIGGERS
- INVOLUNTARY BODY REACTIONS
- WORN DOWN
- GIVING MORE THAN YOU HAVE



## STRESS

IS NOT WHAT  
HAPPENS TO US.  
IT'S OUR RESPONSE  
TO WHAT HAPPENS.  
AND RESPONSE IS  
SOMETHING WE  
CAN CHOOSE.

Maureen Killoran

tiny  
buddha  
.com



# PROFESSIONAL QUALITY OF LIFE (PROQOL)

THIS IS A QUICK SELF ASSESSMENT TOOL TO MEASURE YOUR NEGATIVE AND POSITIVE AFFECTS OF HELPING OTHERS WHO EXPERIENCE SUFFERING AND TRAUMA. IT WILL ALSO HELP YOU SEE YOUR LEVELS OF COMPASSION SATISFACTION, BURNOUT AND COMPASSION FATIGUE.

30 QUESTIONS ABOUT THE LAST 30 DAYS, SELF SCORING SO OTHERS WILL NOT KNOW YOUR RESULTS. AVAILABLE AND TRANSLATED IN 27 LANGUAGES ONLINE: ([HTTPS://PROQOL.ORG/PROQOL\\_TEST.HTML](https://proqol.org/proqol_test.html))

RECOMMEND TO TAKE AT LEAST QUARTERLY



# 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**

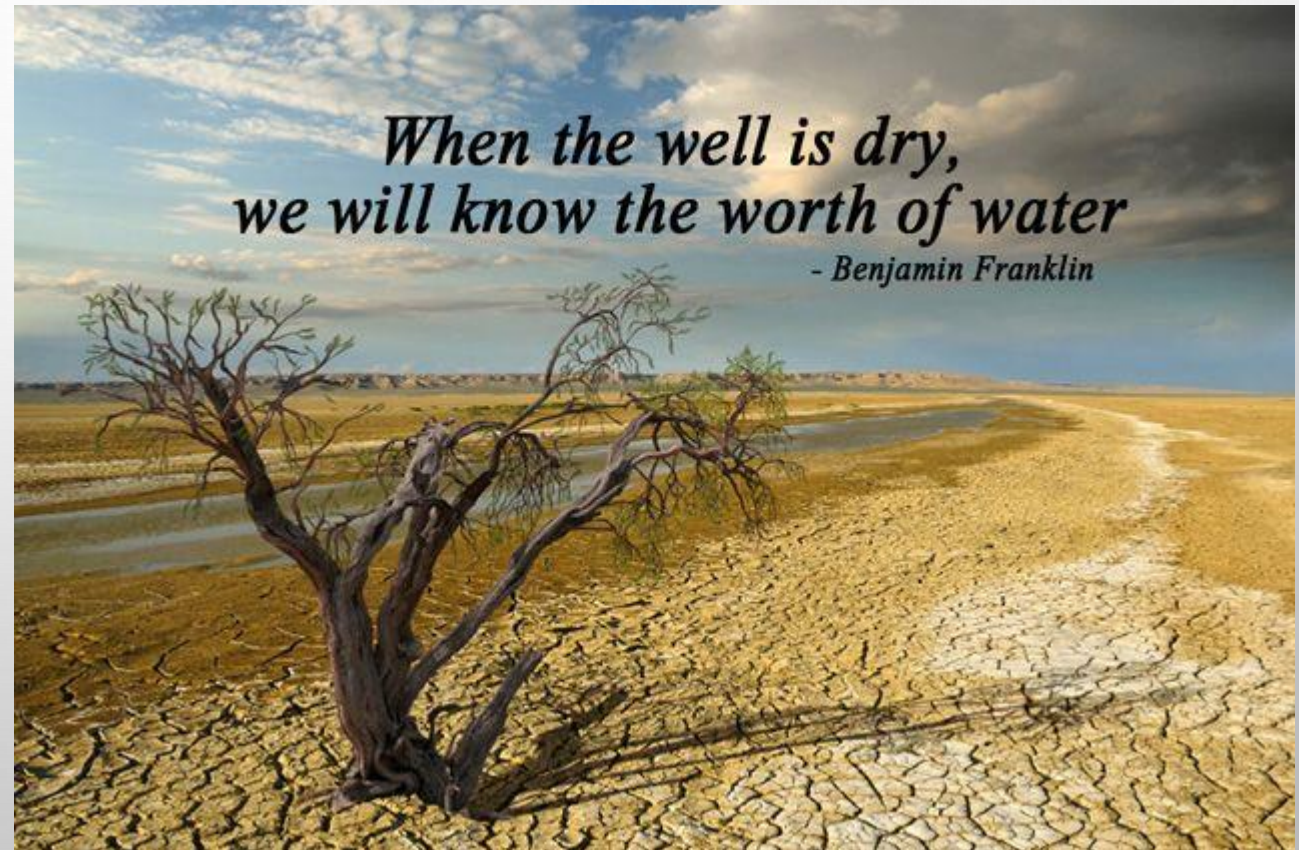
**5=Very Often**

- \_\_\_\_\_ 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].

# LIFE AFTER WORK

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- THE EMPTY WELL
- HOW ARE YOU AT HOME?
- SEPARATING WORK AND HOME?
- HOBBIES
- PLEASURES
- HEALTH



# RESILIENCY

- RE·SIL·IENCE

/RƏ'ZILYƏNS/

- NOUN: **RESILIENCY**

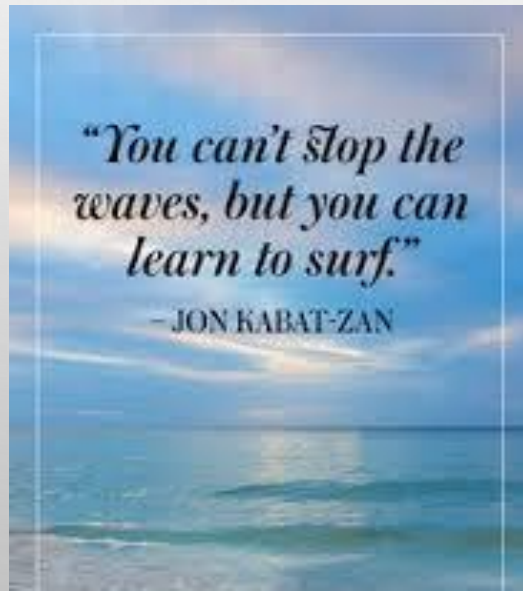
- THE CAPACITY TO RECOVER QUICKLY FROM DIFFICULTIES; TOUGHNESS.
- THE ABILITY OF A SUBSTANCE OR OBJECT TO SPRING BACK INTO SHAPE; ELASTICITY.

“Don't be hard like a rock, be soft like water. Ultimately the soft wins over the hard. Be like water, soft, flowing, at ease. The hardness inside will eventually be reduced to sand, and the rock will completely disappear. – Lao Tzu



# RESILIENCY

“THE PROCESS OF ADAPTING WELL IN THE FACE OF ADVERSITY, TRAUMA, TRAGEDY, THREATS OR 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.” (APA.ORG, 2018)



# RESILIENCY

- BOUNCE BACK
- VULNERABLE FLEXIBILITY
- ADAPTIVE TRANSFORMATION
- SELF-ORGANIZATION
- RENEWAL
- PERSISTENCE





# CORE COMPONENTS OF BUILDING RESILIENCY

WHAT DO EACH OF THESE MEAN TO YOU?

- PURPOSE
  - STRENGTH
  - PLEASURE
- 



# STRESS RESISTANT PEOPLE

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1. REASONABLE MASTERY
2. PERSONAL COMMITMENT TO TASK
3. WISE LIFESTYLE CHOICES
4. SOCIAL SUPPORT
5. SENSE OF HUMOR
6. CONCERN FOR THE WELFARE OF OTHERS

# TAKING CARE OF YOURSELF

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- WELLNESS EFFORTS
- PHYSICAL ACTIVITIES
- NUTRITION
- RELAXATION STRATEGIES
  - YOGA
  - MEDITATION
  - PRAYER
  - MINDFULNESS
- SUPPORT SYSTEM
  - CO-WORKERS
  - SUPERVISORS
  - FAMILY/FRIENDS
  - SELF (STRIVE, EMPLOYEE, LIFE AND FAMILY) EAP
- SELF CONTROL PLAN
  - HOT BUTTONS, TRIGGERS

# FINDING THE TIME

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- BALANCE WHEEL
- MAKING YOURSELF A PRIORITY
- EVEN A FEW MINUTES
- TAKE YOUR BREAKS
- STAND UP AND STRETCH
- 1-15 MINUTE PAUSE
- OPEN UP
- TALK
- SEEK HELP

# BREATHING TECHNIQUES

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- TAKE LONGER TO BREATHE OUT THAN IN (IN 4 OUT 6) THIS TRIGGERS THE VAGUS NERVE TO TURN ON YOUR PARASYMPATHETIC SYSTEM AND TURN OFF THE SYMPATHETIC SYSTEM (FIGHT OR FLIGHT)
- DIAPHRAGMATIC BREATHING (BELLY BREATHING)
- THE AH VA TECHNIQUE (FINGER TIPS TO THUMB)



Healthy groceries (\$100) "too expensive"  
Dinner date (\$100) "reasonable"

Therapist (\$130) "absurd"  
Trip to Target (\$130) "great deals!"

Average college class (\$1000) "expensive"  
iPhone (\$1000) "a necessity"

Kid's summer camp (\$180) "too much"  
New pair of shoes (\$180) "they were on sale!"

60 minutes of exercise "I wish I had time!"  
60 minutes on Instagram "OMG time flies!"

1 hour on the phone with parents "eternity"  
1 hour watching Netflix "let's watch another one"

**Everything in life is about priorities.**  
**Where do you want to be 10 years from now?**



Empty your mind, be formless, shapeless, like water. If you put water into a cup, it becomes the cup. You put water into a bottle and it becomes the bottle. You put it in a teapot it becomes the teapot. Now, water can flow or it can crash. Be water my friend.



# RESILIENCE



STRENGTH



CONFIDENCE



MOTIVATE



PROTECTING SELF



EFFORT



CHANGE



AGILITY



The background features a light gray gradient with several realistic water droplets of various sizes scattered in the corners. The droplets have highlights and shadows, giving them a three-dimensional appearance.

**THANK YOU!**

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