

# Welcome!

While waiting for the presentation to begin, please read the following reminders:

- The presentation will begin promptly at 9 a.m. Pacific Time
- If you are experiencing technical difficulties, email [brenda@nfjca.org](mailto:brenda@nfjca.org)
- To LISTEN to the presentation on your phone, dial **484-589-1011, access code 466-723-599 or listen on your computer speakers**
- Attendees will be muted throughout the presentation
- To send questions to the presenter during presentation:
  - Click on "Questions" in the toolbar (top right corner)
  - Type your comments & send to presenter
- There will be a Q & A session at the end of the presentation.
- The presentation will be recorded & posted on [www.familyjusticecenter.org](http://www.familyjusticecenter.org)
- Please complete the evaluation at the end of the presentation. We value your input.



***With special thanks to the Verizon  
Foundation for sponsoring this webinar!***



# Family Justice Center of Hillsborough County, Inc.

## The Family Justice Center Training Academy

*Greetings Nikki,*

***How have you been feeling lately?  
Have you been stressed?  
Overwhelmed? Not eating? Worried  
about FJC guests even when you're  
home? If so, you might be suffering  
from Vicarious  
Traumatization. Don't worry - we have  
the perfect remedy for you!***



***You're invited to the 'Vicarious  
Traumatization Webinar and Pizza  
Party' hosted by the FJC!***

**Thursday, February 11th, 2010  
11:30am - 2:00pm  
FJC Conference Room**

**Please join us for pizza at  
11:30am. The webinar  
will begin promptly at  
12:00pm.**

*The Family Justice Center Alliance  
Presents:*

**Vicarious Traumatization Webinar  
Training**

**Your Webinar Presenter is:  
Mickey Stonier Ph.D., CTR, CTSS**

**12:00pm - 2:00pm**

### **Course Description:**

Vicarious Traumatization is known to professionals by many names - secondary victimization, secondary traumatic stress disorder and compassion fatigue. It is, simply expressed, a byproduct of care giving. The more intense and personal care given, the more vulnerable the care giver is to Vicarious Traumatization. Professionals who work with severely traumatized individuals are at high risk. Family and friends of trauma victims are susceptible to traumatic stress, as well as the professionals who treat the victims. Crisis Interventionists, counselors, Police, fire fighters, EMT's, and other emergency workers report that they are most vulnerable to Vicarious Traumatization when dealing with the pain of children. While empathy is a major resource for therapists in the assessment and treatment of trauma, it is also a key factor in the development of secondary trauma in therapists.

This workshop involves hands on solutions which can make a dramatic difference in the professional and private lives of those working with and around trauma. It is an intensive learning experience relating to all aspects of the care giver's life and the critical work they are being asked to do. It impacts the emotional, psychological, physical, social and spiritual well being of the individual. It offers an understanding of how these areas are affected by the work they are doing and tools to prevent and treat any negative effects of this critical work.



*Managing stress is like eating pizza...you  
have to take it one piece at a time or you'll  
choke!*

# Your host today:



**Casey Gwinn,  
President, FJC Alliance**

[www.familyjusticecenter.org](http://www.familyjusticecenter.org)



# The FJC Alliance Team



**Casey Gwinn, JD**



**Gael Strack, JD**



**Sgt. Robert Keetch,  
Ret.**



**Jennifer Anderson**



**Brenda Lugo**



**Lori Gillam, CPA**



**Michelle Adams, JD**



**Yvonne Coiner**



**Mehry Mohseni**



**Melissa Mack**



**Alexia Peters, JD**



Please register for our 2010 International Family Justice Center Conference April 27-29 2010 in San Antonio, TX at [www.familyjusticecenter.com/Conferences](http://www.familyjusticecenter.com/Conferences)



# Your presenter today:



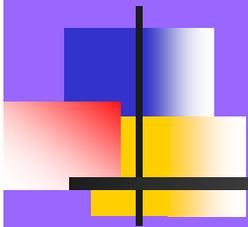
**Chaplain Mickey Stonier Ph.D. C.T.R. C.T.S.S.  
Certified Trauma Services Specialist**



# Vicarious Traumatization

**Presented by:**

Chaplain Mickey Stonier Ph.D. C.T.R. C.T.S.S.  
Certified Trauma Services Specialist



(c) Emporis

# CISM Training Certifications



➤ International Critical Incident Stress Foundation (ICISF)

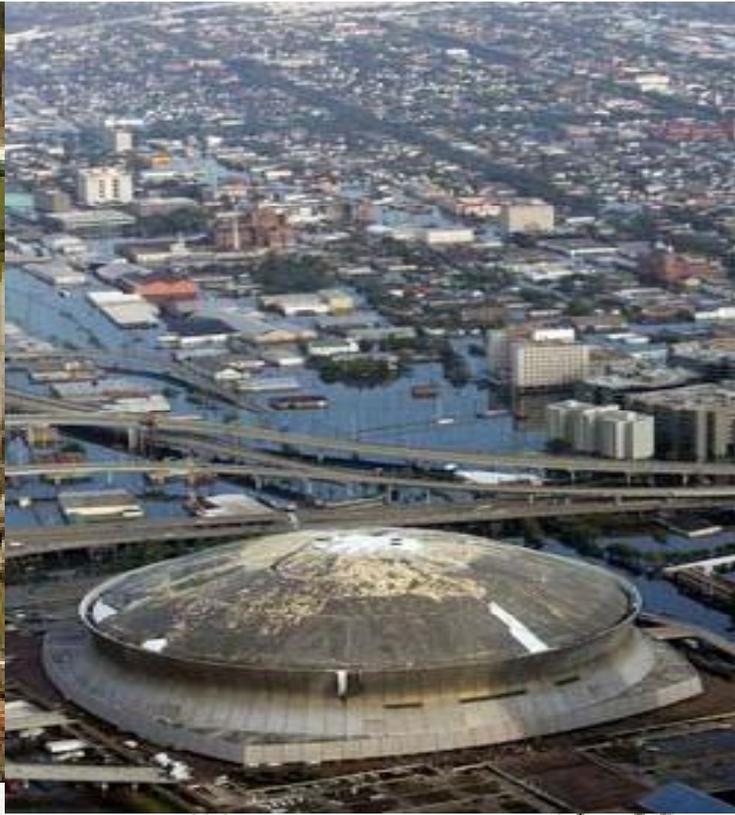
[www.icisf.org](http://www.icisf.org)

➤ Association of Traumatic Stress Specialists (ATSS)

[www.atss-hq.com](http://www.atss-hq.com)











# Personality Traits

- Obsessive/Compulsive
- Control issues
- Action oriented
- Risk taker
- High need for stimulation
- Highly dedicated
- Easily bored
- Need to be needed
- Difficulty saying "No"
- "Caretakers"
- Family oriented
- High tolerance for stress
- Addiction to adrenaline



# Stressor

Any event acting as a stimulus which places a demand upon **a person, a group, an organization** or **a community**.





# Stress

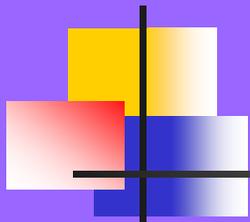
The overwhelming desire to choke the living daylights out of someone who desperately needs it.

A response characterized by physical, emotional, psychological and spiritual arousal arising as a direct result of an exposure to any demand or pressure on a living organism.





# Personal Stresses



1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

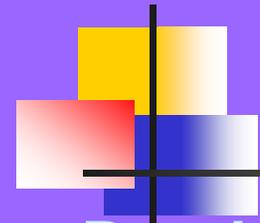
# Stress



**Stress occurs when the person's normal homeostasis has been disturbed.**

Sapolsky, R. M. (1994). *Why Zebras Don't Get Ulcers: A Guide to Stress, Stress-Related Diseases, and Coping*. NY: Freeman.

# Causes of Stress



## ➤ Psychological

- Past trauma
- Ego strength
- Limited coping skills
- Emotional/personality
  - Prone to stress
  - Family of origin

## ➤ Sociological

- Few networks
- Limited support systems
- Disrupted family system

## ➤ Bio-ecological/Physiological

- Environment contributors
- Physiology
  - Health issues

## ➤ Spiritual

- Lack of renewal
- Spiritual disruption





# Eustress

- Wedding
- Birth of a Child
- Purchase of a Home
- Holidays/Vacation
- Special events
- Career advancement





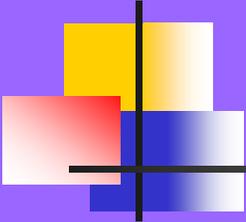
# Distress

- **Hassle stressors**
- **Hurried stressors**
- **Hidden stressors**
- **Harsh stressors**
- ***Helper stressors***





# Psychosocial Stressor



Those exposures that are interpreted or appraised as being challenging, frustrating, or otherwise adverse.

Like beauty --

**It lies in the eye of the beholder.**



OPEN

# Picante Sauce



2ND FOODS

Gerber

NET WT. 4 OZ (113g)

# Biogenic Stressors

Stimulants which cause stress by virtue of the biochemical actions they exert on the body.

- Caffeine
- Sugars
- Certain foods
- Nicotine
- Amphetamines

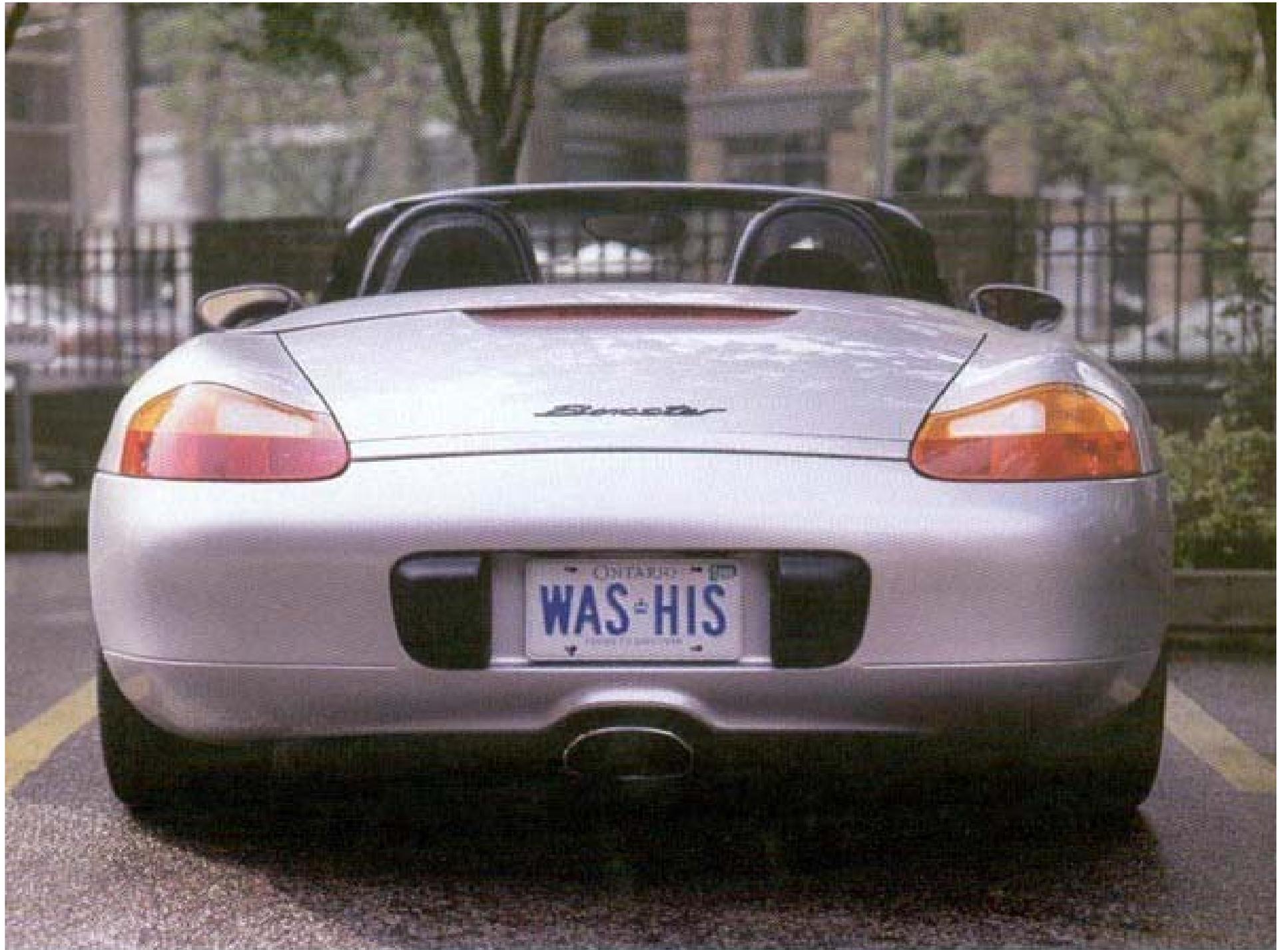






# Family stressors

- **Marriage**
- **Children**
- **Extended family**
- **Blended family**
- **Life cycle issues**
- **Home management**
- **Financial responsibilities**

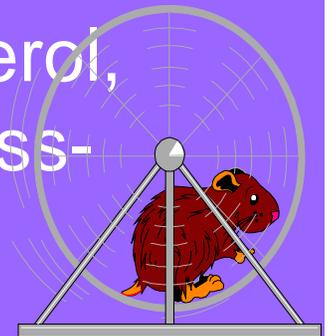


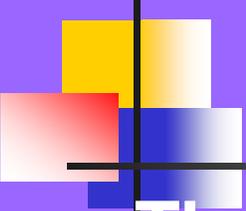
# Stress and Aging



## "Allostatic Load"

Allostasis - maintaining stability (or homeostasis) through change. It describes how the cardiovascular system adjusts to resting and active states of the body. The concept of "allostatic load" was proposed to refer to the wear and tear that the body experiences due to repeated cycles of allostasis as well as the inefficient turning-on or shutting off of these responses. It's a complex formula that involves blood pressure, cholesterol, the variability of a person's heart rate and stress-hormone levels.





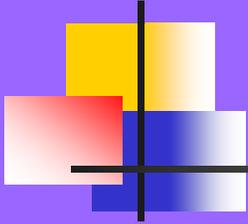
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**The American Academy of Family Physicians state that 2/3 of office visits to family physicians are stress related. Costs over \$75 billion per year to American businesses.**

**“Stress is a major contributor either directly or indirectly to coronary heart disease, cancer, lung ailments, accidental injuries, cirrhosis of the liver and suicide.”**

*Time Magazine*

# Stress and Aging



## “Allostatic Load”

---

1. Repeated stressors, close together over time
2. Single stressor that is chronic over time without adaptation
3. Prolonged arousal with no resolve
4. Insufficient adaption to arousal



# Allostatic Load

## Short Term Stress

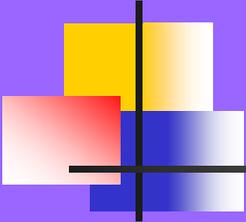
- Colds
- Flu
- Backaches
- Migraine and tension headaches
- Allergy outbreaks
- Skin rashes
- Concentration
- Anxiety / Depression
- Recurring viruses / Shingles

## Long Term Stress

- Hypertension
- Ulcers
- Asthma
- Infertility
- Colon disorders
- Diabetes
- Kidney disease
- Arthritis
- Mental illness, sleep disorders
- Heart disease, stroke and cancer



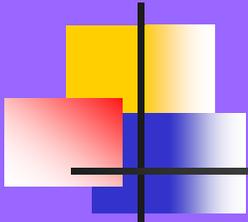
# Vicarious Traumatization



**Vicarious Traumatization is defined as the transformation that occurs within the trauma worker as a result of empathic engagement with clients' trauma experiences and their sequelae.**



# Vicarious Traumatization



**Vicarious Traumatization includes listening to graphic descriptions of horrific events, bearing witness to people's cruelty to one another and witnessing and participating in traumatic reenactments.**



# Vicarious Traumatization

- **Secondary Traumatic Stress**
- **Secondary Victimization**
- **Empathy Fatigue**
- **Compassion Fatigue**
- **Sympathy PTSD**

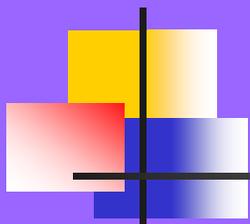


# Vicarious Traumatization

Any secondary exposure which has a significant amount of emotional power sufficient enough to **diminish** a person's emotional reserves or ability to cope.





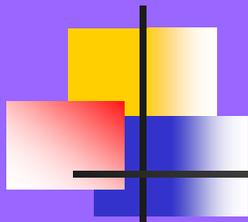


**“The more you sweat in peace,  
the less you bleed in war!”**

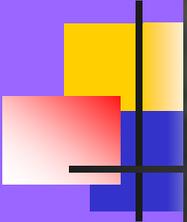




# Vicarious Traumatization



*Common* reactions, in *normal* people,  
exposed to highly  
*emotional & traumatic* experiences





# Stress Response Syndromes

- **Acute**
  - Exposure of story and sights shared by victim
- **Delayed**
  - Hours, days, or weeks later
- **Cumulative**
  - Build up over time due to unrelieved stress and/or multiple exposures



# Acute Stress Disorder

- Feelings of panic, jumpiness
- Numbness, shock, in a daze
- Despair, hopelessness
- Forgetfulness, difficulty concentrating
- Difficulty falling or staying asleep, nightmares
- Loss of interest in work, socializing and activities
- Difficulty resolving issues or obtaining necessary resources
- Physical, emotional, social, cognitive, social and spiritual stress symptoms



# Vicarious Traumatization

- New workers to trauma work
- Trauma workers with personal trauma history
- Family history of mental disorder
- Cumulative stress from DV events
- Personal cumulative and acute stress issues
- Genetic and neuroendocrine factors
- Personality traits
- Gender
- Early traumatization, abuse history
- Negative parenting experiences
- Pre-incident and on-going education



# Vicarious Traumatization (Early warning signs)

## ➤ Physical Symptoms

Difficulty sleeping  
Difficulty concentrating  
Chronic fatigue  
Chronic headaches,  
indigestion, chest pains, etc.

## ➤ Intrusive Symptoms

Recurring memories,  
nightmares, flashbacks, etc.  
Anhedonia (loss of pleasure)  
Event distress re-  
experienced  
Phobia formation

## ➤ Persistent Avoidant Symptoms

Dissociation  
Avoiding specific thoughts,  
feelings, activities or situations  
Diminished interest in significant  
activities

Restricted range of emotions  
(numbness)

Substance abuse

## ➤ Increased Arousal Symptoms

Hyper-vigilance, hyper-alertness  
Exaggerated startle response  
Panic attacks



# Vicarious Traumatization (Early warning signs)

## ➤ Emotional Symptoms

Mood irritability

(easily angered/depressive)

Denial, fear, depression, anxiety

Hopelessness, helplessness,  
overwhelming numbness

Anger, irritability, aggression,  
uncertainty

Preoccupation on details of the  
incident

## ➤ Cognitive Symptoms

Confusion, disorientation, slowed  
thinking, logic disruption

Memory and concentration  
problems

## ➤ Behavioral Symptoms

Change in speech patterns

Angry outbursts, arguments, acts  
of violence, blaming of others

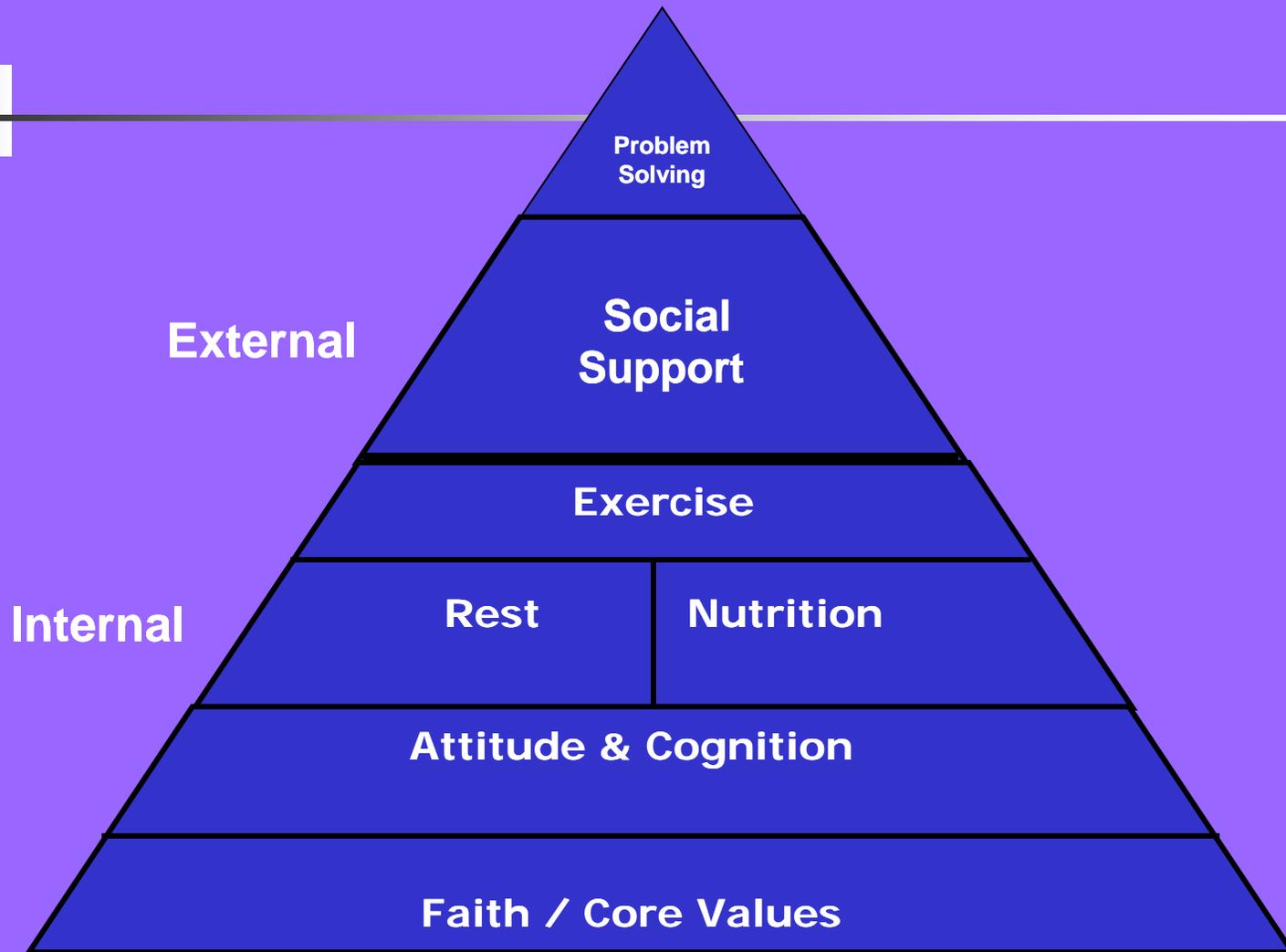
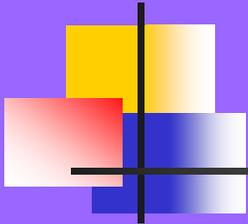
Withdrawal, suspicion, excessive  
silence

Addictive behaviors

Erratic buying, promiscuity, risk  
taking

Unexplained or prolonged crying  
spells

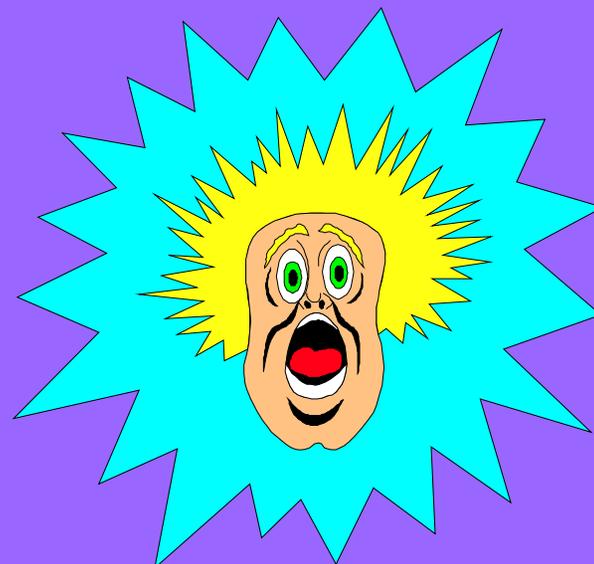
# Elements of Stress Management





# Stress Symptoms

- Physical
- Cognitive
- Emotional
- Behavioral
- Social
- Spiritual





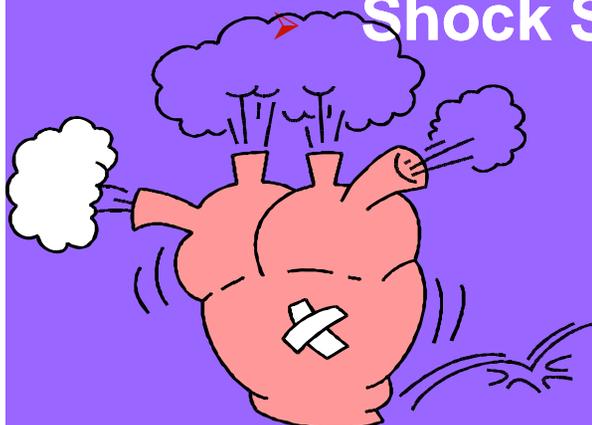
# Stress Symptoms

## Physical

- Muscle Tremors
- Fatigue
- Chills
- Sweating
- Nausea

## Shock Symptoms

- Gastro-Intestinal Distress
- Dizziness
- Difficulty Breathing
- Chest Pain
- Headaches
- Elevated BP
- Hollowness
- Sensitivity to noise
- Weakness

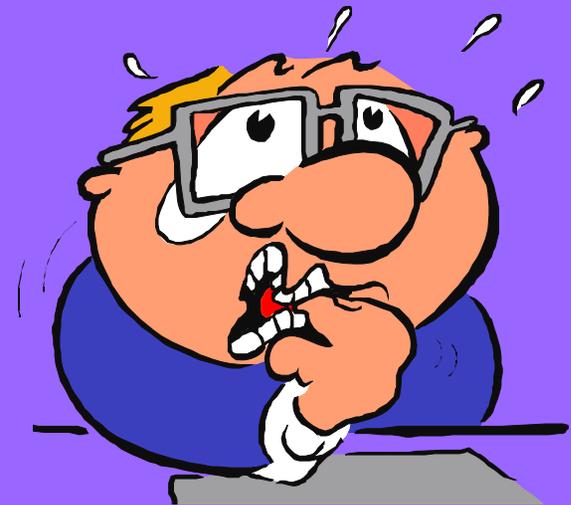




# Stress Symptoms

## Cognitive (Thoughts)

- Memory loss
- Concentration problems/Confusion
- Limited attention span
- Calculation difficulties
- Nightmares
- Hallucinations
- Preoccupied thought of trauma/victims
- Impaired decision making/Problem solving
- Time distortion and perception alteration





# Stress Symptoms

## Emotional (Feelings)

- Anger
- Irritability
- Anxiety
- Fear
- Depression/sadness
- Guilt
- Loneliness
- Feeling abandoned
- Hopelessness
- Helplessness
- Feeling overwhelmed
- Loss of confidence
- Numbness
- Resentment/Scapegoating





# Stress Symptoms

## Behavioral

- Change in usual behavior
- Crying
- Increased alcohol consumption
- Acting out
- Silent / talkative
- Under / overeating
- Inability to rest/sleep disturbance
- Treasuring / discarding objects





# Stress Symptoms

## Social

- Withdrawal
- Over commitments
- Anger/agitation
- Apathy
- Antisocial acts
- Change in relationships/social activity





# Stress Symptoms

## Spiritual

- Belief system
- Faith crisis / reappraisal
- Nature of reality
- Meaning, justice / fairness
- Assumptions about life, death or afterlife
- Feelings of being divinely punished
- Governing principles and core values
- Value of prayer
- Hopelessness / fatalism
- Issues of forgiveness
- Guilt / shame issues
- Spiritual community connection
- Core questions, "Why would God...?"

# Stress/Grief Reactions

## Spiritual

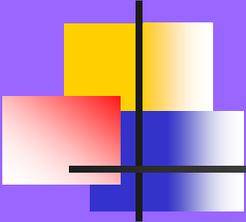


- Faith is unchanged
- Faith is rejected
- Faith is distorted
- Faith is transformed



# Stress/Grief Reactions

## Spiritual



God is nowhere

# Spiritual Care Assessment



- 90% of WTC respondents reported one or more symptoms of stress reactions
- 98% of WTC respondents coped by talking with others
- 90% of WTC respondents coped by turning to God and faith
- 60% of WTC respondents coped by participating in group activities

*Source: "A national Survey of Stress Reactions After the Sept. 11, 2001, Terrorist Attacks" New England Journal of Medicine, Vol. 345, No. 20. Nov. 2001.*



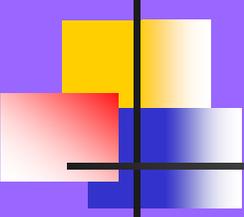
# Trauma/Grief Reactions

## Humor

- **Sick Humor** – Makes light of life-and death situations or very serious matters. Jokes that are beyond the norm for general population when exposed to traumatic situations.
- **Dark Humor** – Humor that is perceived as morbid, psychopathic, twisted and often characterized by being grim or grotesque.

*“I think I found Nemo!”*





# Cortical Inhibition

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The most common acute psychological reaction in stress loads may be acute cognitive impairment, that is, brief “dumbing down.”



# Cortical Inhibition Crisis Syndromes

- Agnosia (inability to recognize sensory stimuli)
- Agraphia (inability to write)
- Alexia (inability to read)
- Akathisia (motor restlessness, anxiety)
- Amnesia (disturbance of memory)
- Anomia (inability to find correct words-names, objects)
- Aphasia (general language dysfunction - expressive, receptive)
- Ataxia (loss of motor coordination)
- Delirium (acute, global dysfunction of cognition)
- Dysarthria (impairment of verbal motor expression)
- Dyscalculia (inability to perform simple math functions)

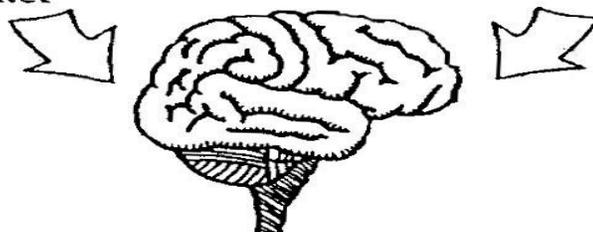
# THE STRESS RESPONSE

## EXTERNAL STRESSORS

- threats
- excitement
- challenge
- adversity
- conflict

## INTERNAL STRESSORS

- disease
- discomfort
- pain
- depression



## RESPONSE

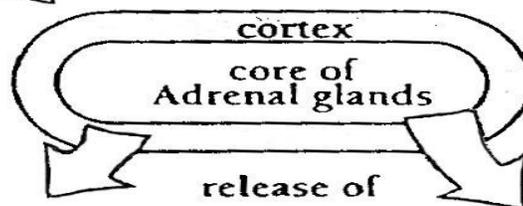
### FIGHT

Pituitary Gland  
ACTH into blood

OR

### FLIGHT

Brainstem & Cord  
neural impulse

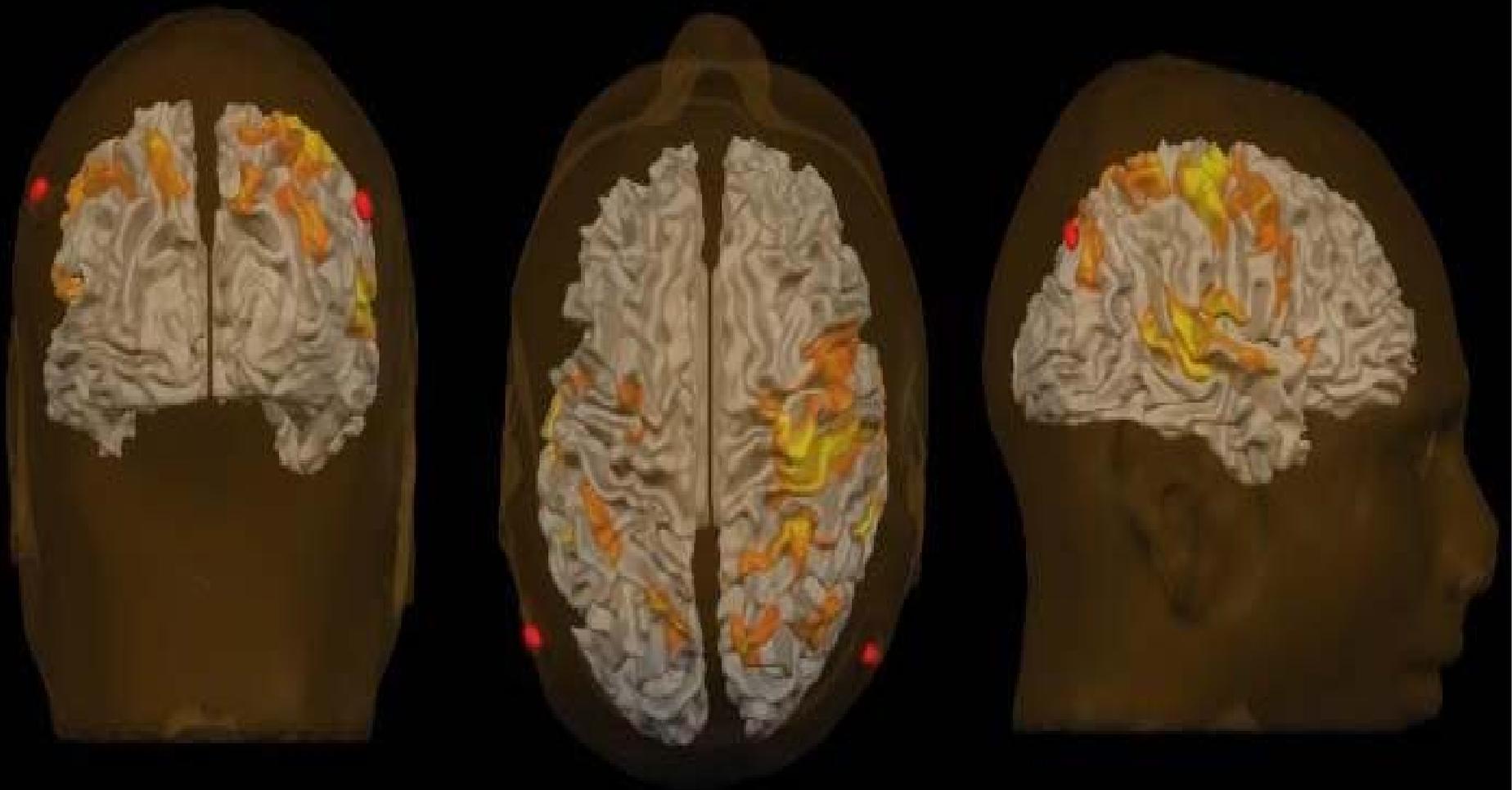


### Cortisol & Cortisone

- fights inflammation
- increases muscle tension
- frees fatty acid
- increases blood sugar

### Adrenaline & Noradrenaline

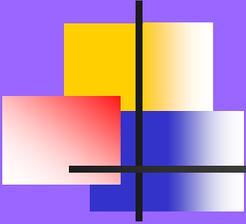
- activates heart muscle
- increases cholesterol
- sends glucose to muscles
- raises blood pressure
- increases heart rate



Details: Sack et al. (2002), *Neuron*, in press.



# Brain Functions



## Left Side of Brain

- Analytical
- Linear Explicit
- Sequential
- Verbal
- Rational
- Goal-oriented

## Right Side of Brain

- Spontaneous
- Intuitive
- Emotional
- Visual
- Spatial
- Holistic

# Brain Lobes and Behavior



- **Frontal and prefrontal – Forethought , judgment, planning, empathy, emotional control, impulse control**
- **Temporal – Memory, mood stability, language, reading, recognizing faces**
- **Parietal – Sensory processing and direction sense**
- **Occipital – Visual processing**
- **Cerebellum – Coordination, processing speed, motor control, speed of cognitive integration**



# Cortical Inhibition

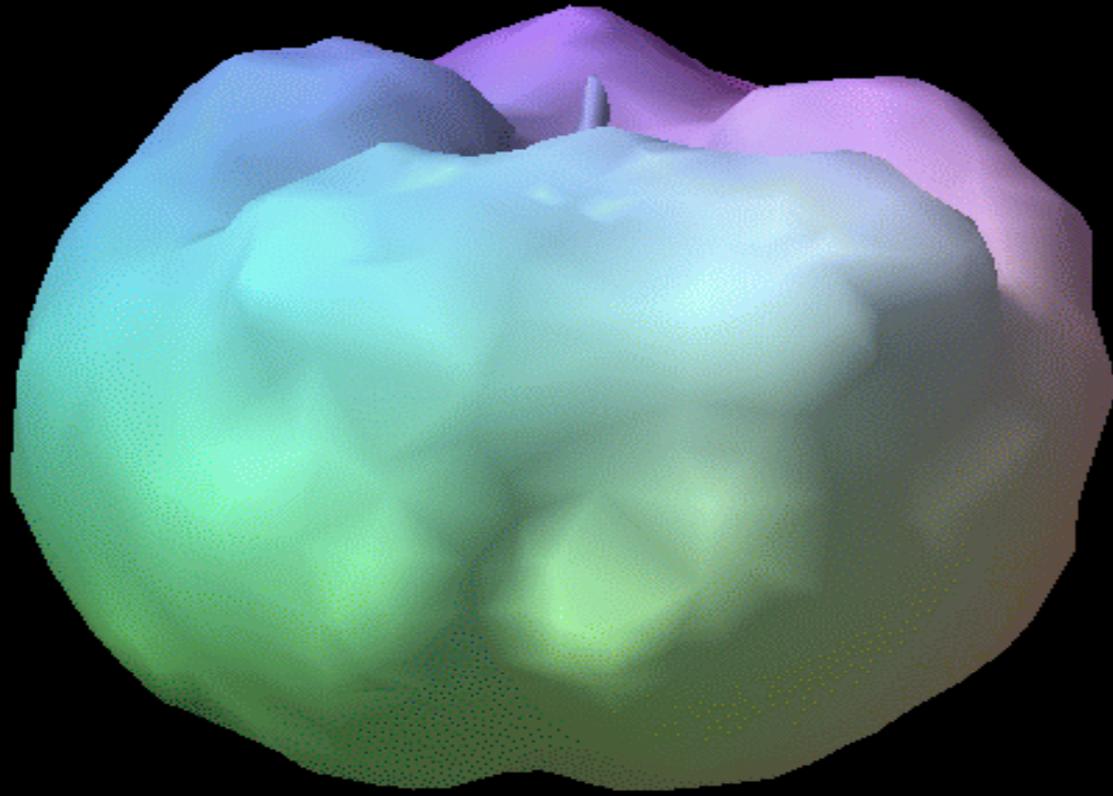
**Frontal Cortex** – Acts as supervisory system of the whole process of integration of emotional and cognitive functions.

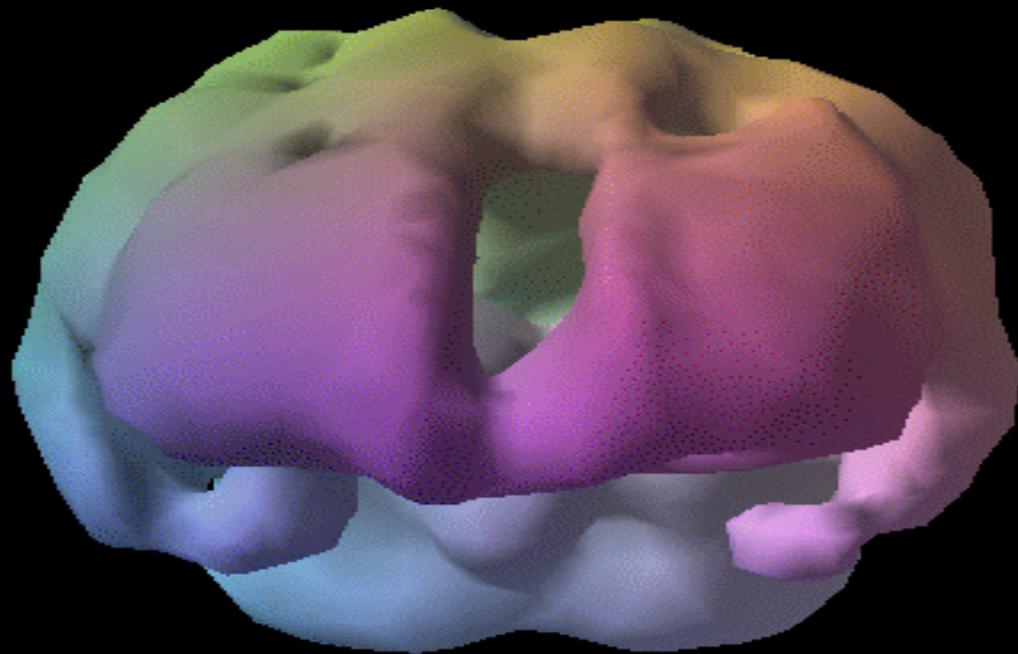
**Corpus Callosum** – The connector nerve bundles that connect between the two sides of the brain.

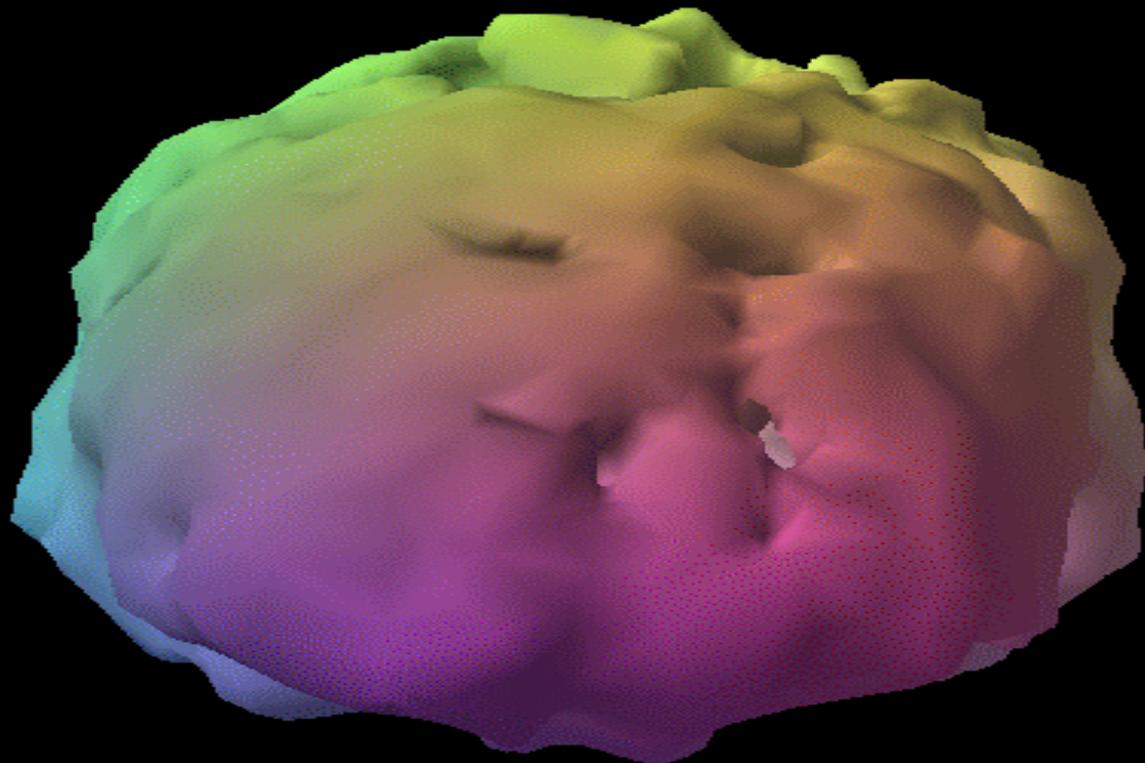
**Hypothalamus** – Receives incoming information through our senses of sight, smell, hearing, touch and taste, then passes it on to the other part of the brain for processing. The hypothalamus regulates our homeostasis.

**Amygdala** – The alarm part of the brain that interprets messages regarding danger; overrides reasoning and deals with emotions. It remembers what you are afraid of.

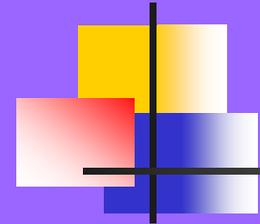
**Hippocampus** – The analytical part of the brain that calms down the emotions. It analyzes and puts things into perspective. Interprets emotional valence (vigor); controls emotional response by transforming sensory stimuli into emotional and hormonal signals then refers this information to other parts that control behavior.





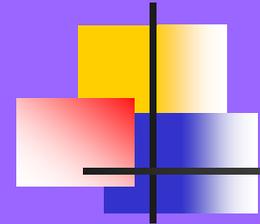


# Brain Facts



- It is estimated that the brain has 100 billion nerve cells, which is about the number of stars in the Milky Way Galaxy.
- Each neuron is connected to other neurons by up to 40,000 individual connections (called synapses) between cells. Multiplying 100 billion neurons times 40,000 synapses is equivalent to the brain having more connections in it than there are stars in the universe.
- A piece of brain tissue the size of a grain of sand contains 100,000 neurons and 1 billion synapses, all "talking" to one another.
- Even though your brain is only about 2% of your body's weight, about 3 pounds, it uses 20-30% of the calories you consume.
- If you don't take care of your brain, you lose on average 85,000 brain cells a day. That is what causes aging. With appropriate forethought, however, you can reverse that trend and dramatically slow the aging process.

# Brain Facts



- The brain never turns off or even rests through your entire life. It is very active at night, especially during dreaming.
- At times during pregnancy, the baby's brain makes 250,000 new nerve cells per minute.
- Babies are born with 100 billion neurons; however, only a relatively small number of neurons are connected.
- If you don't take care of your brain, you lose on average 85,000 brain cells a day. That is what causes aging. With appropriate forethought, however, you can reverse that trend and dramatically slow the aging process.
- The brain is one of the best examples of the "use it or lose it" principle. Connections that are used repeatedly in the early years become permanent; while those that are not used are pruned.



# Disrupting Blood Flow in Brain

- Head / brain injuries
- Chronic stress
- Excessive caffeine
- Smoking / Nicotine
- Dehydration
- Artery Disease
- Poor diet
- Diabetes
- Environmental toxins
- Lack of sleep
- Lack of exercise
- Drug or alcohol abuse



# Brain Health & Nutrition

- Exercise
- Eliminate toxins
- Hydration
- Fish oil, Gingko, Ginseng, L-arginine, Vitamin E
- Develop positive relationships
- Vitamin supplements
- Attitude of gratitude
- Learning new things (e.g. musical instrument, language, problem solving, etc.)
- Enhance your memory skills
- Take head injuries seriously, even minor ones



# Brain Health

1. **Protect your brain**
2. **Feed your brain**
3. **Kill the ANTs**
4. **Work your brain**
5. **Love and your brain**
6. **Relax and refresh your brain**
7. **Treat brain problems early**

[www.amenclinics.com](http://www.amenclinics.com)

# Schizophrenia

Before Treatment



After Treatment



# General Trauma & Sleep Disorders



Insomnia is a significant lack of high-quality sleep. It can be short-term or chronic. Insomnia may be caused by stress, a change in time zones or sleep schedule, poor bedtime habits, or an underlying medical or psychiatric condition. Symptoms include:

- Difficulty falling asleep despite being tired
- Requiring sleeping pills or alcohol to fall asleep
- Awakenning frequently during the night or lying awake in the middle of the night
- Awakenning too early in the morning despite not feeling refreshed
- Daytime drowsiness, fatigue, and irritability

# General Coping

## Coping with Sleep Disorders

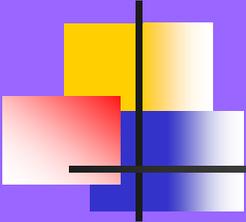


### Techniques to Reduce Stress Arousal:

- **Maintain regular sleep routines**
- **Don't eat or drink much before bedtime**
- **Avoid caffeine and nicotine**
- **Exercise during day but not before bed**
- **Cool the room down**
- **Shorter daytime naps**
- **Warm bath or shower before bed**
- **Control noise**
- **Ambient noise (e.g. fan or AC unit)**



# Vicarious Traumatization



Compassion Fatigue  
Self Assessment Test

<http://www.ace-network.com/cftest.htm>



# Vicarious Traumatization

Compassion Satisfaction

[www.isu.edu/](http://www.isu.edu/)

Idaho State University

Lifestyle Choices

Self-Care Strategies

Social Support Network



# Vicarious Traumatization

- **Serious injury or death of a FJC victim with whom a volunteer has work**
- **Repeated exposure to extreme testimonies of DV**
- **Serious injury or death of a victim resulting from the city's follow up**
- **Incidents involving relatives or friends of a FJC personnel / volunteer**
- **Significant event involving violence to children**
- **Any incident that is charged with profound emotion**
- **Exposure that tends to have lasting physical / emotional effects**



# Compassion Fatigue

- Helper's response to acute or chronic emotional or spiritual strain of dealing with others who are troubled or traumatized.
- Caused by the interaction between the helper and the client/victim.
- Jumping from crisis to crisis.
- Trying to do too much.
- Difficulty saying, "No."
- Contemporary technology (i.e. cell phones, pagers, e-mail, car phones, etc.)



# Compassion Fatigue

## *Signs*

- Decreased energy
- Can't keep up
- Feelings of failure/inadequacy
- Reduced sense of reward
- Sense of helplessness and inability to see a way out of the problems
- Negativism about self, others, work and world in general



# Compassion Fatigue

## *Signs*

- Inability to remain effective
- Nothing is good enough
- Unappreciated by those served
- Dread of going to work
- Continually fatigued
- Sense of boredom
- Guilt or distress
- Feeling powerless and futility
- Self condemnation



# Compassion Fatigue

## *Signs*

- **Insomnia**
- **Loss of mental concentration**
- **Generalized unfocused anxiety**
- **Family conflict**
- **Increased physical illnesses**
- **Increased irritability and anger**
- **Substance abuse**



# Compassion Fatigue

## *Assistance*

- Talking
- Diagnostic Assessment / Susceptibility Assessment
- Renewal
- Exercise
- Travel
- Take breaks during the day
- Relaxation techniques
- Support/accountability group
- Pre-condition education / Continuing education
- Clearly defined call / job description
- Shared leadership





# Burnout

## Phase One – Stress Arousal “Fight”

- Anxiety
- Panic
- Spiritual, physical, emotional, social symptoms
- Hypersensitivity
- Irritability
- Impatience
- Overly critical



# Burnout

## Phase Two – Energy Conservation “Flight”

- Procrastination
- Tardiness
- Absenteeism
- Increased stimulants (e.g. coffee, soda, etc.)
- Withdrawal
- Avoidance
- Question call / effectiveness
- Lack of compassion
- Chronic fatigue
- Lax performance
- Cynicism

# Burnout

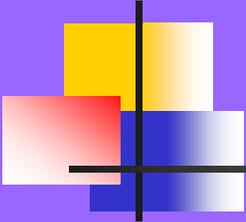
## Phase Three – Exhaustion “Freeze”



- Exhaustion
- Cortical inhibition syndrome
- Feelings of hopelessness / helplessness / worthlessness
- Chronic depression
- Consider career change
- Consider change of personal living situation
- Moral compromise
- Prescription substance abuse
- Contemplation of self-destructive actions
- Irresponsible risk taking



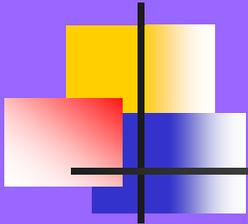
# Burnout



- Demoralization
- De-personalization
- Detachment
- Distancing
- Defeatism
- Depression
- Deadness



# Compassion Fatigue Verses Burnout



## Secondary Victimization

The natural consequent behaviors and emotions resulting from knowing about a traumatizing event experienced by a significant other. Stress resulting from helping or wanting to help a traumatized or suffering person.

## Burnout

The collection of symptoms of **emotional exhaustion**. It is a gradual and progressive process with key features being physical exhaustion, emotional exhaustion, depersonalization, reduced personal achievement, with work-related and interpersonal detachment.



# Compassion Fatigue Vs. Burnout

## Compassion Fatigue

- I still *do* care
- Temporary – take a break
- Loss of fuel and energy
- Over-engagement
- Physical damage

## Burnout

- I *don't* care anymore
- Requires more than a break
- Loss of ideals and hope
- Disengagement
- Emotional/spiritual damage



# Contributors to Compassion Fatigue and Burnout

- Repeated exposure to emotionally charged experiences
- Disparity between expectations and reality
- Lack of clearly defined boundaries – tasks never done
- Live at work syndrome
- Intangibility – “How do I know I’m getting somewhere?”
- Time management / demands

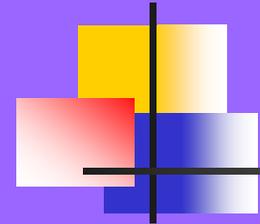


# Contributors to Compassion Fatigue and Burnout

- Inability to consistently produce 'win-win' conflict resolutions
- Difficulty managing interruptions
- Administration overload – too much energy in low-reward areas
- Loneliness
- Being put on pedestals by others... and self
- Trying to please everybody
- Being too goal oriented verses process oriented

# Compassion Fatigue and Burnout

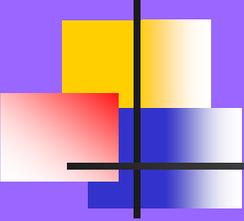
## *Strategies for Caregivers*



- Know your own “triggers” & vulnerable areas
- Resolve your own personal issues and continue to grow through them
- Understand your own humanity and limitations
- Allow yourself to grieve
- Develop realistic expectations about your work
- Balance your work with other professional and personal activities
- Engage in activities, hobbies and interests other than professional
- Seek assistance and supportive environment when signs of stress are prevalent / Listen to others’ counsel

# Compassion Fatigue and Burnout Strategies for Caregivers



- 
- Delegate responsibilities when appropriate
  - Develop your own healthy support system
  - Learn from past experiences
  - Evaluate your own susceptibility in relation to current situation
  - Practice on going stress management techniques
  - Avoid chronic exposure to stresses that have a personal impact / Practice simplicity
  - Invest in opportunities that promote personal and interpersonal growth
  - Consider vitamin supplements within medical guidelines



# Internet Sites

- [www.jobstresshelp.com](http://www.jobstresshelp.com)
- [www.vaonline.org/doc\\_compassion.html](http://www.vaonline.org/doc_compassion.html)
- [www.cismtraining.com/compassion\\_fatigue.htm](http://www.cismtraining.com/compassion_fatigue.htm)
- [www.istss.org](http://www.istss.org)
- [www.naswdc.org/terror/lahad.htm](http://www.naswdc.org/terror/lahad.htm)
- [www.congregationalresources.org](http://www.congregationalresources.org)
- [www.counseling.org](http://www.counseling.org)
- [www.metanoia.org](http://www.metanoia.org)
- [www.apa.org](http://www.apa.org)
- [www.adaa.org](http://www.adaa.org)
- [www.adec.org](http://www.adec.org)
- [www.dougy.org](http://www.dougy.org)
- [www.giftfromwithin.org](http://www.giftfromwithin.org)
- [www.healthministriesassociation.org](http://www.healthministriesassociation.org)
- [www.ncptsd.org](http://www.ncptsd.org)

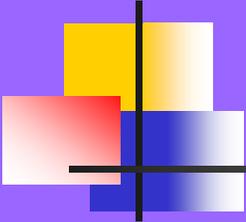


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# Coping Responses



## A B C X Model

**A** = Stressor event

**B** = Resources (Ego-strength, health, finances, social support, spiritual core, education, etc.)

**C** = Definition of the event

**X** = Crisis

# The “R’s” of Stress Management



- Responsibility
- Reflection
- Relaxation
- Relationships
- Routines
- Refueling
- Retraining
- Recreation



# The “R’s” of Stress Management

## ➤ Responsibility

Establish priorities and goals

Say “No” – set personal boundaries

## ➤ Reflection

Know your stress levels

Be aware of stress symptoms

Check balance in your life



# The "R's" of Stress Management

## ➤ Relaxation

- Do something good for yourself that you enjoy
- Schedule time out
- Do nothing at times

## ➤ Relationships

- Maintain positive relationships
- Balance your relationships
- Improve your relationships





# The “R’s” of Stress Management

## ➤ Routines

Return to normalcy

Outside accountability over schedule

## ➤ Refueling

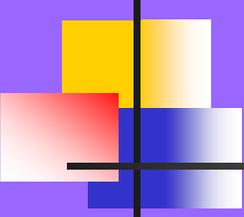
Eat a balanced diet with fiber, low salt and  
low cholesterol

Be aware of poisons, caffeine, nicotine,  
fats, processed foods, etc.

Drink plenty of water



# The “R’s” of Stress Management



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- **Retraining**

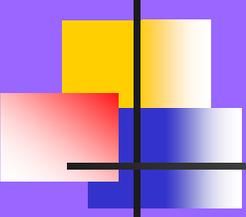
- Have the ability to adjust
  - Allow for change

- **Recreation**

- Laugh
  - Have fun
  - Enjoy life



# General Stress Management Coping Strategies



## ➤ Techniques to avoid exposure to stressors

- Problem solving/conflict resolution
- Time management
- Nutritional techniques with balanced diet
- Avoiding known stressors
- Avoiding life altering decisions/changes
- Avoiding unrealistic expectations for recovery
- Gain perspectives regarding your FUD factors

*(Fears, Uncertainties and Doubts)*

## ➤ Reappraisal or reinterpretation of stressors

- Cognitive reframing
- Normal reaction to abnormal situation
- Affirm acceptance of feelings
- S.O.S. – Talk
- Journaling
- Counseling
- Referrals



# General Stress Management Coping Strategies

## ➤ Techniques to reduce stress arousal

- Proper sleep patterns, rest, massage, sauna
- Relaxation, prayer
- Reading, hobbies, crafts, cooking
- Play with family pet
- Avoid alcohol and stimulants
- Drink plenty of water
- Caution on prescription medications
- Avoid changes in routines/maintain normalcy
- Strengthen relationships and faith commitments
- Listen to music that relaxes and refreshes

## ➤ Techniques to ventilate stress arousal (catharsis)

- Keep busy, rocking chairs and healthy motion routines
- Physical exercise and recreation (non-competitive)
- Make time for activities that are enjoyed
- Take regular days off
- Laugh, play family games



# General Stress Management Coping Summary



1. Remove the stressors
2. Change how you perceive and respond to the stressors
3. Strengthen your self-care and coping resources
4. Remove yourself from the stress environment



# Stress Resistant Adaptation Profiles

- General Physiological, Psychological, Sociological, Emotional and Spiritual Well Being
- Effective Problem-Solvers
- Responsible Life-Style Choices
- Healthy Sense of Humor
- Strong Social Support Network
- Purposeful Meaning in Life
- Personal Faith System
- Concern For Others





# General Stress Management

## Coping Strategies

### Working "SAFER"

- **S**tabilization and stress reduction
- **A**cknowledgement of the stressor circumstances
- **F**acilitating an understanding of symptoms
- **E**ncouragement of adaptive coping
- **R**eferral and restoration through supportive assistance

# Contact Information



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**San Diego, CA 92106**



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## Questions?

Please submit your questions via your question feature on your toolbar.

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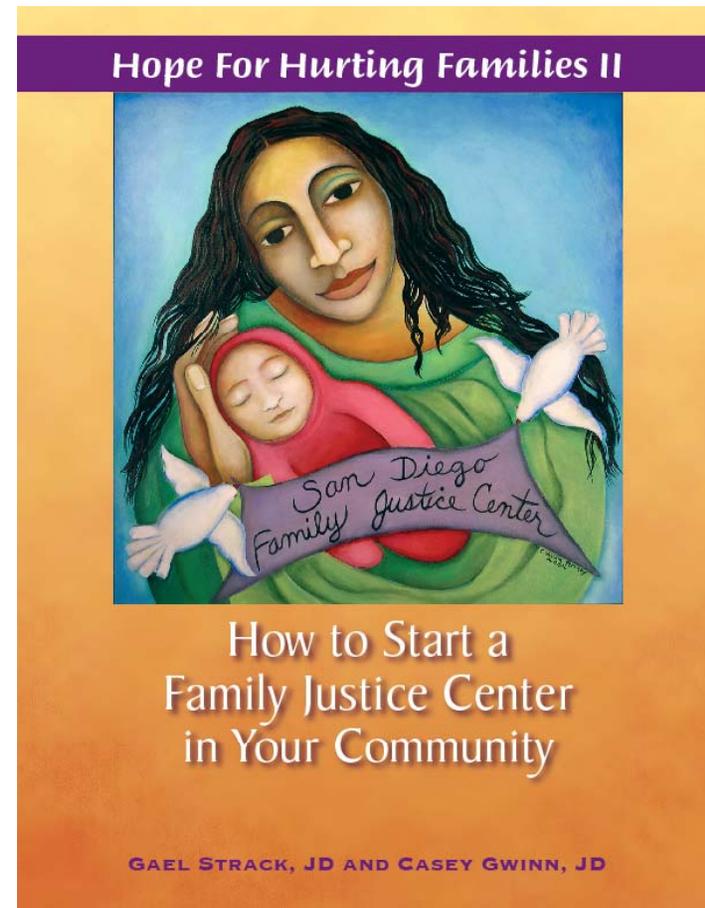
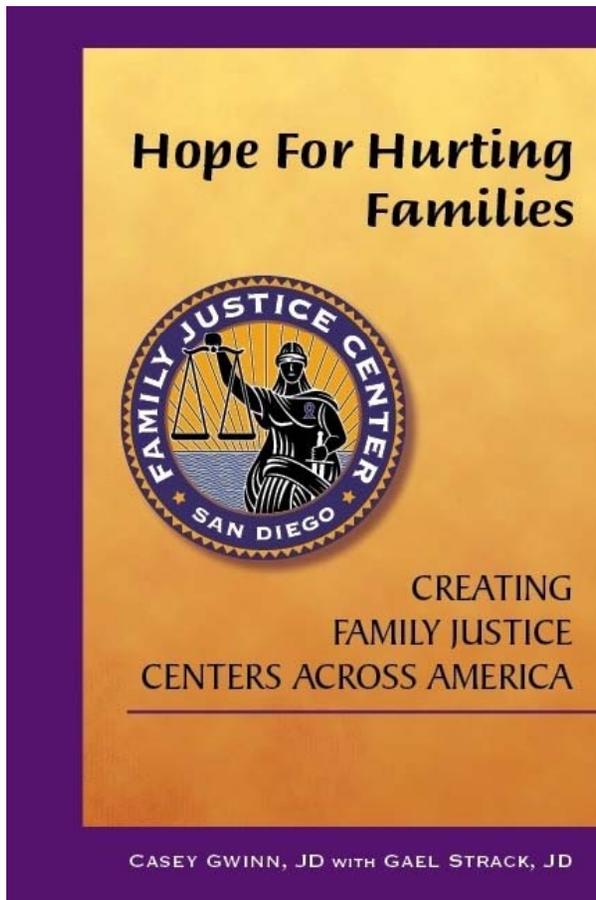
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