

Create a Lifestyle of Wellness In the Face of Secondary Traumatic Stress

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Learning Outcomes

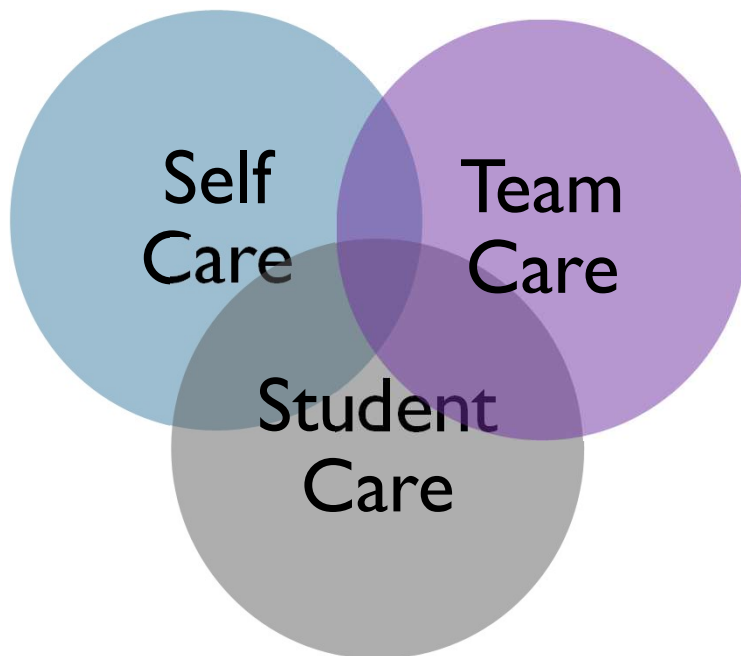
1. Learn the signs and symptoms of compassion fatigue and secondary traumatic stress.
2. Identify 3 common ways that helping professionals sabotage their own self-care.
3. Develop three goals to help them boost their lifestyle of wellness.

TRAUMA-INFORMED CARE

A framework that considers how trauma impacts people and organizations and uses trauma knowledge to make policy, procedure and practice decisions.

TRAUMA-INFORMED SERVICES

Evidence-Based Practices, Interventions, Curriculum used with individuals and groups to create safety and improve outcomes.



Lifestyle of Wellness:

The habits, attitudes, tastes, and standards that constitute a mode of living for an individual or group.

COMPASSION SATISFACTION

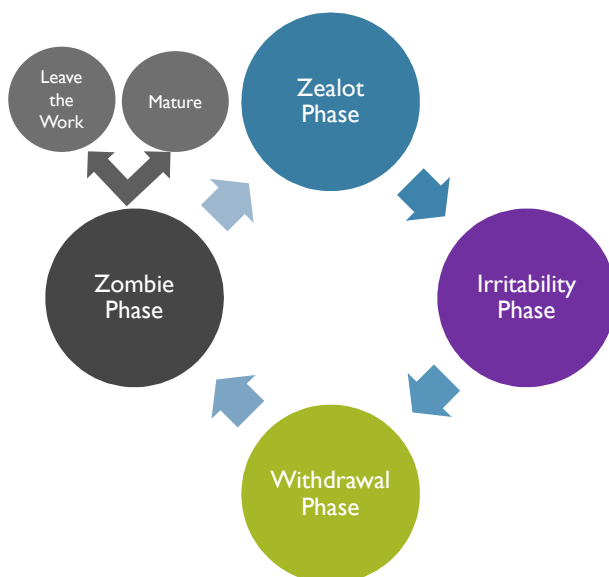
Positive aspects of being a helping professional. The pleasure you derive from being able to do your work.

COMPASSION FATIGUE

Negative aspects of being a helping professional. Two areas – burnout and/or traumatic stress – impact your work and life.

Proqol.org

Phases of Compassion Fatigue



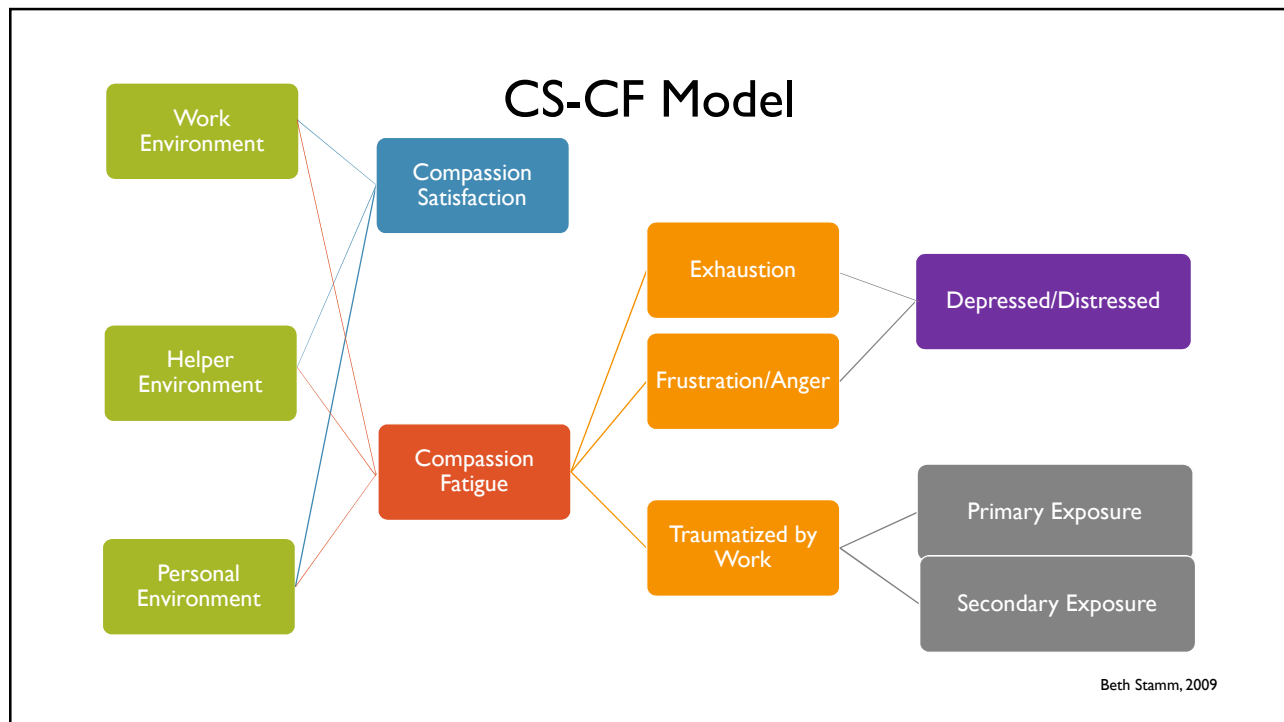
Zealot – Committed, Volunteers, Altruistic, Ready to Work, Willing to Work More, Want to Make a Difference

Irritability – Begin Cutting Corners, Complaints, Avoiding Clients/Co-Workers, Inappropriate Humor, Concentration Problems

Withdrawal – Isolation, Neglect Family & Friends, Tired

Zombie – Hopelessness, Rage, Despise or Loathe People, View Others as Incompetent, Apathetic, Going through Motions

Tracy Zapanick, PhD; College of Social Work, University of Tennessee



Types of Stress

Positive	Tolerable	Toxic	Traumatic
<ul style="list-style-type: none"> Excitement, Energy, Focus, Brief increase in heartrate, mild elevation of stress hormones 	<ul style="list-style-type: none"> Serious, temporary stress responses, buffered by supportive relationships 	<ul style="list-style-type: none"> Prolonged activation of stress response in the absence of supportive relationships 	<ul style="list-style-type: none"> Fear-based, reminders of stress frequent, can develop posttraumatic stress symptoms

The National Scientific Council on the Developing Child



It can take your body **24-48 hours to rebalance after a threat or perceived threat.** It is important to learn ways to prompt your rest, relax and recharge response.

Stress Response System

Sympathetic
Nervous
System

Survival Brain Mode
Flight. Fight. Freeze.
Organs Restricted
Cortisol & Adrenaline Surge
Narrow Vision/Focus

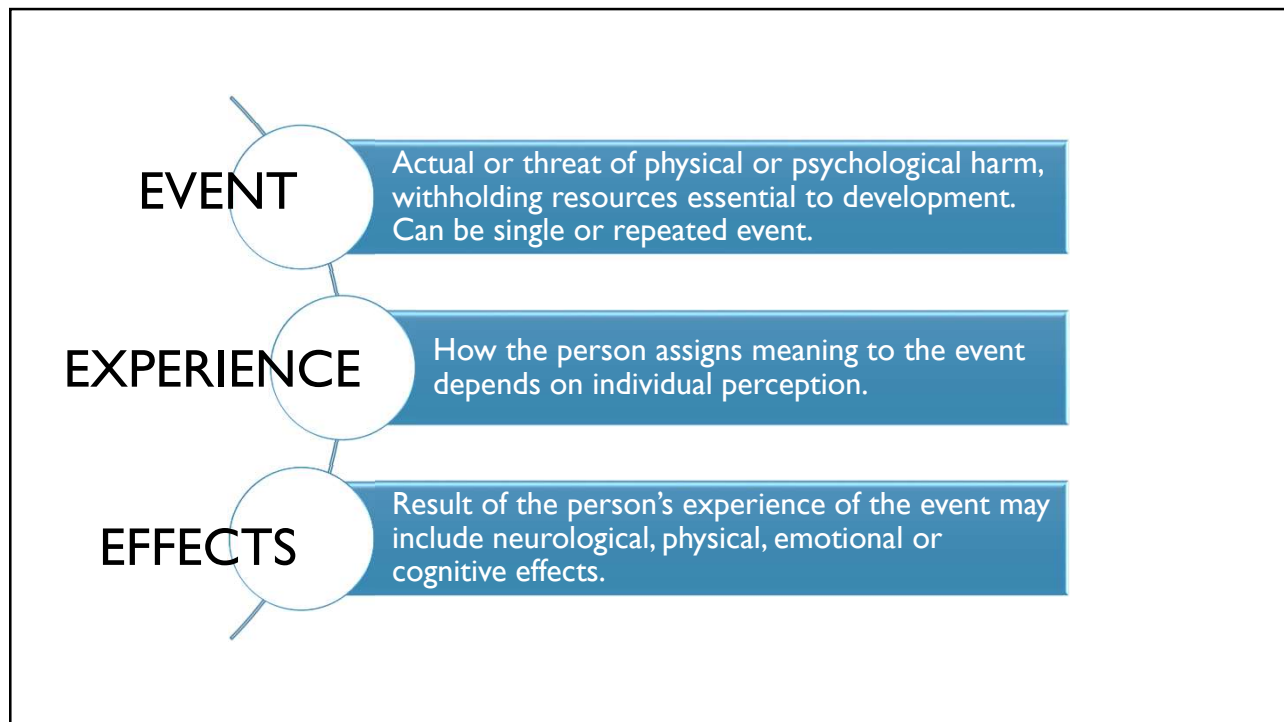
Parasympathetic
Nervous
System

Thinking Brain Mode
Rest. Relax. Recharge.
Organs Function Normally
Serotonin, Oxytocin, Dopamine
Able to Process & Plan

Trauma:

An event, series of events, or set of circumstances that is experienced by an individual as **physically or emotionally harmful or life threatening. Has lasting adverse effects** on the individual's functioning and mental, physical, social, emotional, or spiritual well-being."

Substance Abuse and Mental Health Services Administration samhsa.gov



EXAMPLES OF TRAUMA

- Community Violence
- Domestic Violence (Witness, Perpetrator, Victim)
- School Violence
- Medical Procedures, Diagnosis
- Refugee & Immigrant Experiences
- Accidents, Injury, Disability
- War, Terrorism
- Natural Disasters
- Physical, Sexual and/or Verbal Abuse
- Physical & Emotional Neglect
- Abandonment, Separation
- Oppression, Discrimination, Racism
- Arrest, Detention, Incarceration
- Homelessness
- Death/Loss
- Severe Economic Hardship

EXAMPLES OF **WORKPLACE** TRAUMA

- **Stressful events**
 - Death, grief, suicide, accident or injury
- **Organizational Stressors**
 - Bullying, threats, harassment,
 - Betrayal, maliciousness,
 - Isolation, chronic pressure, unresolved conflict,
 - Uncertainty, downsizing or fear of unemployment
- **Physical Stressors**
 - Noise, Chaos, Harsh or Flashing Lights
 - Extreme Temperatures, Construction Projects
 - No control over physical space
- **External Threats**
 - Evacuation, Lockdown, Fire, Robbery

TRAUMA LANGUAGE

- **Trauma Reminder** – Feelings, sounds, smells and sensations that reminds a person of a trauma or certain details of a traumatic experience
- **Re-Traumatization** – When a person interacts with another person or group who is traumatized in a manner that causes them to re-experience trauma
- **Vicarious Trauma** - Emotional residue that people have from hearing trauma stories and witnessing pain, fear, and terror that trauma survivors have endured.

Examples of Re-Traumatization



Medical
Procedures



Out of Home
Placements



Abuse &
Neglect



Isolation,
Restraint &
Seclusion



Suspension,
Expulsion &
Discharge



Forced to
Process
Trauma



Accused of Lying
About Trauma



Shamed &
Blamed



Dismissed &
Invalidated



Judgment &
Discrimination

Social-Ecological Factors Impacting Trauma & Its Effects

Individual	Interpersonal	Community & Organizational	Societal	Cultural & Developmental	Period of Time in History
<ul style="list-style-type: none"> • Age • Biophysical State • Mental Health • Temperament • Personality Traits • Gender • Coping Styles • Socioeconomic Status 	<ul style="list-style-type: none"> • Family, Peer & SO Interactions, • Parent/Family Health history, • Parent's Trauma • Social Network 	<ul style="list-style-type: none"> • Neighborhood Quality • School/Work Environment • Behavioral Health System Access & Quality • Faith-Based Groups • Transportation • Community SES • Community Employment Rates 	<ul style="list-style-type: none"> • Laws • Federal/State Policies • Media • Societal Norms • Judicial System 	<ul style="list-style-type: none"> • Collective Vs. Individualistic Cultural Norms • Ethnicity • Cultural Sub-System Norms • Cognitive Maturation/Development 	<ul style="list-style-type: none"> • Societal Attitudes • Changes in Diagnostic Understanding

samhsa.gov

PHYSICAL SYMPTOMS OF STRESS



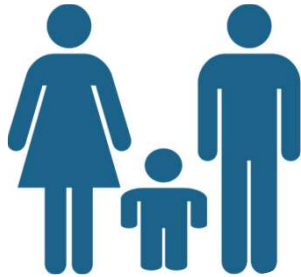
- Migraines, Headaches
- Stomach aches, Constipation, Diarrhea, Nauseau
- Aches, Pains, Muscle Tension
- Tired, Insomnia
- Loss of sexual desire
- Itchy Skin, Hair Loss
- Frequent Colds, Infections

EMOTIONAL SYMPTOMS OF STRESS



- Anxiety, Fear, Worry
- Inability to Focus, Remember
- Lack of Motivation
- Irritability
- Impulsivity
- Hypervigilant
- Mood Swings
- Hopelessness, Depression, Suicidal

RELATIONAL SYMPTOMS OF STRESS



- Isolation/Withdrawal from Loved Ones
- Frequent Arguments
- Verbal or Physical Abuse
- Absent, Emotionally Unavailable
- Changing Perspectives & Attitude
- Conflict, Separation, Divorce
- Affairs, Risk-Taking Behavior

OCCUPATIONAL SYMPTOMS OF STRESS



- Absent, Late
- Dissociating, Inattention
- Quality of Work Decreases
- Frequent Mistakes, Oversights
- Unable to Track, Remember
- Emotional Outbursts
- Complaints, Grievances

INTELLECTUAL SYMPTOMS OF STRESS

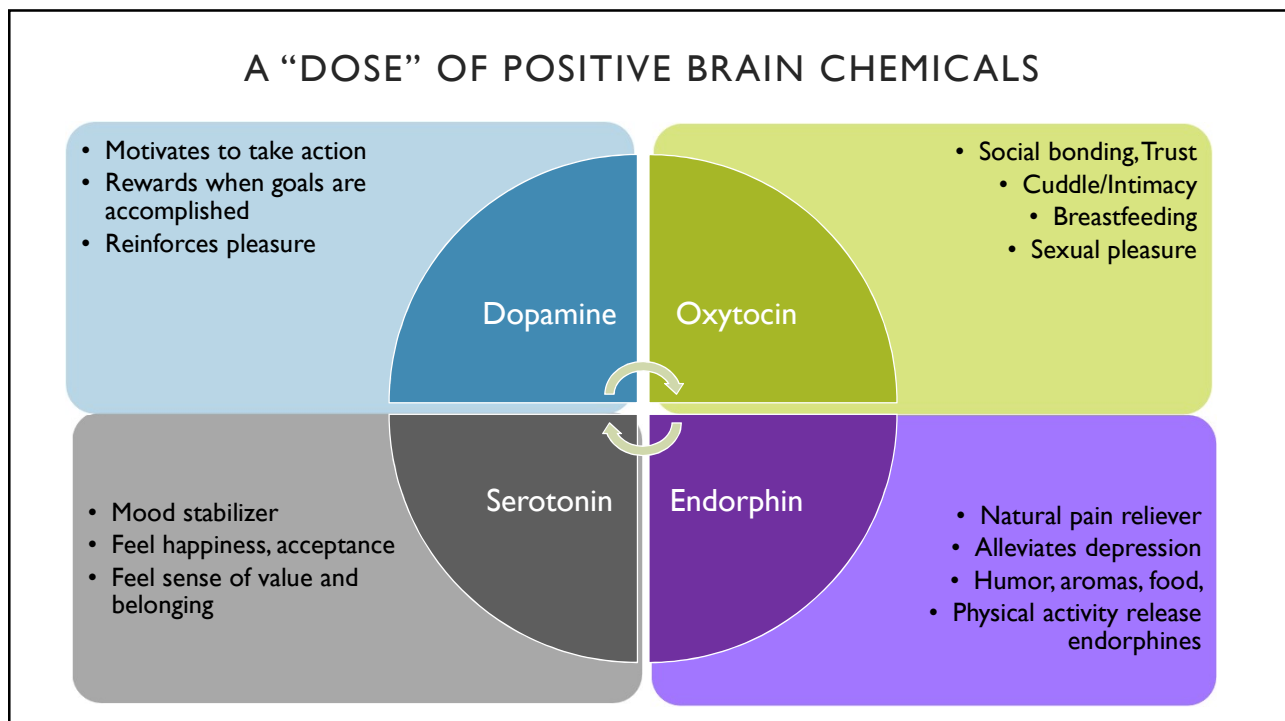


- Resistant to Learn New Things
- All-or-Nothing Thinking
- Unwilling/Unable to Learn New Skills
- Loss of Self-Awareness
- Reading, Writing, Understanding Problems
- Rigid, Patterned

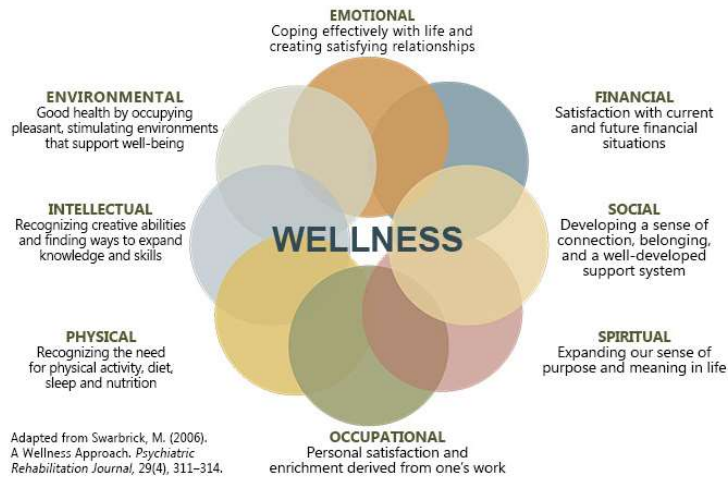
ORGANIZATIONAL SYMPTOMS OF STRESS



- Employee Attendance Problems
- Productivity and Service Delivery Problems
- Fragmented Teams, Gaps in Service
- Interpersonal Conflict, Grievances
- Waste/Abuse of Resources
- Ethical Problems, Litigation
- Recruitment, Retention Problems



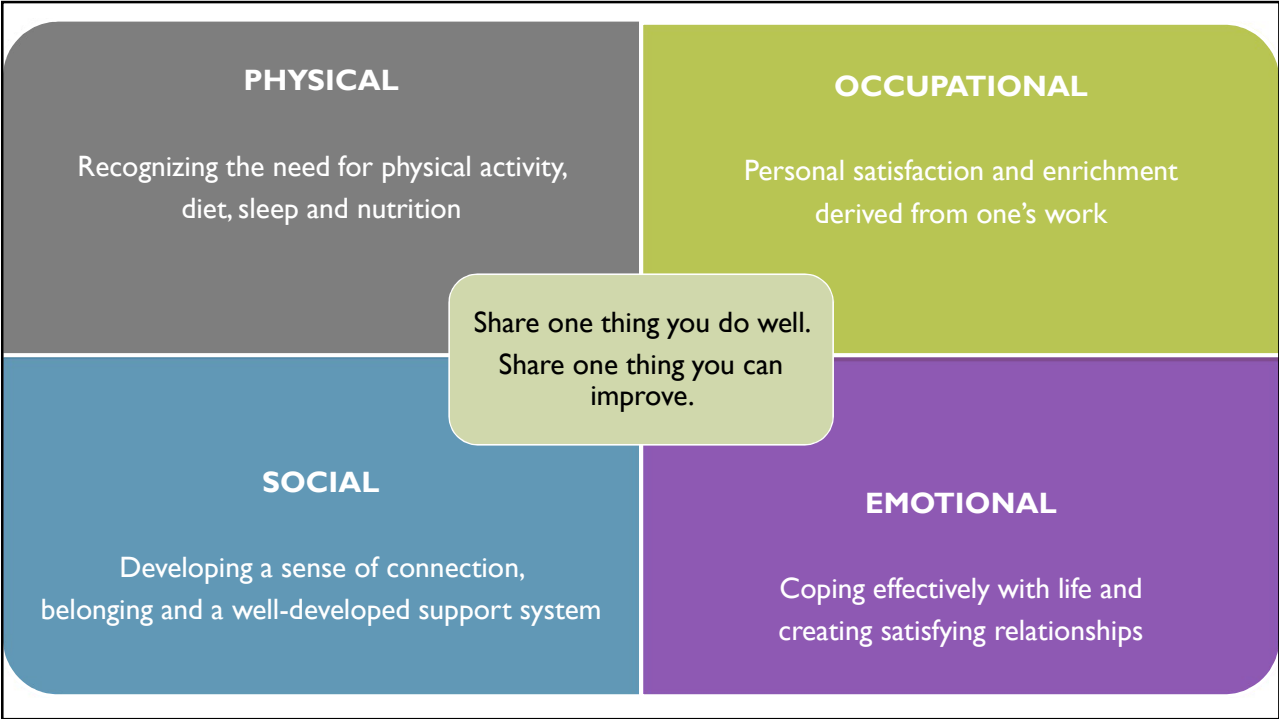
8 DIMENSIONS OF WELLNESS



Resources:

<http://www.samhsa.gov/wellness-initiative/eight-dimensions-wellness>





How to Build Resiliency & Protective Factors Against Trauma

Eat. Sleep. Exercise.

Faith & Friends

Hobbies & Interests

Practice Emotional Hygiene

Learn new things that don't involve your job

Get professional help if necessary



Sabotage Strategy #1

“Them First, Me Last” Attitude

Turns focus away from your own needs, even when serious

Creates the mindset that others are more valuable than you

Leaves you depleted without the energy to give to yourself

Often leads to neglect because your care is an afterthought

Creates resentment because your needs go unmet

~~“Them First, Me Last”~~

“Me First, Them Next, Me Last”



“Them First, Me Last”



“Me First, Them Next, Me Last”



Sabotage Strategy #2

“I can't say NO!”

Because...

I don't want to hurt someone's feelings

They expect me to always do it anyway

I want to please people and be liked

I probably should be able to do it, even if I can't

I didn't know what else to say

They wore me down asking over and over again

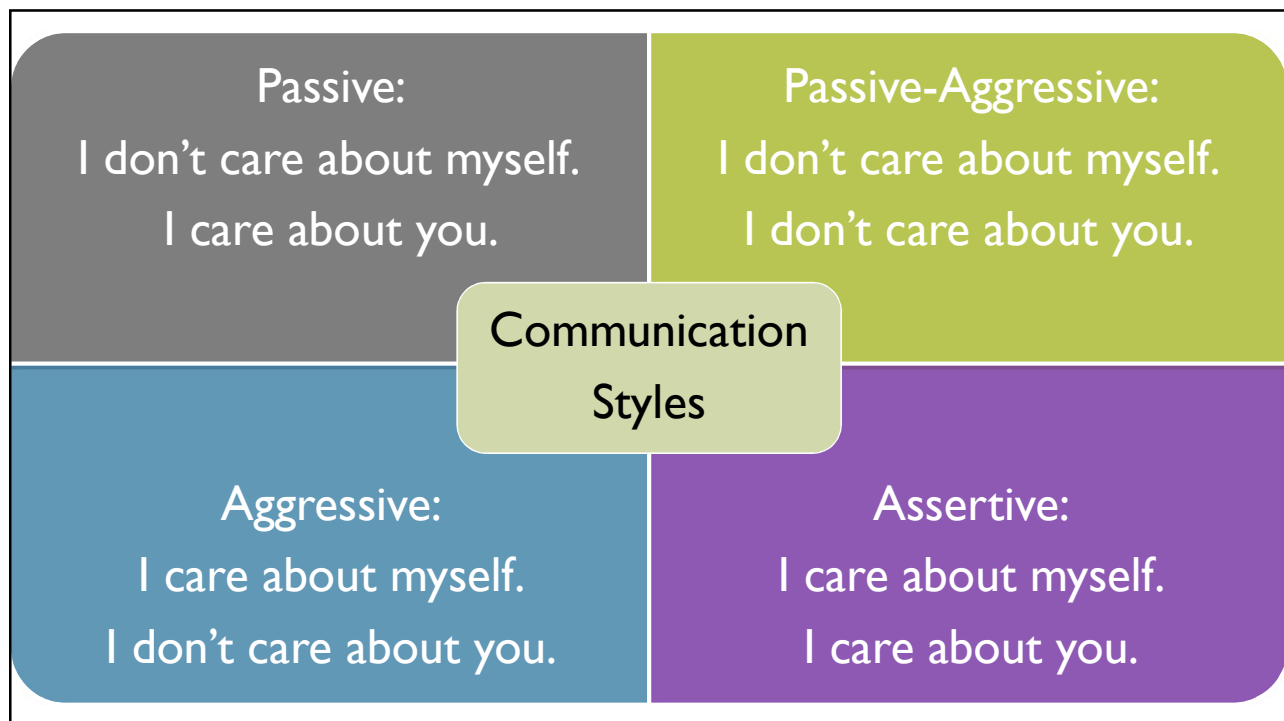


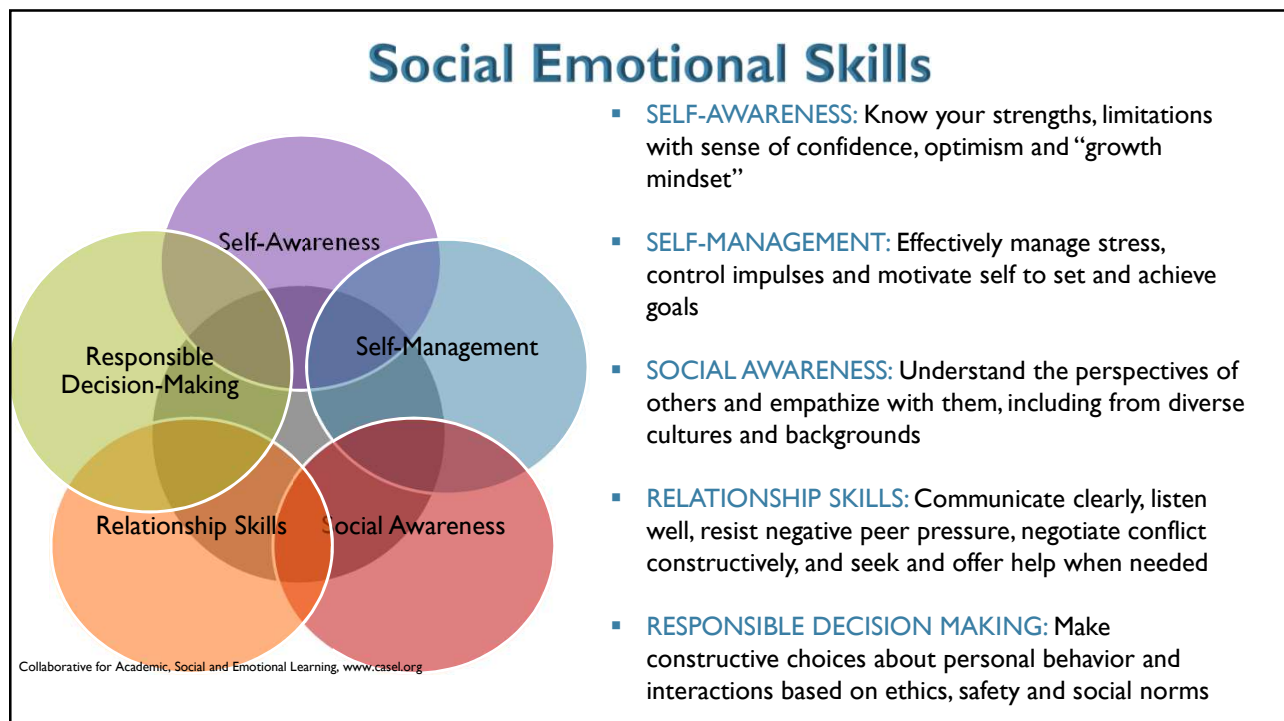
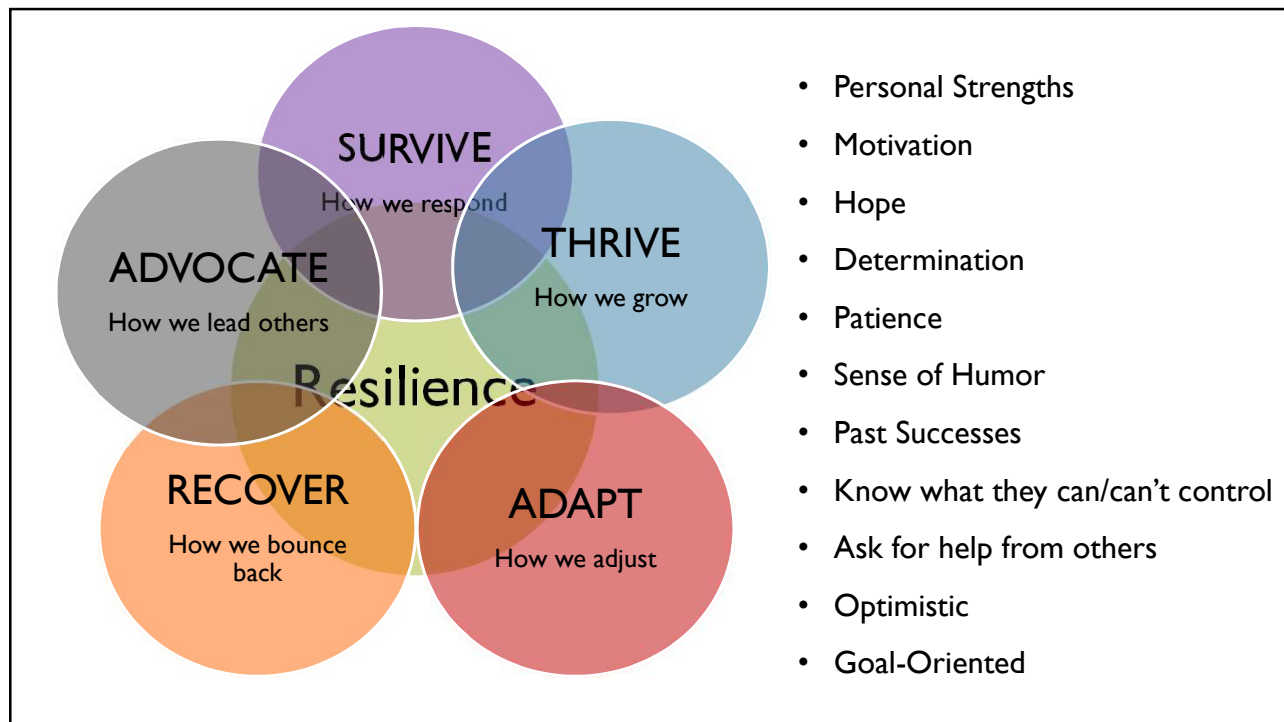
“Success starts with saying YES. Saying NO maintains it.”

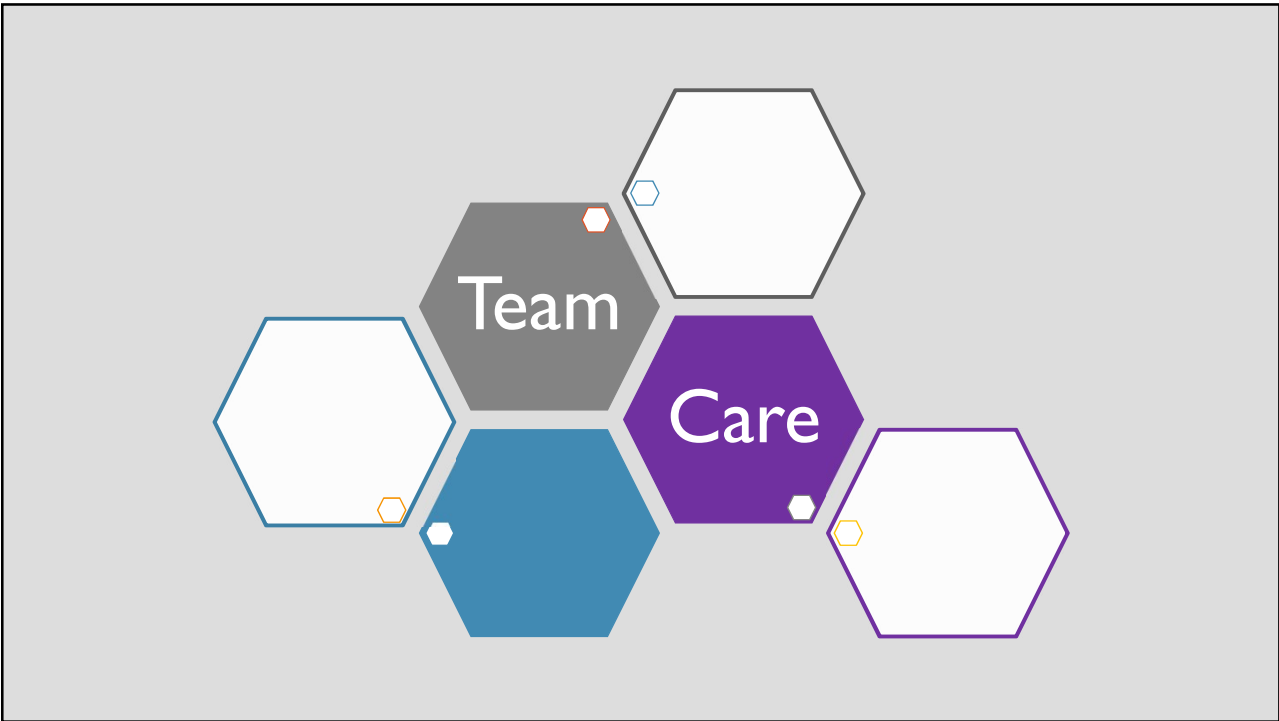
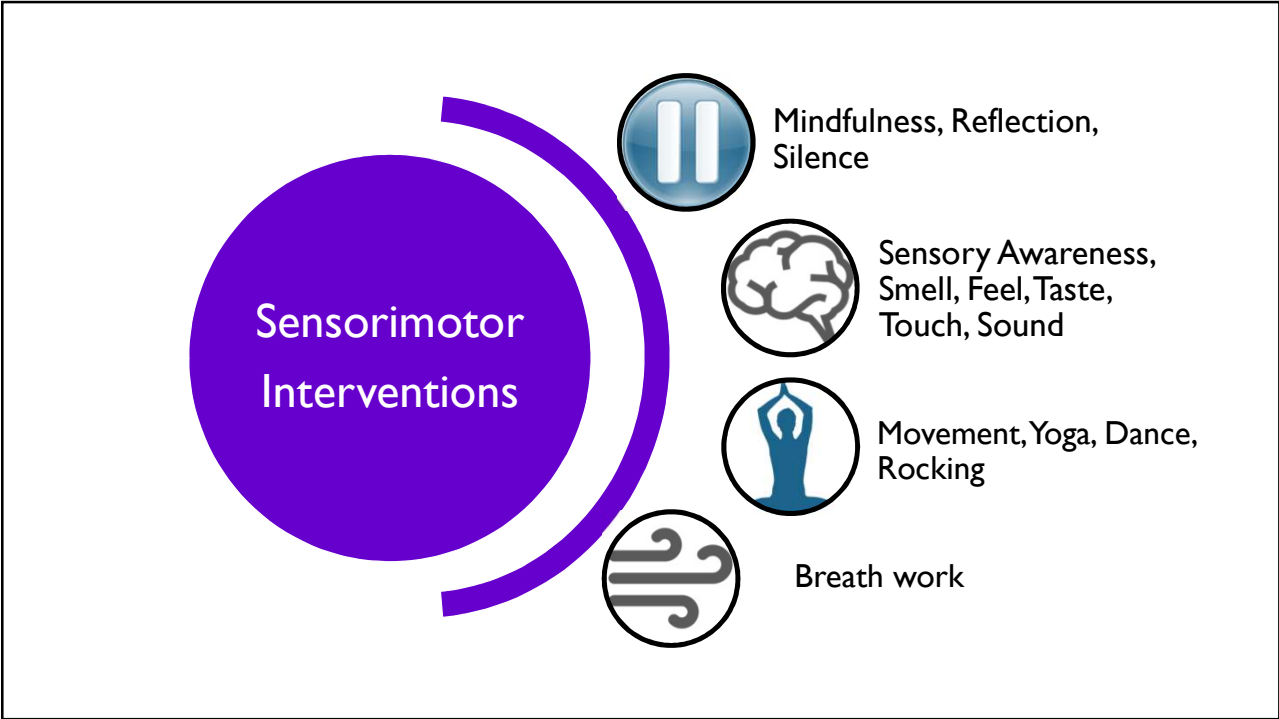
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<p>Sabotage Strategy #3</p> <p>“But, they need me. If I don’t do it, it won’t get done.”</p>	<p>Martyrdom</p> <p>Believing you are the only one who can help or solve the problem</p> <p>Tendency to exaggerate your own suffering for the good of the cause</p> <p>Fostering a sense of co-dependency with others to feel needed</p> <p>Choosing to suffer on behalf of others to feed a psychological need or avoid responsibility</p> <p>Unwilling to take breaks for fear you will be seen as replaceable or insignificant</p>
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How to Mitigate & Prevent Stress in the Workplace

Clear Expectations & Processes

Management Being Available

Clear Emergency Protocols

Regular & Productive Meetings

Predictable Schedules & Breaks

Staff Development & Resources

Trauma Informed Principles



SAFETY

Ensuring physical, emotional and cultural safety.



TRUST

Fostering genuine relationships that promote trust. Addressing bias and historical mistrust.



CHOICE

Maximize choice. Address how privilege and power impacts perception of choice and ability to act upon it.



COLLABORATION

Minimize impact of power differential. Maximize collaboration. Share responsibility for decision-making.

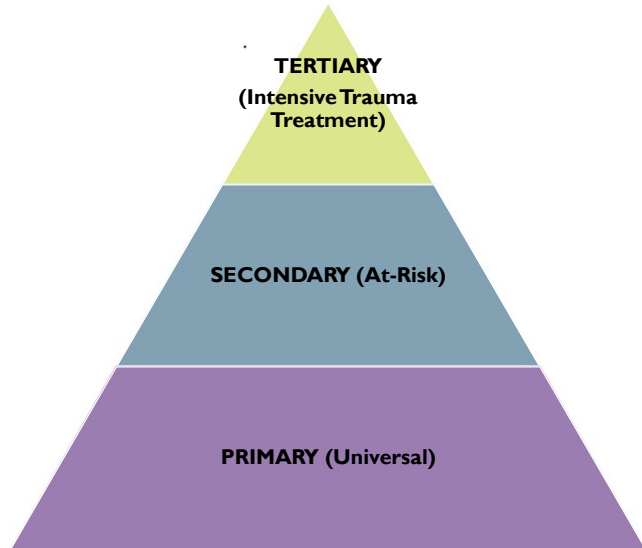
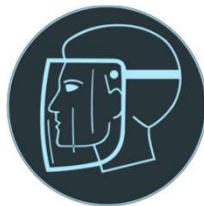


EMPOWERMENT

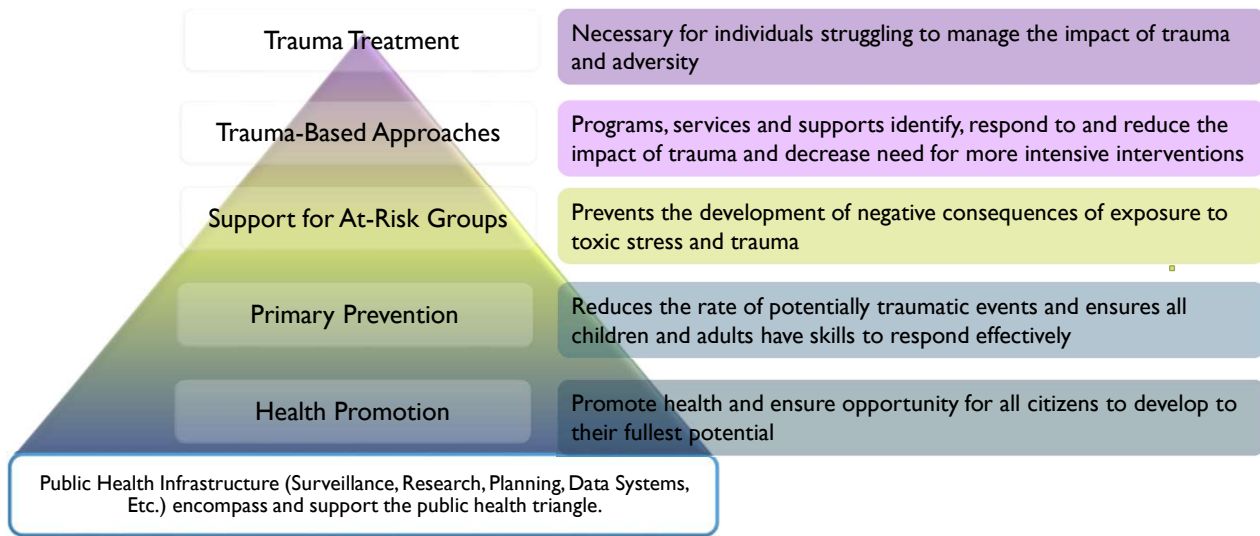
Identify strengths and skills that lead to recovery. Recognize and respond to historical trauma and oppression.

Harris, M. and Fallot, R (2001). Using Trauma Theory to Design Service Systems. New Directors for Mental Health Services. San Francisco: Jossey-Bass., Missouri Trauma Roundtable

TIPs as Universal Precautions



Missouri's Comprehensive Public Health Approach to Mitigate the Impact of Trauma



Reflective Supervision:

The regular collaborative reflection between a service provider (clinical or other) and supervisor that **builds on the supervisee's use of her/his thoughts, feelings, and values** within a service encounter.

STS Core Competencies for Supervisors

National Child Traumatic Stress Network (nctsn.org)

- KNOWLEDGE** of signs and symptoms of traumatic stress and of resources available to staff.
- ENCOURAGE** staff in sharing the emotional experience of doing trauma work in a safe, supportive manner.
- SKILLS** to help staff de-escalate and regulate after difficult situations and assess the effectiveness of interventions.
- MODEL** how to use trauma informed lens during interactions and treatment planning.



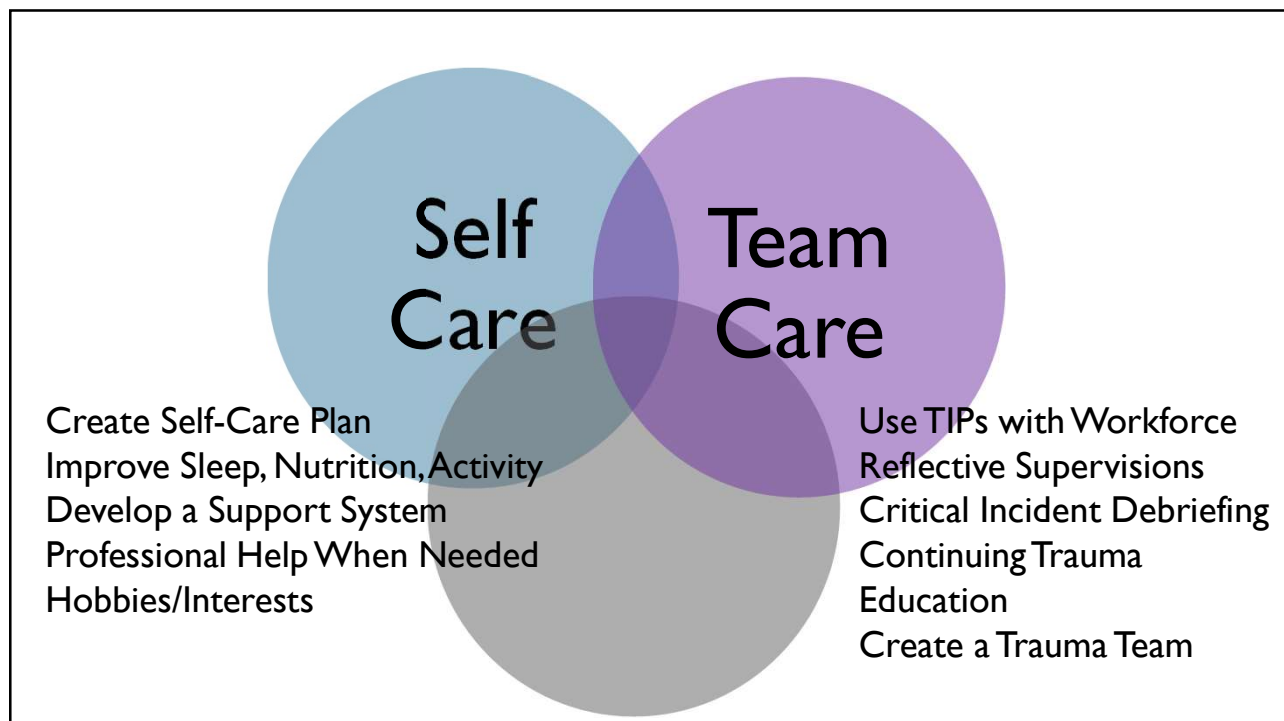
Debriefing After Incidents:

A specific technique designed to assist others in dealing with the physical or psychological symptoms that are generally associated with trauma exposure. Debriefing allows those involved with the incident to process the event and reflect on its impact.

Elements of Trauma Informed Debriefings

National Child Traumatic Stress Network (nctsn.org)

- CREATE** a defined protocol for managing the emotional well-being of staff following critical situations.
- INCLUDE** discussion of common reactions for staff to self-monitor and opportunity for all who were involved.
- PLAN** for addressing difficulties that may arise.
- ENCOURAGE** mutual support among team members, while also respecting individual coping styles.





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Using CEUHelper App? Remember to “Close Session”