


So You Didn't Receive A Hard Hat at Orientation?
 The Occupational Hazards of Working with Those Who Have Experienced Trauma

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Goals and Objectives

- Goal: To increase knowledge and understanding of how working with children and families who have experienced trauma can impact us and how to manage the related challenges.
 - Objectives
 - Participants will understand the distinctions between compassion satisfaction, burnout, compassion fatigue, vicarious trauma and secondary traumatic stress
 - Participants will be able to identify secondary traumatic stress reactions in themselves and others
 - Participants will be able to describe the importance of self-care
 - Participants will learn strategies to manage secondary traumatic stress and increase personal resiliency

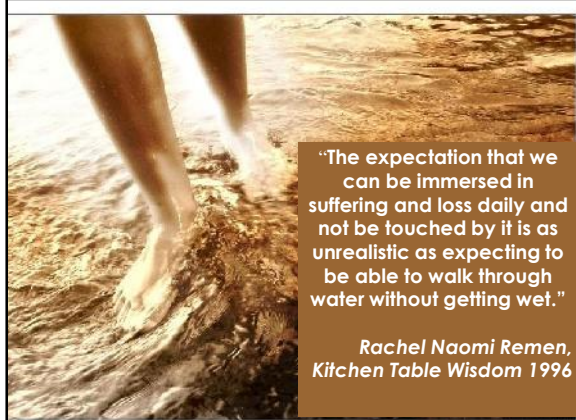
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"The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet."

Rachel Naomi Remen,
Kitchen Table Wisdom 1996

From: Françoise Mathieu, *Compassion Fatigue Solutions* walking on water [isaac@mlerf] july 2002

Working with Others



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It's Not About The Nail

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Compassion Satisfaction

Compassion Satisfaction refers to “the pleasure you derive from being able to do your work well”


got joy?

Stamm (1999)

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Burnout

Burnout is “a state of physical, emotional, and mental exhaustion caused by long term involvement in emotionally demanding situations”



Pines, Aronson, & Kafry (1981)

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Burnout

Related to "lack of fit" in...

- ❑ Workload –workload vs. resources
- ❑ Control – influence vs. accountability
- ❑ Reward – pay, recognition, satisfaction
- ❑ Community – relationships
- ❑ Fairness – equal treatment
- ❑ Values – ethical/moral



Maslach & Leiter (2005)

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Compassion Fatigue (CF)

Compassion Fatigue is "the emotional distress one may experience when having had close contact with a trauma survivor"



Figley (1983) & Joinson (1992)

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Vicarious Trauma (VT)



Secondary Traumatic Stress (STS)

Trauma Exposure Response



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Prevalence of STS

- Social Workers (N = 529) (Bride & Lee, 2012)
 - 48% met at least one of the core criteria for PTSD
 - 15% scored above the clinical cutoff.
 - 11% met the core criteria for PTSD.
- Child Welfare Workers (N = 187) (Bride, Jones, & MacMaster, 2007)
 - 92% experienced some symptoms of STS.
 - 43% scored above the clinical cutoff.
 - 34% met core criteria for PTSD.
- Compared with mental health professionals and social service workers, attorneys demonstrated significantly higher levels of secondary trauma that correlated with caseload (Levin & Greisberg, 2003)
- 1 in 3 attorneys reported symptoms of compassion fatigue while 11% met criteria for PTSD (Levin et al, 2011)

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What does this mean?

.....Occupational Hazard
Munroe (1999)



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Risk Factors

- Exposure
- Interaction
- Lack of experience
- Personal trauma history
- Empathy

Perry (2003); ACS-NYU Children's Trauma Institute (2012)

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Empathy



Sympathy

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Personal Impact of STS

- **Physical**
 - Changes in sleep, appetite, low energy, somatic complaints
- **Emotional**
 - Mood changes (including rapid changes), loss of empathy, emotional shutdown
- **Behavioral**
 - Changes in routine, self-harming, accident prone, nightmares, elevated startle response
- **Cognitive**
 - Concentration changes, loss of focus or perspective, hypervigilance, difficulty making decisions
- **Relational**
 - Withdrawal from connections, intolerance, change in interest in intimacy, mistrust, change in parenting behaviors
- **Spiritual**
 - Disconnection from spiritual supports, sense of unfairness and lack of support, loss of purpose

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Professional Impact of STS

- **Job Tasks**
 - Decrease in quality/quantity, increased mistakes, perfectionism
- **Morale**
 - Loss of interest, negative attitude, detachment, decrease in confidence
- **Interpersonal**
 - Withdrawal from colleagues, poor communication, staff conflicts, impatience
- **Behavioral**
 - Exhaustion, absenteeism, irritability, frequent threats to resign or quit, overworking
- **Silencing Response**
 - Wishing one would get over it, seeing clear signs of trauma and ignoring it, fearing what someone will say whenever they come to talk with you, using anger or sarcasm towards someone when they are manifesting trauma related symptoms

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Preventing/Managing STS

- Increase awareness
- Avoid “self care” pitfalls
- Build and maintain connections
- Know your “triggers”
- Finding Inspiration: what motivates you?



Adapted from: ACS-NYU Children's Trauma Institute,
September 2011. The resilience alliance. New York
University Langone Medical Center: New York City, NY.

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What Motivates You...?

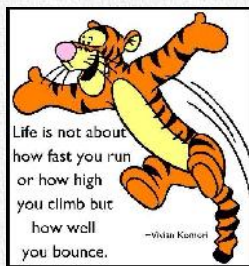


"Really, I'm free. It was just a fleeting moment
of purpose—if not mine, it will pass."

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Building Resiliency

- Counter Isolation
- Mindful Awareness
- Embracing complexity
- Optimism
- Holistic Health Care
- Limits and Boundaries
- Empathic Engagement
- Satisfaction with Job
- Making Meaning



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Specific Stress Management Tools

- Scents (lavender, citrus, sage)
- Stretching, getting fresh air
- Taking a time out
- Music
- Exercise
- Healthy eating
- Engaging in hobby or creative activity
- Professional supervision and/or support from co-workers
- Self-care buddy
- Vacations – take them!!
- Transition to home – leave it at the office
- Humor!

Adapted from: Cullerton-Sen, C. & Gewirtz, A. (2009).
The Ambit Network

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In the Moment Strategies



UNLESS THE MOMENT IS UNPLEASANT
IN WHICH CASE I WILL EAT A COOKIE

- Breathe
- Grounding
- Mindfulness
- What works for you

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Why does this matter?

“These concerns are, emphatically, law and critical to high quality representation and service. Compassionate lawyering for social justice requires care and nurture of the lawyer, as well as the client, **and this self-care is our ethical duty.**”

– Jean Koh Peters, J.D.,
Clinical Professor of Law,
Yale Law School

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STS Resources

Professional Quality of Life Screening (ProQOL)

- http://www.proqol.org/ProQol_Test.html

The Secondary Traumatic Stress Scale

- Bride, Figley

NCTSN STS Webpage

- <http://nctsn.org/resources/topics/secondary-traumatic-stress>

Trauma Stewardship

- Laura van Dernoot Lipsky with Connie Burk

ACS-NYU Children's Trauma Institute – The Resilience Alliance

- Promoting Resilience and Reducing Secondary Trauma Among Welfare Staff – Training Manual

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Additional Resources

National Child Traumatic Stress Network

- www.nctsn.org

Futures Without Violence

- www.futureswithoutviolence.org

National Council of Juvenile and Family Court Judges

- www.ncjfcj.org

National Center for Children Exposed to Violence

- www.ncccev.org

Practice Guides for Family Court Decision-Making in Domestic Violence Related Child Custody Matters

- <http://www.bwjp.org/assets/documents/pdfs/practice-guides-for-family-court-decision-making-ind.pdf>

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Contact Us

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