

# Recognizing the Effects of Secondary Traumatic Stress & Burnout on Service Providers, Clinicians & Caregivers Assisting the Military & Veteran Population

*Please note: For best sound quality, we  
recommend utilizing headphones.*

Mid-Atlantic Regional Community of Practice  
Professional Training Event  
July 24, 2019

# Today's Presenters



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# EveryMind strengthens communities and empowers individuals to reach optimal mental wellness

- Counseling and Case Management for Children, Youth and Families
- Crisis Phone/Text/Chat Line
- Service Coordination for Veterans, Service Members and their Families
- Community Education



# Regional Community of Practice

- EveryMind serves as our Regional Community of Practice Champion for the Mid-Atlantic Region
  - ServingTogether, National Capital Region
  - Mission United, South Hampton Roads
  - PAServes, Greater Pittsburgh
- Conducting these trainings based on feedback we receive from you
  - More to come soon
  - We need your feedback!



# Learning Objectives

- Recognize the difference between secondary traumatic stress, compassion fatigue, vicarious trauma and burnout;
- Appraise secondary trauma and burnout through the use of self-report instruments;
- Recognize the signs of secondary trauma and burnout;
- Gain knowledge about self-awareness and professional boundaries/limitations;
- Understand the difference between coping skills and self-soothing skills and how to use them to decrease secondary trauma and burnout symptoms;
- Develop personal management plans utilizing self-care and self-soothing techniques and activities



# Today's Presentation Will Help You Answer These Questions...

- What is the difference between secondary traumatization, vicarious trauma, compassion fatigue and burnout?
- What are the warning signs that secondary trauma or burnout is impacting you personally and/or professionally?
- What are some ways to manage the impact on your work and home life?



# Difference between Secondary Trauma and Burnout

## Secondary Trauma

The emotional residue of exposure to others' stories of traumatic events and witnessing the pain, fear, and terror that trauma survivors have endured.

## Burnout

The state of chronic stress that leads to physical and emotional exhaustion, cynicism and detachment, feelings of ineffectiveness and lack of accomplishment.



# Burn-out an "occupational phenomenon"

The World Health Organization describes burnout as:

- feelings of energy depletion or exhaustion;
- increased mental distance from one's job;
- feelings of negativism or cynicism related to one's job; and
- reduced professional efficacy.



# Signs of Burnout

Drag yourself to work  
and have trouble  
getting started once  
you arrive

Become cynical or  
critical at work

Irritable or impatient  
with co-workers,  
customers or clients

Lack of energy

Lack satisfaction  
from your  
achievements

Using food, drugs or  
alcohol to feel better  
or to simply not feel

Sleep habits or  
appetite changed

Headaches, muscle  
pain or other  
physical complaints

# Behavioral Signs of Secondary Trauma

- Frequent job changes
- Tardiness/absenteeism
- Anger/Irritability
- Constant feelings of exhaustion
- Irresponsibility resulting in errors in judgment and mistakes
- Isolation or avoiding being alone

# Interpersonal Signs of Secondary Trauma

- Conflict with coworkers, peers, family
- Withdrawal and isolation from others
- Impatience, blaming others, detachment
- Loss of interest, apathy and caring about things once considered important
- Decreased confidence in one's ability to effect change, negative outlook
- Questioning of one's needs, beliefs and relationships

# Impact of Secondary Trauma on Job Performance

- Low motivation
- Increased errors
- Decreased quality
- Avoidance of job responsibilities
- Over-involved in details/perfectionism
- Lack of flexibility

# Avoiding/Managing Secondary Trauma

- Talk openly with supervisor and/or coworkers about reactions to others' experiences
- Establish a consistent work-to-home transition that creates a boundary and safe space outside of work
- Attend to the basics – sleep, nutrition, exercise
- Seek outside support from meaningful sources
- Carve out and honor time to do something enjoyable and unrelated to work
- Give yourself permission to engage in downtime
- Seek professional help when needed
- Maintain routines, predictability is soothing

# Setting Boundaries/Limitations

- Stay within your scope
- Setting and keeping office hours
- Knowing your own triggers
- No oversharing about yourself
- Be direct and assertive

# Supporting Someone Experiencing Secondary Trauma

- Have an open door and engage in active listening when someone needs to talk.
- Provide flexibility when possible.
- Create a workplace that honors work/life balance.
- Have some resources on hand to share.
- If concerned about someone, ASK.
- Be consistent in following up.

# Fatigue/Satisfaction Self-Test

## Compassion Satisfaction/Fatigue Self-Test for Helpers

Adapted with permission from Figley, C.R., (1995). *Compassion Fatigue*. New York: Brunner/Mazel.  
© B. Hudnall Stamm, Traumatic Stress Research Group, 1995-1998 <http://www.dartmouth.edu/~bststamm/index.htm>.

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(b) no changes are made, & (c) it is not sold.*

Helping others puts you in direct contact with other people's lives. As you probably have experienced, your compassion for those you help has both positive and negative aspects. This self-test helps you estimate your compassion status. This includes your risk of burnout, compassion fatigue and satisfaction with helping others. Consider each of the following characteristics about you and your current situation. Print a copy of this test so that you can fill out the numbers and keep them for your use. Using a pen or pencil, write in the number that honestly reflects how frequently you experienced these characteristics **in the last work week**. Then follow the scoring directions at the end of the self-test.

0 Never	1 Rarely	2 A Few Times	3 Somewhat Often	4 Often	5 Very Often
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### Items About You

- ☒ 1. I am happy.
- ☒ 2. I find my life satisfying.
- ☒ 3. I have beliefs that sustain me.
- ☐ 4. I feel estranged from others.
- ☒ 5. I find that I learn new things from those I care for.
- ☐ 6. I force myself to avoid certain thoughts or feelings that remind me of a frightening experience.
- ☐ 7. I find myself avoiding certain activities or situations because they remind me of a frightening experience.
- ☐ 8. I have gaps in my memory about frightening events.
- ☒ 9. I feel connected to others.
- ☒ 10. I feel calm.
- ☒ 11. I believe that I have a good balance between my work and my free time.
- ☐ 12. I have difficulty falling or staying asleep.
- ☐ 13. I have outburst of anger or irritability with little provocation.
- ☒ 14. I am the person I always wanted to be.
- ☐ 15. I startle easily.
- ☐ 16. While working with a victim, I thought about violence against the perpetrator.
- ☒ 17. I am a sensitive person.
- ☐ 18. I have flashbacks connected to those I help.
- ☒ 19. I have good peer support when I need to work through a highly stressful experience.
- ☐ 20. I have had first-hand experience with traumatic events in my adult life.
- ☐ 21. I have had first-hand experience with traumatic events in my childhood.
- ☐ 22. I think that I need to "work through" a traumatic experience in my life.
- ☒ 23. I think that I need more close friends.
- ☒ 24. I think that there is no one to talk with about highly stressful experiences.
- ☒ 25. I have concluded that I work too hard for my own good.
- ☒ 26. Working with those I help brings me a great deal of satisfaction.
- ☒ 27. I feel invigorated after working with those I help.



# Panel Discussion



**Steve Zappalla, Ph.D., LPC**  
ACS, NCC, CSAC  
Founder and Clinical Director  
Center for Veterans in Transition, CVIT



**Charlie Brown, LCPC, NCC**  
American Red Cross Volunteer  
Victory for Veterans Board Member

# Improving Your Wellbeing Through Self-Care

# What is stress?

No universal definition of stress

*Stress is a normal reaction the body has when changes occur. It can respond to these changes physically, mentally, or emotionally.*

# Stress....Good, Bad and Chronic



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Its not stress that kills  
us, it is our reaction to  
it.

Hans Selye

quote  
fab  
.com

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# Do these sound familiar?

I'll use my day off  
to take care of  
that problem

There aren't  
enough hours in the  
day

UGH! I don't have  
time to be sick! Who  
will take care of...

I'll get to  
that tomorrow...

My {insert need here}  
is just going to have to  
wait...

My  
doctor's appointment  
can wait until...



# THE STRESS ARC

*maintaining motivation without burnout*



*Stress occurs when perceived pressure on an individual exceeds ability to maintain resilience*

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# Caregiving ... the Emotional Roller Coaster



At the top, we feel like  
compassionate, caring,  
responsible caregivers who  
can juggle it all



At the bottom, we  
experience guilt,  
depression, anxiety and a  
sense of overwhelming  
responsibility



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# BODY

headaches  
taut muscles  
frequent infections  
muscular twitches  
skin irritations  
breathlessness  
fatigue

# MIND

worrying  
muddled thinking  
impaired judgement  
nightmares  
hasty decisions  
negativity  
indecisions

# STRESS

loss of confidence  
more fussy  
irritability  
anxiety  
alienation  
depression  
apathy

# EMOTIONS

smoking more  
restlessness  
insomnia  
loss of sex drive  
drinking more  
loss of appetite

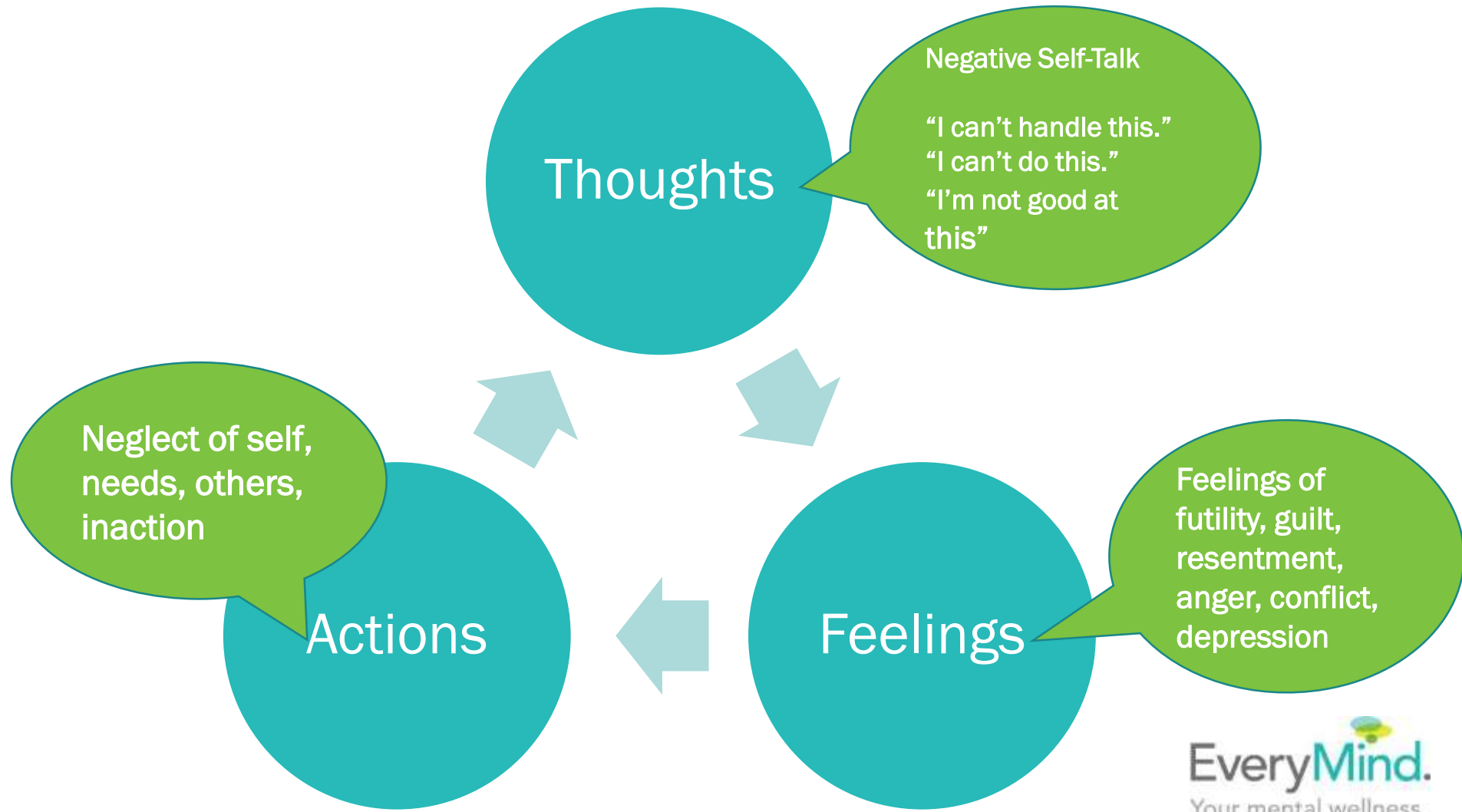
# BEHAVIOR

  
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# What Gets in the Way of Self Care?

- Feelings of being selfish
  - My needs aren't nearly as important as my loved one's.
- Being fearful of own needs
  - If I think about someone else's needs, I don't have to think about my own.
- Asking for help is unacceptable
  - If I ask others for help, I'll look weak.
- Need for approval/acceptance
  - If I do all that I can, I must be a good person.
- An unreasonable sense of responsibility
  - If I don't do it, no one will.
  - I am the responsible one for my {parent}, {child}, {spouse}

# Our Brain Is Our Own Worst Enemy



Between stimulus and  
response there is a space.



In that space is our power  
to choose our response.

In our response lies our  
growth and our freedom.

**VIKTOR E. FRANKL**



[wiobyne.com/tldr/](http://wiobyne.com/tldr/)

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# Self Care Tool Box



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# Acknowledge and Accept Stress



- Identify sources of stress; accept that some stress will always be present
- Understand what CAN be changed/managed and accept what CANNOT
- Be realistic about changes

# Set Goals

#Goals

- Identify ONE activity that would serve your self-care needs
- Set a goal to engage in that activity on a reasonable and realistic schedule
- Hold yourself accountable
  - Schedule self-care activities as you would other appointments
  - Reward yourself for accomplishments
- Evaluate the outcomes and adjust as needed



# Ask for AND Accept Help



- Identify tasks that others can help you do
- AND THEN LET THEM DO IT! Even if it's not the way you would do it
- Look for community resources to assist



# Get Out and Get Active!



- Engage in stress reducing activities
- Get active! Exercise is good for the body and the mind!
- Connect with support groups or others who are in similar situations

# Learn From Experience!



- Track your feelings and stress level
- Identify patterns
- Recognize warning signs
- Identify triggers
- AND LEARN TO ACT, NOT REACT!

# Caregivers Tool Box



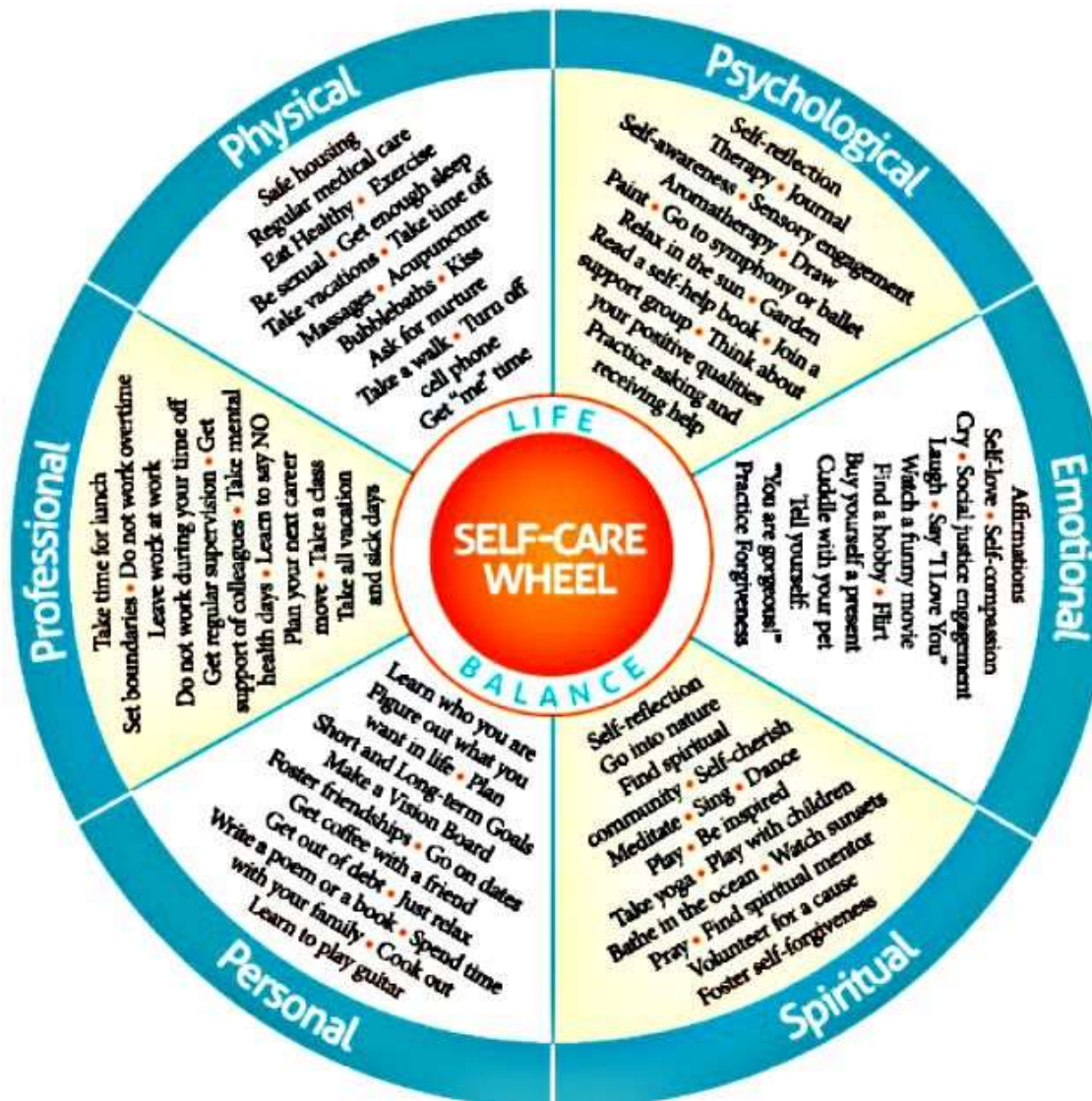
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# Self-Care Techniques

- Plan ahead – don't wing it
- Lower expectations if needed
- Get enough sleep
- Eat healthy foods
- Engage in physical activity – even 10 minutes per day
- Engage in enjoyable activities – reading, yoga, writing/journaling
- Accept stress as a given, change what you can



# SELF-CARE WHEEL



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# Personal Self-Care Statement/Pledge



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# Instead of:

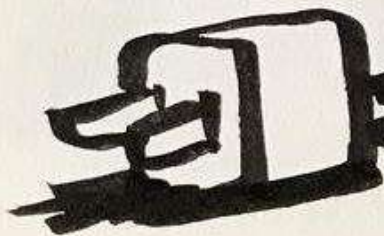
“Don’t Worry, Be Happy.”

“Get Grateful, Be Happy”

# Self-Care Checklist



Almost  
will work  
you unplugging  
few minutes



everything  
again if  
it for a  
- even you.

ANN LAMOTT



# Questions?

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# References and Resources

- [www.blueknot.org](http://www.blueknot.org)
- [www.vtt.ovc.ojp.gov](http://www.vtt.ovc.ojp.gov)
- [www.counseling.org](http://www.counseling.org)
- [www.who.int/mental\\_health/evidence/burn-out/en/](http://www.who.int/mental_health/evidence/burn-out/en/)
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- [www.apa.org/helpcenter/stress-kinds](http://www.apa.org/helpcenter/stress-kinds)
- [my.clevelandclinic.org/health/articles/11874-stress](http://my.clevelandclinic.org/health/articles/11874-stress)

# Evaluations and Feedback

Thank you for joining us!

We need your feedback!

Please complete the Seminar Evaluation:

<https://www.surveymonkey.com/r/V8SPTKX>

If you need CEUs for attending this training,  
please e-mail [ckenady@every-mind.org](mailto:ckenady@every-mind.org)

