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the training division of Rainbow Days, Inc.

# **Making it Personal:**

***Trauma Informed Care  
for Those Who Care***

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# Overview of the Day

- ▶ Introduction to common language definitions
- ▶ Identification of “red flags”
- ▶ Healthy self-care practices
- ▶ Personal Reflection

# Empathy Defined

- ▶ *What's the difference between empathy and sympathy? “Empathy fuels connection. Sympathy drives disconnection.”*

- ▶ **4 Key Steps:**

1. Perspective Taking – putting yourself in someone else's shoes.
2. Staying out of judgement and listening.
3. Recognizing emotion in another person that you have felt before.
4. Communicating that you can recognize that emotion.  
- Theresa Wiseman

- ▶ **“Rarely can a response make something better. What makes something better is connection.”**

- Brené Brown

Youtube.com: Brené Brown empathy



# Trauma Defined

- ▶ Results from an **EVENT (S)**
- ▶ **EXPERIENCED** as overwhelming or life-changing and has
- ▶ Profound **EFFECTS** on psychological development or wellbeing
- ▶ Can be an individual experience

SAMHSA

National Child Traumatic Stress Network ([www.nctsn.org](http://www.nctsn.org))



# Stress Defined

- *“physical, mental, or emotional strain or tension.”*
  - *“a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize.”*
- **Acute Stress**
  - **Chronic Stress**
  - **Eustress**
  - **Distress**



# Acute Stress

- ▶ Fight or flight.
- ▶ The body prepares to defend itself.
- ▶ It takes about 90 minutes for the metabolism to return to normal when the response is over.

# Chronic Stress

- ▶ The cost of daily living:
  - ▶ Bills
  - ▶ Kids
  - ▶ Jobs...
- **This is the stress we tend to ignore or push down.**
- Left uncontrolled this stress affects your health, your body and your immune system.



# Eustress

- ▶ Stress in daily life that has **positive** connotations\*
  - ▶ Marriage
  - ▶ Promotion
  - ▶ Baby
  - ▶ Winning Money
  - ▶ New Friends
  - ▶ Graduation
  - ▶ Others? (Divorce)

\*meanings, implications, suggestions, inferences





# Distress

- ▶ Stress in daily life that has **negative** connotations
  - ▶ Divorce
  - ▶ Punishment
  - ▶ Injury
  - ▶ Negative feelings
  - ▶ Financial problems
  - ▶ Work difficulties



# Toxic Stress

- ▶ Our body's response to severe and/or lasting stress such as emotional or physical abuse, or neglect – **without** support from a caring and trusted adult.
- ▶ Powerful stress hormones overwhelm the child's body and brain. This can result in lifelong issues with mental and physical health, as well as behavior. [Adverse Childhood Experience Study – ACE Study]

([www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/index.html](http://www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/index.html) )

www.stresshealth.org



# Personal Reflection: Stress

Purple Handout:

*Stress Warning Signs and Symptoms*  
*Stress Level Test*

# Secondary Trauma Defined

- ▶ **Secondary trauma** is defined as indirect exposure to **trauma** through a firsthand account or narrative of a **traumatic** event.
- ▶ *The natural and consequent behaviors and emotions resulting from knowing about a traumatizing event experienced by a significant other, **the stress resulting from helping or wanting to help a traumatized or suffering person.*** - Figley, 1995



# Vicarious Trauma Defined

- Vicarious trauma is the **emotional residue** of **exposure** as a helping professional is **hearing** their trauma stories and becomes **witnesses** to the **pain, fear, and terror** that trauma survivors have endured.
- **Negative transformation** in the helper that results from **empathic engagement** with trauma survivors and their trauma material, combined with a **commitment or responsibility to help** them. (i.e. disrupted spirituality/worldview impact; loss of meaning and hope) – Pearlman & Saakvitne, 1996

# Secondary/Vicarious Trauma

**An important difference ...**

**Vicarious trauma** is similar to **secondary traumatic** stress, but individuals with VT display only one subtype characteristic of PTSD\*, **negative changes in beliefs and feelings**. VT fails to address other subtypes of PTSD symptoms (i.e. re-experiencing, avoidance, and hyperarousal).

*[\*PTSD: when a person has difficulty recovering after experiencing or witnessing a terrifying event.]*



# Personal Reflection: Secondary Trauma

Blue Handout:

*The Secondary Traumatic Stress-  
Informed Organization Assessment  
(STSI-OA)*

# Compassion Defined

- ▶ Empathy for the suffering of others
- ▶ Fundamental part of human love





# Compassion Fatigue = The Cost of Caring

*“Refers to the profound **emotional and physical exhaustion** that helping professionals and caregivers can develop over the course of their career as helpers. It is a **gradual erosion** of all the things that keep us connected to others in our caregiver role: our **empathy**, our **hope** and, of course, our **compassion** – not only for **others**, but also for **ourselves**.”*

Francoise Mathieu

The Compassion Fatigue Workbook

# Burnout

“... the index of the **dislocation** (OUCH!) between what people are and what they have to do. It represents an **erosion** in values, dignity, spirit and will – an erosion of the **human soul**. It is a malady (an undesirable condition or ailment) that **spreads gradually** and **continuously** over time, putting people into a **downward spiral ...**”

- Maslach & Leiter

# Compassion Fatigue/Possible Burnout

## Warning Signs: Physical

- Chronic exhaustion
- Physical ailments
- Insomnia or hypersomnia
- Headaches and migraines
- Increased susceptibility to illness
- Somatization and hypochondria
- Addiction

Francoise Mathieu

[The Compassion Fatigue Workbook](#)

# Compassion Fatigue/Possible Burnout Warning Signs: Behavioral

- ▶ Numbing
- ▶ Avoidance
- ▶ Anger and irritability
- ▶ Exaggerated sense of responsibility
- ▶ Impaired ability to make decision; forgetfulness
- ▶ Difficulty concentrating
- ▶ Nightmares
- ▶ Problems in personal relationships
- ▶ Failure to “get a life”

Francoise Mathieu  
The Compassion Fatigue Workbook

# Compassion Fatigue/Possible Burnout Warning Signs: Psychological

- ▶ Emotional exhaustion
- ▶ Negative self-image
- ▶ Depression
- ▶ Reduced ability to feel sympathy/empathy/intimacy
- ▶ Cynicism and embitterment; resentment; anger
- ▶ Diminished sense of enjoyment/career
- ▶ Hypervigilance
- ▶ Hypersensitivity
- ▶ Hopelessness
- ▶ Feelings of guilt, fear
- ▶ Sense of persecution

Francoise Mathieu, The Compassion Fatigue Workbook  
Trauma Stewardship  
SAMHSA TIP 57



# Personal Reflection: Burnout

Goldenrod Handout:

*Burnout Self-Test*  
*Maslach Burnout Inventory (MBI)*

Butter Handout:

*ProQOL Compassion Fatigue*  
*Professional Quality of Life Scale*  
*(PROQOL)*

# Compassion Fatigue/Possible Burnout Top 10 Warning Signs

10. You're so tired you now answer the phone, "Hell."
9. Your friends call to ask how you've been, and you immediately scream, "Get off my back!"
8. Your garbage can IS your "in" box.
7. You wake up to discover your bed is on fire, but go back to sleep because you just don't care.
6. You have so much on your mind you've forgotten how to pee.
5. Visions of the upcoming weekend help you make it through Monday.
4. You sleep more at work than at home.
3. You leave for a party and instinctively bring your briefcase.
2. Your Day-Timer exploded a week ago.
1. You think about how relaxing it would be if your were in jail right now.

# Self-Care Defined

- 1. Know your worth: Self-care is important** to maintain a healthy relationship with yourself as it produces positive feelings and boosts your confidence and **self-esteem**. Remind yourself and others that you and your needs are **important** too.
- 2. A healthy work-life balance:** Contrary to common belief, workaholism is not a virtue. Overwork, and the accompanying **stress** and **exhaustion** can make you **less productive, disorganized** and **emotionally depleted**. It can also lead to all sorts of health problems. Professional self-care habits like taking intermittent breaks (i.e. for lunch, calling your mom, or taking a stroll), setting professional boundaries, avoiding overextending, etc. ensures that you stay sharp, motivated and healthy.



# Self-Care Defined

**3. Stress management:** While a little dose of stress is a healthy way to give us a nudge that we need to meet the deadlines or finish that overdue task, constant stress and anxiety can have an adverse effect on your mental and physical health.

**4. Start living, stop existing:** Life is a precious gift. Why waste it when we have the choice to have a more meaningful existence? Little things like sipping tea while looking at the raindrops racing down the window glass, enjoying a bubble bath, or reading a book are essential for your daily happiness. Something like taking up a new hobby can make your life more purposeful by giving you a new reason to get up in the morning.

# Self-Care Defined

5. **Better physical health:** Self-care is not just about your mental health. It's also about caring for your physical self, by eating healthy, taking adequate sleep, caring about your hygiene, exercising regularly, etc.

## **Reminder:**

*Smart self-care habits like eating healthy, connecting with a loved one or, practicing meditation cuts down the toxic effects of stress by improving your mood and boosting your energy and confidence levels.*



# 10 Self-Care Practices

1. Go for a run, light jog or walk.
2. Meditate or do deep breathing for five minutes.
3. Take a break when you need it.
4. Choose who you spend time with.
5. Laugh heartily at least once a day.
7. Eat green daily.
8. Avoid emotional eating.
9. Start a journal.
10. Learn to say 'No.'
11. Stop overthinking.



# Personal Reflection: Self-Care

Purple Handout:

*Self Care and Lifestyle Balance  
Inventory*



# Barriers

- ▶ Identify potential barriers to engaging in self-care practices more routinely. Ask yourself:
  - What keeps me from engaging in more self-care activities?
  - What would a personal commitment to self-care look like for me?
  - How do I make self-care a priority in my life?

List 2-3 things you can do to improve your self-care:

- 1.
- 2.
- 3.



# Care of the Caregiver

*“We have an obligation to our clients, as well as to ourselves, our colleagues and our loved ones, not to be damaged by the work we do.”*

K.W. Saakvitne & L.A. Pearlman

# Questions to Consider

- ▶ Is this still the right job for me?
- ▶ Does it work for me?
- ▶ Does it work for people close to me?
- ▶ Are you doing your work with integrity?



As you go throughout today,  
the rest of the conference,  
and enter back into your  
world, remember to ...

**Take GOOD care of yourself!**



THE  
**trans4m**<sup>™</sup>  
CENTER

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