

# Hitting the ~~Re-set~~ Refresh Button 2018 CSA Conference

Heather Peck Dziewulski, LCSW, DCSW, BCD  
Hope Stonerook, BSW, MBA  
Co-Founders, The Resilience Network



# Goals for the Day

- **Understand the types of compassion fatigue**
- **Learn about stress**
- **Have an awareness of how compassion fatigue impacts individuals and organizations**
- **Understand the neurobiology of compassion fatigue and trauma**
- **Measure your own compassion satisfaction, burnout and STS levels**
- **Be able to identify steps of how to combat and/or prevent compassion fatigue**





# Stress

**Chronic Stress is the precursor to  
Burnout**

**(Compassion fatigue of any variety  
can be a result of chronic stress)**

**Biological factors: Under stress  
Cortisol and Adrenaline are  
constantly released and Serotonin is  
inhibited; the body is wearing down  
at an accelerated pace**

**you may notice that you get sick  
more often – colds, headaches, etc.**



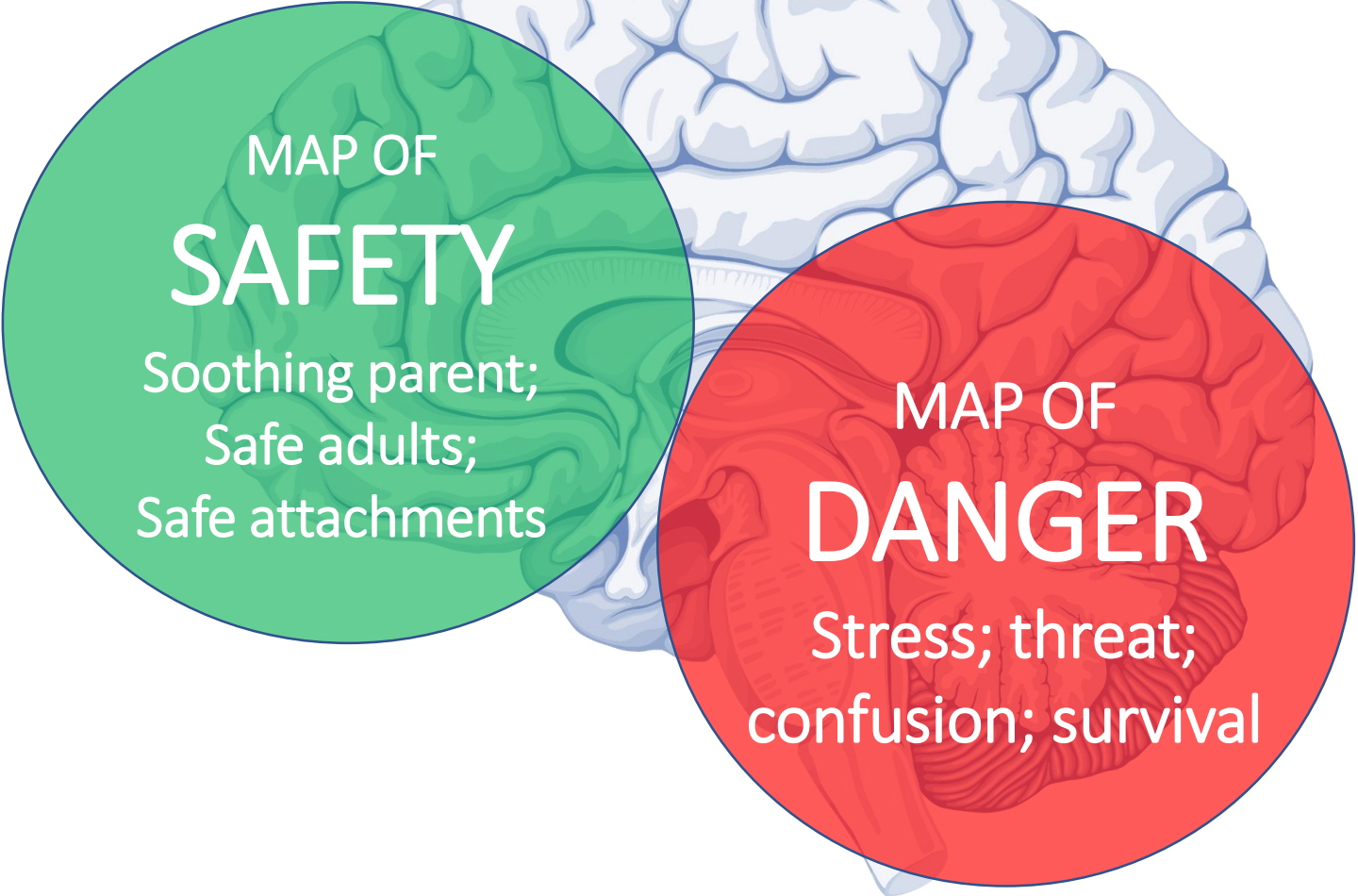
# Stress

When under chronic stress you are on a Super Highway to Danger

Feelings of being unsafe (think tornado)

Set a culture of safety for the staff – know people care about you, will back you up, no one will blame you, on the same page and same team





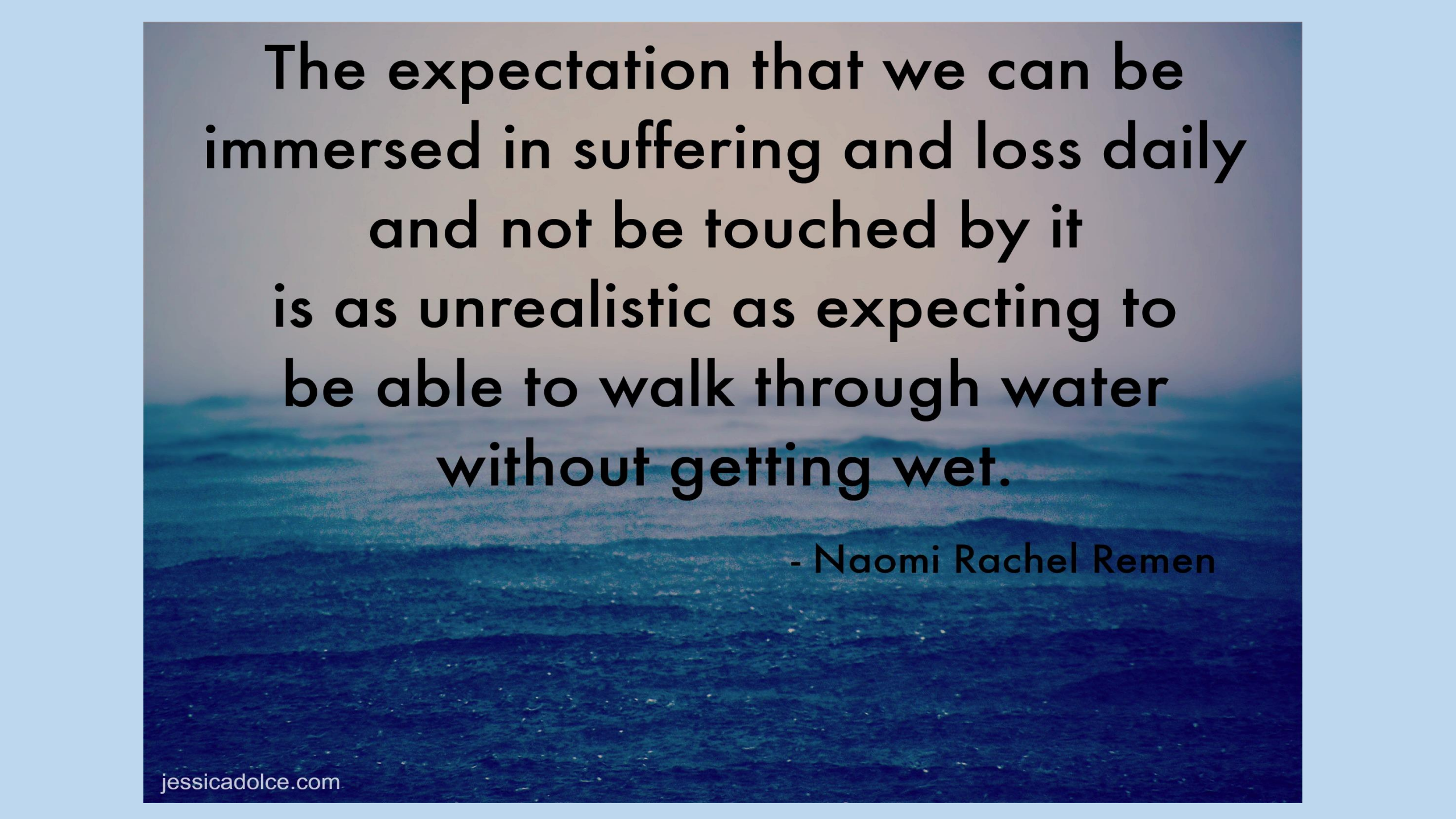
MAP OF  
**SAFETY**  
Soothing parent;  
Safe adults;  
Safe attachments

MAP OF  
**DANGER**  
Stress; threat;  
confusion; survival

# Compassion Fatigue

## What is It?





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.

- Naomi Rachel Remen



# Compassion Fatigue

A term used to describe a series of conditions with varying degrees of severity, all with similar, but distinctly different symptoms.



# COMPASSION FATIGUE



**BURNOUT**



**SECONDARY  
TRAUMATIC STRESS**



**VICARIOUS  
TRAUMA**



# Burnout Symptoms



**Fatigue**



**Helplessness**



**Increased  
absenteeism**



**Physical  
symptoms**



**Crabiness**



# STS Symptoms



**Dreams/  
nightmares**



**Intrusive  
thoughts**



**Emotional  
numbness**



**Irritability**



**Trouble  
sleeping**



**Gaps in  
memory**



**Outburst  
of anger**



# Vicarious Trauma Symptoms



Emotional numbing



Social withdrawal



Feelings of despair



“I really don't like this client”



Labeling/  
stereotyping



Reduced sense of respect for clients



Direct Trauma	Indirect Trauma
Things that happen to you	Hearing about the traumatic experiences of others
<ul style="list-style-type: none"><li data-bbox="242 492 1172 821">• Kids spitting at you, kids fighting, kids throwing up on you, kids yelling personal insults/slurs</li></ul>	Indirect trauma very important to pay attention to for both Superintendents and Supervisors in a detention facility
These behaviors start to become normalized	



# Professional Quality of Life Scale Inventory



ANSWER THE QUESTIONS  
BASED ON YOUR WORK  
SITUATION



# **PROQOL: Responses and Discussion**

**Compassion Satisfaction: The pleasure you derive from being able to do your work well.**

**The average score is 50.**

**About 25% of people score higher than 57**

**About 25% of people score below 43**

**If your score is below 40, you may find problems with your job.**



# **PROQOL: Responses and Discussion**

**Burnout: Can reflect the feeling that your efforts make no difference, or they can be associated with high workload or a non-supportive work environment.**

**The average score is 50.**

**About 25% of people score higher than 57**

**About 25% of people score below 43**

**If your score is above 57, you may want to think about what at work makes you feel like you are not effective in our position. If a high score persists, it may be a cause for concern.**



# **PROQOL: Responses and Discussion**

**Secondary Traumatic Stress: Developing problems due to exposure to other's trauma.**

**The average score is 50.**

**About 25% of people score higher than 57**

**About 25% of people score below 43**

**If your score is above 57, you may want to take some time to think about how you feel about your work and your work environment. Is there something concerning or frightening about your work?**



**The most insidious aspect of compassion fatigue is that it attacks the very core of what brings helpers into this work: their empathy and compassion for others.**



# Impact on Professional Functioning

Performance of Job Tasks	Morale	Interpersonal	Behavioral
<ul style="list-style-type: none"><li>• Decrease in work quality</li><li>• Low motivation</li><li>• Avoidance of job tasks</li><li>• Increase in mistakes</li><li>• Setting perfectionist standards</li><li>• Obsession about details</li></ul>	<ul style="list-style-type: none"><li>• Decrease in confidence</li><li>• Loss of Interest</li><li>• Dissatisfaction</li><li>• Negative attitude</li><li>• Apathy</li><li>• Lack of Appreciation</li><li>• Detachment</li></ul>	<ul style="list-style-type: none"><li>• Withdrawal from colleagues</li><li>• Impatience</li><li>• Poor communication</li><li>• Staff conflicts</li></ul>	<ul style="list-style-type: none"><li>• Absenteeism</li><li>• Exhaustion</li><li>• Faulty judgment</li><li>• Irritability</li><li>• Tardiness</li><li>• Overwork</li><li>• Irresponsibility</li><li>• Negativism toward management</li></ul>

# The Ultimate solution is to Build Resilience

*“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”.*

*(Frankel 1997)*



# Ethical Principles of Self-Care in Practice

- **Respect for the dignity and worth of self:** A violation lowers your integrity and trust.
- **Responsibility of self care:** Ultimately it is your responsibility to take care of yourself and no situation or person can justify neglecting it.
- **Self care and duty to perform:** There must be a recognition that the duty to perform as a helper can not be fulfilled if there is not, at the same time, a duty to self care.



# Compassion Fatigue Prevention

- **Be kind to yourself**
- **Exchange information and feelings with those who can validate you**
- **Express what you really need verbally**
- **Seek, find, and remember appreciation from supervisors and clients.**





# Compassion Fatigue Prevention

- Make it known to supervisors that you wish to be recognized for your service
- Select one or more personal advocates, these are colleagues who know you as a person and as a helper and are committed to monitoring your efforts at compassion fatigue prevention
- Accept where you are on your path at all times



# Compassion Fatigue Prevention

- Understand the difference between empathy which is the ability to stand beside trauma with connection and sympathy which is taking on the trauma as ones own
- Remember that we cannot be attached to the outcome. We don't heal people, we are only the conduit
- Remember it is their journey and you have to let them go!



# Checking your basic needs at work Activity





**THE RESILIENCE NETWORK**  
[www.resilience-network.net](http://www.resilience-network.net)

# Thank you!

Heather Peck Dziewulski, LCSW, BCD  
[heather@resilience-network.net](mailto:heather@resilience-network.net)  
(703) 840-5419

Hope Stonerook, BSW, MBA  
[hope@resilience-network.net](mailto:hope@resilience-network.net)  
(703) 840-5459