



Canadian Mental Health Association

Waterloo Wellington

Association canadienne pour la santé mentale

Waterloo Wellington

Compassion Fatigue



Laura McShane - CMHAWW

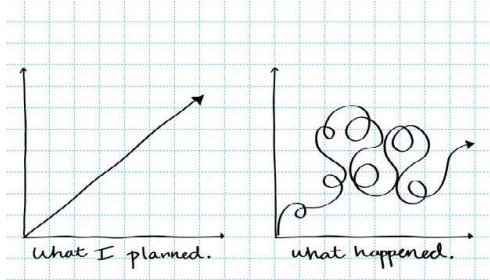
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About the presenter...

Laura McShane is the Coordinator of Mental Health Promotion and Education Services with the Canadian Mental Health Association Waterloo Wellington.



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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

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Regain a sense of control:

- Be aware of what you can't control, and what you can
- Make choices
- Be proactive
- Be as prepared as you can
- You don't have to wait until you are overwhelmed to work on yourself

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- 98% strategies we will discuss today are **FREE!**

Goals:

- **increasing** your self awareness about what is going on in your life
- **identifying** what you can change and
- **deciding** where to begin

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Understanding...

- Moral Distress / Moral Residue
- Burnout
- Compassion Fatigue
- Vicarious Trauma

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Moral Distress

"[...] happens when there are inconsistencies between a [helper's] beliefs and his or her actions in practice" (Baylis 2000)

- "when policies or routines conflict with [...] beliefs about [...] patient care" (Mitchell 2000)

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Moral Residue

"that which each of us carries with us from those times in our lives when in the face of moral distress we have seriously compromised ourselves or allowed ourselves to be compromised."

(Webster and Baylis, 2000)

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Burnout

- “Physical & emotional exhaustion as a result of prolonged stress and frustration”
- Depleted ability to cope with demands
- Sense of powerlessness to achieve goals
- Does not necessarily alter our view of the world, but our view of the workplace
- Can happen in any occupation

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Stress vs Burnout



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Compassion Fatigue “An Occupational Hazard”

Deep physical and emotional exhaustion and a pronounced change in the helper's ability to feel empathy for their patients, loved ones and co-workers”

Eventually can lead to depression, secondary traumatic stress, and stress related illness, addiction and suicide

The worst part is that it attacks the part of us that brought us into this line of work.

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Vicarious Trauma

- The indirect trauma that can occur when we are exposed to disturbing images and stories second-hand.
- Prolonged exposure can lead to symptoms of PTSD without the person having been directly exposed to the event.
- Also known as Secondary Traumatic Stress

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Compassion Fatigue & Vicarious Trauma

Similarities:

- A deep erosion of our compassion, of our ability to tolerate strong emotions/difficult stories in others
- Transformation of world view, beliefs
- Accumulate over time & across people supported
- Evident in helpers' professional and personal life
- Occupational Hazards

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How many helpers get CF/VT?

All studies come to the same conclusions:

- Affects the most caring
- % of trauma-related support required - the more traumatic the work = higher incidence of VT
- Full time vs part time
- Availability of social support is protective
- Helper's own trauma history
- Adequate training is protective

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HANDOUT

- Signs and symptoms checklist
- Your S&S will be your WARNING SIGNS

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Physical Signs of Compassion Fatigue

- Exhaustion
- Insomnia
- Headaches
- Increased susceptibility to illness
- Somatization and hypochondria

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Behavioural Signs and Symptoms

Increased use of alcohol and drugs	Anger and Irritability	Avoidance of people supported / other people
Absenteeism Presenteeism	Impaired ability to make decisions	Problems in personal relationships
Attrition	Compromised care for people	

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Psychological signs & symptoms

- Distancing
- Negative self image
- Depression
- Reduced ability to feel sympathy and empathy
- Cynicism
- Resentment
- Dread of working with certain people
- Feeling professional helplessness
- Depersonalization
- Disruption of world view

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Psychological S & S continued...

- Problems with Intimacy
- Intrusive imagery
- Heightened anxiety or irrational fears
- Difficulty separating personal and professional lives
- Hypersensitivity to emotionally charged stimuli
- Insensitivity to emotional material
- Increased sense of personal vulnerability
- Loss of hope

Sources:
Saakvitne, Figley, Gentry, Baranowsky & Dunnin

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Step One – Take Stock: Track your Stress (at home and at work)

**Activity - *What's draining you?*
- *What's on your plate?***

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What we say... bargaining with our lives

- "I'll slow down when I retire...
when the kids leave...
when I have enough money..."
- This is just a bad spell, it won't be this awful in a month... 2 months... when this COVID crisis is over...

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Step Two: Enhancing Self Care and Improving work/life balance

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personal CHECKLIST

- DID YOU EAT?**
when and how we eat can influence how we're feeling
- DID YOU SLEEP?**
how?
A regular sleeping pattern and the right amount of hours can help. Sleeping during the day would do just the opposite!
- HOW'S THE SPACE AROUND YOU?**
A tidy room for a tidy mind
- IS YOUR TO-DO LIST TOO LONG?**
Write it down! Seeing it on a piece of paper makes it less scary. Prioritize what annoys you the most → you'll feel so relieved afterwards!
- DID YOU DRINK?**
Dehydration can make us feel sleepy
- DID YOU SHOWER?**
- or did you wash your face? -
Cleanliness can help you feel better
- DID YOU GO OUT?**
Fresh air and sunlight are your friends
- HAVE YOU TALKED TO SOMEONE?**
(texts don't count!)
Human contact is essential even when we're fine, if we're not okay it matters even more

@ohmymanymoods

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Self Care - What has been shown to work?

- Deceptively simple strategies
- A-b-c's of basic self care: Sleep, rest, proper diet, exercise, vacations
- Renewal
- Activities that replenish you
- Working part time/life work balance
- Nourishing activities every day
- Debriefing process

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Negative Coping

- Drug or alcohol abuse and misuse
- Isolation
- Risk taking
- Lashing out
- Poor eating habits
- Self-harm



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Simple Self-Care



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Self Care Inventory


X Mark an X for what you already do
O Circle what you wish you did more often

• **Making a commitment to self-care**
 Could you protect one hour/one night or one half day per week to self-care?

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True self-care is not salt baths and chocolate cake, it is making the choice to build a life you don't need to regularly escape from.
Brianna Wiest



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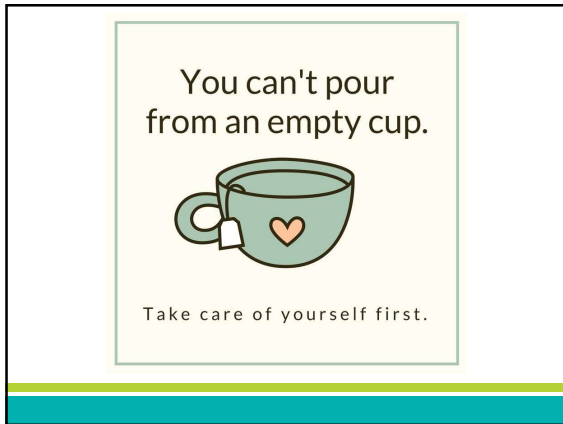
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Step Three:

Developing CF resiliency through relaxation training and stress reduction techniques

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Resiliency is about...

- A combination of skills and positive attributes that people gain from their life experiences and relationships
- Attributes that help solve problems, cope with challenges and support us to bounce back from disappointments and challenges

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The Resiliency Quiz

- Resilience has been identified as one of the key areas to help support compassion satisfaction.
- Building resilience is a process, not a trait and we can learn how to strengthen our own.

• Source: Nan Henderson www.resiliency.com

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Practicing Self Compassion

- Cultivate mindful awareness
- Pay attention to the present
- Notice when your thoughts drift into criticism
- Being less self-judgemental
- Recognize that life is very difficult right now...
- Repeat positive affirmations

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Self Compassion Resources

- Dr. Kristen Neff
www.mindfulcompassion.org
- Dr. Christopher Germer
www.mindfulselfcompassion.org
- Dr. Paul Gilbert
www.compassionatemind.co.uk

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What works to address C.F.?

Five Key Areas:

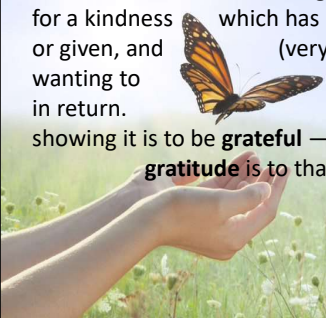
- 1) Resiliency Skills
- 2) Skills acquisition
- 3) Self Care
- 4) Internal Conflicts
- 5) Connection with others

Baranowsky and Gentry, ARP training manual (1999)

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Gratitude

Gratitude is a state of feeling appreciative for a kindness which has been granted or given, and (very often) of wanting to give something in return. The act of showing it is to be **grateful** — to show **gratitude** is to thank.



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Benefits of Practicing Gratitude

- Transforms the brain – when we feel happiness the CNS is affected – we feel more peaceful, less reactive, less resistance
- We feel better - want to exercise more, sleep better & feel more refreshed upon wake up
- Decreases anxiety and depression
- Feel more connected to others
- Reminds us to enjoy what we have, rather than desiring what we don't
- **HOW???** – gratitude journal, tell someone what you appreciate about them, think of something you have done well or something you like about yourself when you are looking in mirror while brushing your teeth

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Step Four: Making a Commitment to Change

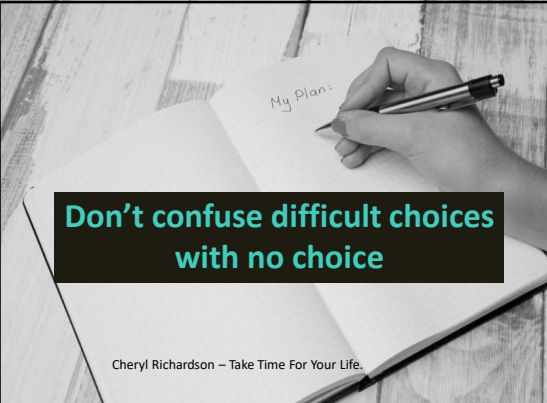
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Making a Commitment to Change



Can you think of one thing you could do differently?
...tomorrow
...this week
...next month

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Don't confuse difficult choices with no choice

Cheryl Richardson — Take Time For Your Life.

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For More Resources/Information

www.compassionfatigue.ca
<http://www.tendacademy.com/>



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reclaim your health

Canadian Mental Health Association
Ontario

- Free, guided, self-help program, grounded in cognitive behavioural therapy (CBT) to help **adults and youth 15+** learn skills to better manage low mood, mild to moderate depression and anxiety, stress or worry
- Offers two forms of support:
 1. **Telephone coaching using skill-building workbooks** (referral needed by a primary care provider or self-referral with primary care information)
 2. **Online videos** provide practical tips at: bouncebackvideo.ca (access code: **bboodayon**) (no referral needed)
- Participants are contacted within **5 business days** of referral being submitted
- Telephone coaching available in **multiple languages**
- **No travelling required.** Participants receive support in the comfort of their home at a time that's convenient for them

For more information, visit: bouncebackontario.ca.
If you're a healthcare professional seeking resources, email: bounceback@ontario.cmha.ca.

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Check out our website

www.cmhaww.ca

Here4Help

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1 844 437 3247
(HERE247)

Call anytime to access
Addictions, Mental Health
& Crisis Services
Waterloo-Wellington

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Resources & Apps

<ul style="list-style-type: none">• www.cmha.ca• www.camh.net• www.mentalhealthhelpline.ca• www.wrspc.ca• www.mentalhealthcommission.ca• www.211Ontario.ca• www.mentalhealthweek.ca	<ul style="list-style-type: none">• Stop. Breathe Think.• Insight Timer• Down Dog• Headspace• Breethe meditation• Gratitude Journal 365• 10% Happier• Calm
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Thank you
for joining
us today!

Questions?

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